



Enrol with GEM



Certificate III in Business BSB30120

Online and/or Blended Delivery

Qualification

Certificate III in Business - **BSB30120**.

Training Package

BSB Business Services Training Package

GEM Online Campus

The Learner is provided with User Name and Password to the GEM Online Campus, which enables access to the interactive Online Screen Guide; the Learner Guide (pdf); the Assessment Guide; and the Quick Reference Guide.

Blended Delivery

Study via face to face intensives; supported by Learner Guide, Assessment Guide; Online Seminars.

Time Commitment

Nominal minimum hours of study plus individual research and on the job application is 1,200 - 2,400 hours (normally over a period of 12-24 months); **OR** approximately 10 hours research and study per week (face-to-face/online) for 12 months from commencement. During the balance of the time, learners will be engaged in work-based/simulated work-based (portfolio building) activities, assessments.

Course Overview

Do you see yourself starting or building a career in office administration? Are you aiming to provide support to a team? The Certificate III in Business is suitable for all ages and provides the knowledge and skills required for employment in a variety of business settings. GEM College offers a wide range of options, which enables us to accommodate a wide range of needs. For instance, needs to - communicate in business, use business technology; produce workplace documentation; and a selection of basic bookkeeping Units.

The course will provide you with the skills required to perform common business-related tasks such as producing documents and handling customers. It reflects the role of individuals in a variety of Business Services job roles. Or, if you are looking to specialise, GEM College also provides specialisation - Customer Engagement; Business Administration; and Records and Information Management.

It is likely that people working in these roles are establishing their own work performance. Graduates of this qualification are able to carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may also provide technical advice and support to a team.



STUDY LOANS the affordable way

If you love setting up projects or have been called 'the organiser' by your friends/work colleagues, this course will help you find your professional calling. It can also serve as a springboard for further study, a promotion or when applying for a more senior role.

Career Opportunities/Vocational Outcomes

The qualification applies equally well to people working in, for instance, roles involving – Administration; Customer Engagement/Services; Records Management; and Data Capturing.

Career Opportunities/Vocational Outcomes

This qualification may apply to people who are working in a business environment, or who have an interest in entrepreneurship.

Pathways

Entry Requirements/Pathways

While there are no prerequisite requirements for entry into this qualification, learners will need:

- Communication skills at a requisite level to complete the course
- Computer skills such as:
 - Knowledge of common computing terms and word processing;
 - Familiar with web browser software;
 - Able to send/receive e-mail, including e-mail with attachments; and
 - Proficient in navigating the Internet.

Computer hardware and software requirements

- Operating System: Windows 7 or higher; MAC OS X 10.6 or higher (recommended);
- CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended;
- Processor: 2.0 GHz processor or higher (32-bit or 64-bit);
- Monitor with at least 1024x768 screen resolution;
- Internet access: Minimum ADSL1 with a speed of at least 1.5Mbps;
- Valid personal email address;
- Speakers and microphone/headset;
- Adobe Reader;
- Word processing and presentation software e.g. - Microsoft Office, PowerPoint, etc; and
- In date web browser – e.g. Google Chrome, Mozilla Firefox, etc.

Student selection

Each applicant will be interviewed to:

- Ensure suitability of program for the individual and his/her current position and/or career path;
- Explore possibilities for RPL and/or credit transfer (as applicable);
- Identify special needs and determine reasonable adjustment (if applicable/required);
- Establish delivery mode(s) that match the requirements of the student;
- Inform important policies/processes (e.g. - student selection/admissions, privacy, payment/refunds, grievance/complaints processes, etc).

Articulation Pathways from the Qualification

On completion of this qualification, you may undertake a specialist qualification; e.g. Certificate IV in Work Health and Safety; Certificate IV in Project Management Practice; or a generic qualification such as Certificate IV in Leadership and Management OR a Certificate IV in Business.

Gaining University Entrance

A Certificate IV or Diploma may gain 6-12 months advanced standing in a university degree. Some Advanced Diplomas may be eligible for even more credit. Choosing a GEM College of International Business to University Pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage.

A Graduate Certificate/Diploma from GEM College of International Business, coupled with relevant industry experience, may gain entrance to post graduate qualifications

Course Structure

The Course Structure consists of **13 Units. 6 Core Units** plus **7 Elective Units**, of which:

- 2 Elective Units must be selected from Group A
- 1 Elective Unit must be selected from Group B
- For the remaining 4 elective Units:
 - Up to 4 Units may be selected from Group A, B, C, D, E or G
 - If not listed, up to 3 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.

Elective Units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Specialisations

This qualification can provide for specialisations. To achieve a specialisation, the following additional packaging rules must be adhered to for specialisation in:

- **Customer Engagement**, 4 elective units must be selected from Group D
- **Business Administration**, 4 elective units must be selected from Group E
- **Records and Information Management**, 4 elective units must be selected from Group G.

Where the learner has achieved the specialisations listed below, the job roles that relate to this qualification may include the following:

- **Customer Engagement** - Customer Service Representative.
- **Business Administration** - Administrative Assistant.
- **Records and Information Management** - Records Assistant.

The achievement of a specialisation will be identified on the Testamur as follows:

- BSB30120 Certificate III in Business (Customer Engagement)
- BSB30120 Certificate III in Business (Administration)
- BSB30120 Certificate III in Business (Records and Information Management)

Core Units

Apply critical thinking skills in a team environment	BSBCRT311
Assist with maintaining workplace safety	BSBWHS311
Engage in workplace communication	BSBXCM301
Participate in sustainable work practices	BSBSUS211
Support personal wellbeing in the workplace	BSBPEF201
Use inclusive work practices	BSBTWK301

Elective Units

Group A – Technology

Collect and record data	BSBDAT201
Create electronic presentations	BSBTEC303
Design and produce business documents	BSBTEC301
Design and produce spreadsheets	BSBTEC302
Identify and report online security threats	BSBXCS302
Protect own personal online profile from cyber security threats	BSBXCS301
Record stakeholder interactions	BSBOPS306
Securely manage personally identifiable information and workplace information	BSBXCS303
Use business software applications	BSBTEC201
Use digital technologies to collaborate in a work environment	BSBTEC404
Use digital technologies to communicate in a work environment	BSBTEC202
Write simple documents	BSBWRT311

Group B – Business Competence

Apply infection prevention and control procedures to own work activities	BSBWHS332X
Contribute to continuous improvement	BSBSTR301
Develop and present business proposals	BSBESB302
Identify business risk	BSBOPS302
Organise personal work priorities	BSBPEF301
Research and develop business plans	BSBESB401
Undertake project work	BSBPMG430

Group C – Teamwork and Relationships

Articulate, present and debate ideas	BSBCRT412
Develop self-awareness	BSBPEF302
Support effective workplace relationships	BSBLDR301
Work in a team	BSBXTW301

Group D – Customer and Client Engagement

Advise on products and services	SIRXPDK001
Assist with customer difficulties	SIRXCEG002
Deliver and monitor a service to customers	BSBOPS304
Maintain business to business relationships	SIRXCEG005
Process customer complaints	BSBOPS305
Provide ICT advice to clients	ICTSAS305
Respond to the service needs of customers and clients with disability	BSBXDB301
Support marketing and promotional activities	SIRXMKT001
Use social media and online tools	SIRXOSM003

Group E – Business Administration

Handle receipt and dispatch of information	BSBINS202
Maintain business resources	BSBOPS301
Maintain financial records	BSBFIN302
Organise schedules	BSBOPS303
Process financial transactions	BSBFIN301
Process payroll	BSBHRM416
Purchase goods and services	BSBPUR301

Group G – Records and Information Management

Control records	BSBINS308
Maintain business records	BSBINS309
Organise workplace information	BSBINS302
Retrieve information from records	BSBINS307
Use knowledge management systems	BSBINS303

Course Fees

Fees

State Assistance:

Assistance might be available for this qualification: <http://www.gemcollege.edu.au/financial-assistance/>. State Government funding/subsidies may be available within your state. Please check with your GEM representative if you require clarity in this regard.

Student Loan:

GEM College now partners with Study Loans as a great way for you to finance your course. [Click here to find out more and apply.](#)



Tuition Fees include:

Your tuition fee includes:-

- Access to GEM Online Campus – and interactive Onscreen Guides
- Learner Guide for each Unit (pdf)
- Assessment Guide for each Unit (pdf)
- All essential reference materials.
- Additional Reference materials may be requested to further enhance your learning. These might attract an additional charge.

Contact our Administration Centre on (08) 8342 3316 for more information and payment options. Fees, charges and course offerings are subject to change.

Fees can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order. **Note:** GEM College may not accept upfront payments in excess of \$1,500 from individuals, prior to a pre-enrolment discussion with a course advisor.

Scholarships

A limited number of Partial Scholarships are offered within Australia annually. A limited number of Offshore Scholarships are offered annually. [See Application for Consideration for Scholarship on the GEM website.](#)

Course Fees: \$2,999

Grievances and Appeals

GEM College of International Business is committed to ongoing improvements that will enhance the service that is provided to you, the client. Should you have any grievance with the way in which GEM College has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through us.

Global Resources - Local Focus 'Each one trains one'

In the first instance, any grievance should be discussed with the relevant Administrative person, Tutor or Facilitator. If they cannot resolve the problem to your satisfaction, it will then be referred to the Campus Manager. If the Campus Manager was your first point of contact or if the issue is still not resolved to your satisfaction, then the National Manager shall endeavour to resolve the matter. If the National Manager does not resolve the matter to your satisfaction, the Director-International Business or the Corporate Leader will be pleased to make an appointment and listen to your grievance. Further detail regarding our grievance and appeals policy is contained in our "Customer Service Charter and Grievance Policy" which is located at <https://www.gemcollege.edu.au/student-policies/>

If you do not agree with the result given for an assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your Tutor or Facilitator. If you are not satisfied with the outcome of that discussion, you can access the appeal process through the Campus Manager. More information on Learner's rights and responsibilities can be found at <https://www.gemcollege.edu.au/student-policies/>

GEM College of International Business hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

Assessment

There are assessments tasks for every Performance Criteria built into every Unit of Competency. You will not be assessed until you indicate that you are prepared for assessment. Your Tutor or Facilitator will give you at least one-week notice of any assessment being organised by the Assessor. You will be required to have submitted your portfolio of evidence prior to the actual assessment date, or to bring it with you to the assessment. If face to face assessment is being undertaken you must attend. If you are sick, a phone call is required to advise of your absence. Otherwise, a doctor's certificate will be necessary for an alternative date to be set for the assessment. For more information on assessment, refer to your 'Course Information Guide' for this Unit, and/or for additional information, which is available on the GEM website.

Location

If you do not have a workplace that is suitable for you to demonstrate your competence on the job, GEM College of International Business may be able to provide customised, flexible or on-the-job options for this course. Contact your Tutor or Facilitator for further information to discuss your needs.

Reasonable adjustment

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately discuss this with your Tutor or Facilitator, about a 'reasonable adjustment'. This is the adjustment of the way in which you are to be assessed to take into account your condition. This may include providing additional time, or a support person. While assessment tasks may be changed to suit your condition, the actual performance criteria cannot be altered.

Recognition of Prior Learning and Current Competency

GEM College of International Business recognises skills gained through previous studies, the workplace and life experience which may allow you to complete your qualification more quickly than the nominated minimal hours.

You may be entitled to recognition that will exempt you from one or more Units of Competency. Where you can provide evidence of competency in all Units in a given qualification, you will be required to complete a major project, to demonstrate your ability to provide current application of those competencies across a range of sectors, or with regards to a range of contingencies.

If you are granted RPL the target unit will be reported on your Academic Transcript advanced standing. No gradings are provided for Units granted under RPL arrangements.

You must enrol in all Units of Competency and apply for an exemption by completing a form. Attendance at class, or Online is necessary until any relevant exemption is granted.

For further information please contact the Quality Control Officer via stephen.short@gemcollege.edu.au or visit the GEM College website.

Student Journey

At GEM College of International Business, we are committed to aligning our policies, processes and the information that we share with the unique needs of each student. Thus, we tailor each phase of the 'Student Journey' according to this. A generic overview of the 'Student Journey' appears in the illustration below. An inter-active version can be found at our website by clicking [here](#).



Important GEM College Policies, Processes and Student Information

GEM College of International Business is acknowledged by its industry partners and former students as upholding the highest standards of ethical conduct and professional excellence. We strive to inculcate these same standards in our learners and to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and its learners.

The policies and processes of the College are transparent; we therefore discuss these with our learners during an Orientation Session at the commencement of each course. You will be required to acknowledge that you have read, understand, accept and are willing to ascribe these policies and processes during the Orientation Session.

The college website (<https://www.gemcollege.edu.au/student-policies/>) includes various policy and processes that are considered essential pre-reading. Other important student information can be found at <https://www.gemcollege.edu.au/students/>.

Additional Details

Contact Details

Address:	GEM College of International Business, 52 Prospect Road, Prospect, SA 5082				
Phone:	61 8 8342 3316	Mobile:	61 411 694 717	Fax:	(08) 8342 2848
Email:	admin@gemcollege.edu.au	Web:	https://www.gemcollege.edu.au/		

Course Commencement Dates

Rolling enrolments are offered as an option for those preferring this. This means that a course commences when you indicate that you are ready to start.

Registration of Expression of Interest

<https://www.gemcollege.edu.au/expression-of-interest/>

Orientation Sessions

Will occur on GEM Campus, or via Zoom or GEM Constant Learning. Dates to be advised.