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116 Adelaide St., Brisbane, QLD, Australia 4000

## **BSB20115-Certificate II in Business**

(BSB20115 / CRICOS: 086792G)

#### **Qualification overview**

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Employment opportunities with this qualification include Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist.

Successful completion of the Certificate II in Business may provide entry into the Certificate III Business, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

47 weeks

## **Study Weeks**

36 weeks

#### **Entry requirement**

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment previous skills and knowledge assessment here

- 01. BSBWHS201 | Contribute to health and safety of self and others
- 02. BSBSUS201 | Participate in environmentally sustainable work practices
- 03. SIRXHWB001 | Maintain personal health and wellbeing
- 04. BSBCUS201 | Deliver a service to customers
- 05. BSBWOR202 | Organise and complete daily work activities
- 06. BSBWOR203 | Work effectively with others
- 07. BSBCMM201 | Communicate in the workplace
- 08. BSBITU212 | Create and use spreadsheets
- 09. BSBWOR204 | Use business technology
- 10. BSBITU211 | Produce digital text documents
- 11. BSBINM201 | Process and maintain workplace information
- 12. BSBIND201 | Work effectively in a business environment





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## **Intensive BSB20115-Certificate II in Business**

(BSB20115 / CRICOS: 086792G)

#### **Qualification overview**

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Employment opportunities with this qualification include Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist.

Successful completion of the Certificate II in Business may provide entry into the Certificate III Business, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

#### **Total Length**

23 weeks

#### **Study Weeks**

18 weeks

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment previous skills and knowledge assessment here

Block	Code	Title
1	BSBCUS201 & BSBWOR203	Both units have a focus on working with others, by it external or internal facing. As our target cohort is international students, time is allowed to develop their oral communication confidence.
2	BSBITU212 & SIRXHWB001	Time allowed to develop students IT skills as they may not be strong. This topic is especially relevant to students in another culture; time has been allowed to explore.
3	BSBWOR204 & BSBITU211	Both of these units relate to IT and so cluster well together; time allowed to develop students word processing skills.
4	BSBIND201 & BSBWOR202	Both units relate to how workplace information is handled and have several cross over ideas
5	BSBCMM201 & BSBINM201	Time allowed her to help students with their communication skills.
6	BSBWHS201 & BSBSUS201	Workplace health and safety are very important topics in Australia; they cluster together to allow this unit to focus on these topics together.







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## **BSB30115-Certificate III in Business**

(BSB30115 / CRICOS: 086831E)

#### **Qualification overview**

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Employment opportunities with this qualification include Administration Assistant, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist), Word Processing Operator, Customer Service Officer, Payroll Officer, Clerical Office.

Successful completion of the Certificate III in Business may provide entry into the Certificate IV Business or Customer Engagement, and other Certificate III, IV and Diploma Accredited Courses and Training Package qualifications.

#### **Total Length**

55 weeks

#### **Study Weeks**

42 weeks

#### **Entry requirement**

- IELTS 5 equivalent / High Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment previous skills and knowledge assessment here

#### Units

01. BSBWHS307 | Apply knowledge of workplace health and safety laws in the workplace

02. BSBWOR204 | Use business technology

03. BSBCMM301 | Process customer complaints

04. BSBITU309 | Produce desktop published documents

05. BSBITU312 | Create electronic presentations

06. BSBWOR301 | Organise personal work priorities and development

07. BSBWRT301 | Write simple documents

08. BSBCUS301 | Deliver and monitor a service to customers

09. BSBDIV301 | Work effectively with diversity

10. BSBITU314 | Design and produce spreadsheets

11. BSBITU306 | Design and produce business documents

12. BSBITU313 | Design and produce digital text documents





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116 Adelaide St., Brisbane, QLD, Australia 4000

## **Intensive BSB30115-Certificate III in Business**

(BSB30115 / CRICOS: 086831E)

#### **Qualification overview**

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Employment opportunities with this qualification include Administration Assistant, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist), Word Processing Operator, Customer Service Officer, Payroll Officer, Clerical Office.

Successful completion of the Certificate III in Business may provide entry into the Certificate IV Business or Customer Engagement, and other Certificate III, IV and Diploma Accredited Courses and Training Package qualifications.

#### **Total Length**

27 weeks

## **Study Weeks**

21 weeks

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our
  assessment previous skills and knowledge assessment here

Block	Code	Notes					
1	BSBITU309 + BSBITU314	Students need an understanding of business technology to be able to complete the organise work priorities elements, so covered together.					
2	BSBWOR204 + BSBWOR301	Both of these units relate to IT and so cluster well together; time allowed to develop students word processing skills in different packages					
3	BSBWHS307	Students may not be familiar with the legislative requirements in Australia and so time allowed to cover these.					
4	BSBITU313 + BSBITU306	Both of these units relate to IT and so cluster well together. Time allowed to develop competency in different spreadsheet packages.					
5	BSBWRT301 + BSBITU312	Students may not be familiar with the legislative requirements ins Australia and so time allowed to cover these.					
6	BSBDIV301 + BSBCUS301	Both of these units relate to IT and so cluster well together					
7	BSBCMM301	Students may have limited confidence in dealing with customer complaints in a 2 <sup>nd</sup> language; time allowed for practice activities.					





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## 52775WA-Certificate III in Leadership

(52775WA / CRICOS: 096430F)

#### Qualification overview

The vocational outcomes of the qualification are to:

- apply a practical understanding of standard or routine workplace policies, procedures and practices to meet employee industrial obligations
- contribute to safe work systems by complying consistently with work health and safety standards to ensure own safety and that of others
- work effectively as a team member not only on collaborative team tasks but as a member of a work-based team environment in general
- evaluate own work performance against required level of workplace standards, in collaboration with others, acting on feedback to improve proficiency of work performance.
- establish and maintain harmonious, co-operative working relationships with others respecting individual, social and cultural diversity

Employment opportunities with this qualification include any role across many fields that will require leadership skills. Successful completion of the Certificate III in Leadership may provide entry into the Certificate IV in Leadership and Mentoring and other Certificate III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

## **Study Weeks**

35 weeks

27 weeks

#### Mode of delivery

- 20 hours per week face to face
  - Each study week 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks	Code		Expected hours to
	assigned			complete assessment
1	3	SIRXWHS002	Contribute to workplace health and safety	6.5
2	3	BSBITU306	Design and produce business documents	6
3	3	BSBWOR301	Organise personal work priorities and development	4.5
4	3	LWADIV301A	Explore cultural diversity	4.5
5	3	LWAPRO301A	Undertake a project	6.5
6	3	LWADEV301A	Manage personal development	4
7	3	BSBINN301	Promote innovation in a team environment	6
8 + 9	6	LWALDR301A	Provide leadership to teams and individuals	4

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Has an interest in leadership roles, but will not have held one.
  - Those that have are welcome to join the course, but it is designed for those that have not.
- Will have worked in a business environment previously, for a minimum of 1 year

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here







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## **BSB40215-Certificate IV in Business**

(BSB40215 / CRICOS: 098193J)

#### **Qualification overview**

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Employment opportunities with this qualification include Administration Assistant, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist), Word Processing Operator, Customer Service Officer, Payroll Officer, Clerical Officer. Successful completion of the Certificate IV in Business may provide entry into the Diploma of Business or and other Certificate IV and Diploma Accredited Courses and Training Package qualifications.

#### **Total Length**

35 weeks

## **Study Weeks**

27 weeks

#### **Entry requirement**

- IELTS 5 equivalent / High Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### **Mode of delivery**

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our
  assessment previous skills and knowledge assessment here

- 01. BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- 02. BSBCUS401 | Coordinate implementation of customer service strategies
- 03. BSBCUS402 | Address customer needs
- 04. BSBCUS403 | Implement Customer Service Standards
- 05. BSBINN301 | Promote innovation in a team environment
- 06. BSBITU401 | Design and develop complex text documents
- 07. BSBITU402 | Develop and use complex spreadsheets
- 08. BSBLED401 | Develop teams and individuals
- 09. BSBMGT401 | Show leadership in the workplace
- 10. BSBWOR301 | Organise personal work priorities and development





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# **BSB40315-Certificate IV in Customer Engagement**

(BSB40315 / CRICOS: 093424F)

## **Qualification overview**

Duties at this level are varied and may include responding to complex customer requests handling complaints, coaching staff and completing related administrative tasks.

Employment opportunities with this qualification include Sales Team Manager, Call Centre Team Leader, Scheduler, Call Centre Scheduler, Call Centre Analyst, Customer Service Team Leader, Analyst.

Successful completion of the Certificate IV in Customer Engagement may provide entry into the Diploma of Business, and other Certificate IV and Diploma Accredited Courses and Training Package qualifications.

# **Total Length**

63 weeks

## **Study Weeks**

48 weeks

## Mode of delivery

- 20 hours per week face to face
  - Each study week 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment
1+2	6	BSBCUS401   Coordinate implementation of customer service strategies	4
1+2	0	BSBCUS402   Address customer needs	4.5
3+4	6	BSBWOR301   Organise personal work priorities and development	4.5
3⊤4	O	BSBCMM301   Process customer complaints	4.5
5+6	6	BSBLED401   Develop teams and individuals	4
310	0	BSBLDR402   Lead effective workplace relationships	5.5
7+8	6	BSBWHS401   Implement and monitor WHS policies, procedures and	4
7 1 0	0	programs to meet legislative requirements	6.5
9+10	6	BSBHRM405   Support the recruitment, selection and induction of	2.5
7.10		staff	2.3
11+12	6	BSBCUE403   Schedule customer engagement activity	4
11 1 12	Ü	BSBCUE404   Collect, analyse and record information	3.5
13+14	6	BSBCUS403   Implement Customer Service Standards	4
1.5	2	BSBMGT401   Show leadership in the workplace	4
15	3	BSBMGT405   Provide personal leadership	4
16	3	Course review	N/A

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

## **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

 Limited exposure to business; ideally candidates will have worked previously, but not essential.

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here





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116 Adelaide St., Brisbane, QLD, Australia 4000

# **Intensive BSB40315-Certificate IV in Customer Engagement**

(BSB40315 / CRICOS: 093424F)

#### **Oualification overview**

Duties at this level are varied and may include responding to complex customer requests handling complaints, coaching staff and completing related administrative tasks.

Employment opportunities with this qualification include Sales Team Manager, Call Centre Team Leader, Scheduler, Call Centre Scheduler, Call Centre Analyst, Customer Service Team Leader, Analyst.

Successful completion of the Certificate IV in Customer Engagement may provide entry into the Diploma of Business, and other Certificate IV and Diploma Accredited Courses and Training Package qualifications.

## **Total Length**

31 weeks

# **Study Weeks**

24 weeks

#### Mode of delivery

- 20 hours per week face to face
  - Each study week 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment			
1	2	BSBCUS401   Coordinate implementation of customer service strategies	4			
1	3	BSBCUS402   Address customer needs	4.5			
2	2	BSBWOR301   Organise personal work priorities and development	4.5			
2	3	BSBCMM301   Process customer complaints	4.5			
3	3	BSBLED401   Develop teams and individuals	4			
3	3	BSBLDR402   Lead effective workplace relationships	5.5			
4	3	BSBWHS401   Implement and monitor WHS policies, procedures and	4			
		programs to meet legislative requirements	6.5			
5	3	BSBHRM405   Support the recruitment, selection and induction of staff	2.5			
(	2	BSBCUE403   Schedule customer engagement activity	4			
6	3	BSBCUE404   Collect, analyse and record information	3.5			
7	3	BSBCUS403   Implement Customer Service Standards	4			
8	3	BSBMGT401   Show leadership in the workplace	4			
8	3	BSBMGT405   Provide personal leadership	4			

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Prior work experience in a business environment, for a minimum of 1 year
- As stated in the entry requirements, academic skills equivalent to year
   12 or better

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here







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# **BSB50215-Diploma of Business**

(BSB50215 / CRICOS: 095122D)

## **Qualification overview**

This qualification is for individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

It will enable you to handle recruitment, manage staff effectively, implement internal or external systems and complete related administrative tasks such as project management and conferences.

Upon completion, candidates would be able to go on to study Bachelor Degree in Business or Advanced Diploma in Business.

#### **Total Length**

54 weeks

## **Study Weeks**

40 weeks

#### Mode of delivery

- 20 hours per week face to face
  - Each study week 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Written assessment volume	In-class / direct observations
1	5	BSBWOR501   Manage personal work priorities and professional development	8-12 hours	2 hours
2	5	BSBWOR502   Lead and manage team effectiveness	16-20 hours	8 hours of group work
3	5	BSBMKG501   Identify and evaluate marketing opportuniti	16-20 hours	2 hours
4	5	BSBCUS501   Manage quality customer service	8-12 hours	2 hours
5	5	BSBADM504   Plan and implement administrative systems	20-24 hours	2 hours
6	5	BSBHRM506   Manage recruitment selection and induction processes	24-32 hours	2 hours
7	5	BSBADM503   Plan and manage conferences	16-20 hours, but spread during unit	8 hours of group work
8	5	BSBPMG522   Undertake project work	8-12 hours	16-20 hours of group work

#### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Some business experience. This may not necessarily be in an office environment, but students are expected to have a work history they can draw on to help them in their answers.
- They may have completed a prior business qualification; although not a
  pre-requisite, we advise starting with a lower level qualification if they
  have not had substantial business experience.

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
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#### SIR10116-Certificate I in Retail Services

(SIR10116 / CRICOS: 096424D)

## **Qualification overview**

This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge.

Employment opportunities with this qualification include frontline team member.

Successful completion of the Certificate I in Retail may provide entry into the Certificate II, III or IV in Retail, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

15 weeks

## **Study Weeks**

12 weeks

## Mode of delivery

- 20 hours per week face to face
  - Each study week 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment
1	3	SIRXIND003   Organise personal work requirements SIRXCOM001   Communicate in the workplace to support team and customer outcomes	8.3
2	3	SIRXIND001   Work effectively in a service environment	6.5
3	3	SIRXHWB001   Maintain personal health and wellbeing	3.66
4	3	SIRXWHS001   Work safely	2

## **Entry requirement**

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- A knowledge of the retail environment, possibly only as a customer, but they will be aware how retail operates in general.
- May have held low levels positions previously, but do not possess an extensive work history
- Limited previous academic study and exposure

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here





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## **SIR20216-Certificate II in Retail Services**

(SIR20216 / CRICOS: 096426B)

## **Qualification overview**

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

Employment opportunities with this qualification include frontline team member, customer service assistant and point-of-sale operator.

Successful completion of the Certificate II in Retail may provide entry into the Certificate III or IV in Retail, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

35 weeks

## **Study Weeks**

27 weeks

#### Mode of delivery

- 20 hours per week face to face
  - Each study week 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment
1	3	SIRXCOM001   Communicate in the workplace to support team and customer outcomes	8.3
2	3	SIRXIND003   Organise personal work requirements  SIRXIND001   Work effectively in a service environment	3.66
3	3	SIRXHWB001   Maintain personal health and wellbeing BSBWOR204   Use business technology	5.5
4	3	BSBITU212   Create and use spreadsheets	2
5	3	SIRXWHS002   Contribute to workplace health and safety	6.5
6	3	SIRXPDK001   Advise on products and services	4.66
7	3	SIRXPDK002   Advise on food products and services	3
8	3	SIRXOSM001   Identify and review social media and online platforms for organisational use SIRXRSK001   Identify and respond to security risks	6.5
9	3	SIRXCEG001   Engage the customer	3.5

#### **Entry requirement**

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent; a Certificate I in Retail Services advantageous.
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Some work experience; not necessarily in a retail environment though
- May have completed a lower level or introductory qualification, so some awareness of how to study
- Limited knowledge of Australian work culture / practices

You can take our assessment  $\underline{previous}\ skills$  and  $\underline{knowledge}\ assessment\ \underline{here}$ 

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here







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## SIR30216-Certificate III in Retail

(SIR30216 / CRICOS: 096428M)

## **Qualification overview**

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

Employment opportunities with this qualification include frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

Successful completion of the Certificate III in Retail may provide entry into the Certificate IV in Retail and other Certificate III and IV Accredited Courses and Training Package qualifications.

#### **Total Length**

47 weeks

#### **Study Weeks**

36 weeks

## **Entry requirement**

- IELTS 5.5 equivalent / Upper Intermediate English level
- Successful completion of Year 10 or equivalent; Certificate II in Retail Services advantageous.
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment previous skills and knowledge assessment here

- 01. SIRXSLS001 | Sell to the retail customer
- 02. SIRXWHS002 | Contribute to workplace health and safety
- 03. SIRXIND001 | Work effectively in a service environment
- 04. SIRXCEG001 | Engage the customer
- 05. SIRXRSK001 | Identify and respond to security risks
- 06. SIRXCEG002 | Assist with customer difficulties
- 07. SIRXCEG003 | Build customer relationships and loyalty
- 08. SIRXCOM002 | Work effectively in a team
- 09. SIRXPDK002 | Advise on food products and services
- 10. SIRXWHS001 | Work safely
- 11. SIRXHWB001 | Maintain personal health and wellbeing
- 12. SIRXCOM001 | Communicate in the workplace to support team and customer outcomes
- 13. SIRXIND003 | Organise personal work requirements





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## SIT20116-Certificate II in Tourism

(SIT20116 / CRICOS: 096427A)

#### **Oualification overview**

This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

Employment opportunities with this qualification include documentation clerk for a tour wholesaler or travel agency, office assistant for a tour operator, receptionist and office assistant for a professional conference organiser or event management business

Successful completion of the Certificate II in Tourism may provide entry into the Certificate III or IV in Tourism, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

35 weeks

# **Study Weeks**

27 weeks

#### Mode of delivery

- 20 hours per week face to face
  - Each study week 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the 'break' weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment			
1	3	SIRXCOM001   Communicate in the workplace to support team and customer outcomes SIRXIND003   Organise personal work requirements	8.3			
2	3	SITXCCS001   Provide customer information and assistance SITXCCS002   Provide visitor information	6.5			
3	3	SITTIND001   Source and use information on the tourism and travel industry	3.66			
4	3	SITXCOM002   Show social and cultural sensitivity	2			
5	3	SITXCCS003   Interact with customers	3.66			
6	3	SIRXPDK001   Advise on products and services	4.66			
7	3	SITXWHS001   Participate in safe work practices	2			
8	3	SIRXSLS001   Sell to the retail customer	5.5			
9	3	SITTTSL004   Provide advice Australian destinations	5			

#### **Entry requirement**

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent; a Certificate I in Retail Services advantageous.
- Minimum 18 years of age

#### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Little or no tourism work experience, but an interest in the subject.
- Expected to have travelled and experienced tourism services that will aid them during the course.
- Some previous work experience, but potentially only in junior roles.
- Reasonable computer literacy and researching skills.
- Limited knowledge of Australia and its work culture

You can take our assessment previous skills and knowledge assessment here

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here







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116 Adelaide St., Brisbane, QLD, Australia 4000

## **SIT30116-Certificate III in Tourism**

(SIT30116 / CRICOS: 096429K)

## **Qualification overview**

This qualification reflects the role of individuals who use a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations to coordinate tourism services. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Employment opportunities with this qualification include adventure tourism guide, booking agent, customer service agent,

inbound tour coordinator, operations consultant for a tour operator, reservations sales agent or sales consultant. Successful completion of the Certificate III in Tourism may provide entry into the Certificate IV in Tourism and other Certificate III and IV Accredited Courses and Training Package qualifications.

## **Total Length**

47 weeks

#### **Study Weeks**

36 weeks

## **Entry requirement**

- IELTS 5.5 equivalent / Upper Intermediate English level
- Successful completion of Year 10 or equivalent; Certificate II in Tourism advantageous
- Minimum 18 years of age

#### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found here

#### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment <u>previous skills and knowledge assessment here</u>

- 01. SITXWHS001 | Participate in safe work practices
- 02. SITXCOM002 | Show social and cultural sensitivity
- 03. SITTIND001 | Source and use information on the tourism and travel industry
- 04. SITXCCS006 | Provide service to customers
- 05. SITTTSL002 | Access and interpret product information
- 06. SITTTSL016 | Provide specialist advice on cruises
- 07. SITXCOM001 | Source and present information
- 08. SITXCCS002 | Provide visitor information
- 09. SITTTSL004 | Provide advice Australian destinations
- 10. BSBWOR203 | Work effectively with others
- 11. SIRXCOM001 | Communicate in the workplace to support team and customer outcomes
- 12. SITXCCS001 | Provide customer information and assistance
- 13. BSBWOR204 | Use business technology
- 14. SIRXIND003 | Organise personal work requirements
- 15. BSBSUS201 | Participate in environmentally sustainable work practices

# **VET Courses Start Dates**

	Certificate I in Retail Services		Certificate II in Retail Services		Certificate III in Retail		Certificate II in Business		Certificate II in Business		Certificate III in Business		Certificate III in Business		Certificate III in Tourism		Certificate IV in Customer Engagement		Certificate IV in Customer		Diploma of Business	
	15we		35weeks		47weeks		Extensive 47weeks		Intensive 23weeks		Extensive 55weeks		Intensive 27weeks		47w	eeks	Exte	nsive eeks	Intensive 31weeks		54weeks	
	096424D-	SIR10116	096426B-	SIR20216	096428M-SIR30216		086792G-E		086792G-I		086831E-I		086831E-		096429K-SIT30116		093424F-BSB40315		093424F-BSB40315		095122D-BSB50215	
	START	END	START	END	START	END	START	END	START	END	START	END	START	END	START	END	START	END	START	END	START	END
	4-Jan	16-Apr	4-Jan	3-Sep	18-Jan	10-Dec	4-Jan	11-Jun	4-Jan	6-Aug	18-Jan	4-Feb	18-Jan	23-Jul	18-Jan	10-Dec	4-Jan	18-Mar	4-Jan	6-Aug	8-Feb	18-Feb
	1-Feb	14-May	1-Feb	1-Oct	15-Feb	7-Jan	1-Feb	9-Jul	1-Feb	3-Sep	15-Feb	4-Mar	15-Feb	20-Aug	15-Feb	7-Jan	1-Feb	15-Apr	1-Feb	3-Sep	29-Mar	8-Apr
	1-Mar	11-Jun	1-Mar	29-Oct	15-Mar	4-Feb	1-Mar	6-Aug	1-Mar	1-Oct	15-Mar	1-Apr	15-Mar	17-Sep	15-Mar	4-Feb			1-Mar	1-Oct		
	29-Mar	9-Jul	29-Mar	26-Nov	12-Apr	4-Mar	29-Mar	3-Sep	29-Mar	29-Oct			12-Apr	15-Oct					29-Mar	29-Oct		
	26-Apr	6-Aug	26-Apr	24-Dec	10-May	1-Apr	26-Apr	1-Oct	26-Apr	26-Nov			10-May	12-Nov					26-Apr	26-Nov		
7	24-May	3-Sep	24-May	21-Jan	7-Jun	29-Apr	24-May	29-Oct	24-May	24-Dec			7-Jun	10-Dec					24-May	24-Dec		
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	19-Jul	29-Oct	19-Jul	18-Mar	2-Aug	24-Jun			19-Jul	18-Feb			2-Aug	4-Feb					19-Jul	18-Feb		
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	31-Jan		31-Jan	30-Sep	14-Feb	6-Jan																
	28-Feb	10-Jun	28-Feb	28-Oct	14-Mar	3-Feb																
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	6-Dec	18-Mar	16-Aug	2-Sep	20-Dec	24-Jun	7-Jun	24-Jun	6-Dec	8-Jul	26-Apr	8-Jul	26-Jul	9-Sep	30-Aug	14-Oct	19-Jul	2-Sep	19-Jul	2-Sep		
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	25-Apr	5-Aug	25-Apr	12-May	9-May	11-Nov		26-May		25-Nov	25-Apr	7-Jul	6-Jun	21-Jul	6-Jun	21-Jul	20-Jun	4-Aug	20-Jun	4-Aug		
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	7-Nov	17-Feb	7-Nov				21-Nov	8-Dec	7-Nov	9-Jun	7-Nov	19-Jan										
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