



ALS Certificates and Diplomas



Certificates and Diplomas

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Australian Language Schools Pty Ltd CRICOS Provider 02885G - RTO No 32044



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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](#)

Units

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

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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
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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
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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 nd 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

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	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](#)

Recognition of prior learning / credit transfer

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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](#)

Units

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
		BSBCUS402 Address customer needs	4.5
3+4	6	BSBWOR301 Organise personal work priorities and development	4.5
		BSBCMM301 Process customer complaints	4.5
5+6	6	BSBLED401 Develop teams and individuals	4
		BSBLDR402 Lead effective workplace relationships	5.5
7+8	6	BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements	4
			6.5
9+10	6	BSBHRM405 Support the recruitment, selection and induction of staff	2.5
11+12	6	BSBCUE403 Schedule customer engagement activity	4
		BSBCUE404 Collect, analyse and record information	3.5
13+14	6	BSBCUS403 Implement Customer Service Standards	4
15	3	BSBMGT401 Show leadership in the workplace	4
		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](#)

Recognition of prior learning / credit transfer

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116 Adelaide St., Brisbane, QLD, Australia 4000

Intensive 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

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	3	BSBCUS401 Coordinate implementation of customer service strategies	4
		BSBCUS402 Address customer needs	4.5
2	3	BSBWOR301 Organise personal work priorities and development	4.5
		BSBCMM301 Process customer complaints	4.5
3	3	BSBLED401 Develop teams and individuals	4
		BSBLDR402 Lead effective workplace relationships	5.5
4	3	BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements	4
			6.5
5	3	BSBHRM405 Support the recruitment, selection and induction of staff	2.5
6	3	BSBCUE403 Schedule customer engagement activity	4
		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
		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](#)

Recognition of prior learning / credit transfer

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116 Adelaide St., Brisbane, QLD, Australia 4000

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 opportunities	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](#)

Recognition of prior learning / credit transfer

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116 Adelaide St., Brisbane, QLD, Australia 4000

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](#)

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
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116 Adelaide St., Brisbane, QLD, Australia 4000

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 SIRXIND003 Organise personal work requirements	8.3
2	3	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 [previous skills and knowledge assessment here](#)

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
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116 Adelaide St., Brisbane, QLD, Australia 4000

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](#)

Units

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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116 Adelaide St., Brisbane, QLD, Australia 4000

SIT20116-Certificate II in Tourism

(SIT20116 / CRICOS: 096427A)

Qualification 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](#)

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](#)



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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 [previous skills and knowledge assessment here](#)

Units

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

