



# The Penn College

## Pre-enrolment information\*

### BSB30120 Certificate III in Business

\* Prospective students must also refer to The Penn College Student Handbook prior to enrolment for important information about procedures and administrative processes affecting participation in training, along with student rights and obligations.



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## ***Our vision***

The Penn College was established in 2014 to provide students with a unique educational experience: thinking differently and outside the square is a fundamental element of our approach to knowledge and teaching. This mode of thinking, which permeates all of our programs, brings students inestimable returns.

## ***Our mission***

The Penn College was established with a specific mission to provide independent education courses that are unique. The business related course, specifically designed for school leavers: for those students who may not want to enter or qualify for a tertiary education or who are considering careers in the business world and are seeking highly relevant, practical training and qualifications.

The Penn College encourages, through industry consultation, education as a key motivating factor within organisations, in order to ensure each organisation's Human Resources have contemporary specialist knowledge.

## ***Our goals/objectives***

The Penn College will achieve its Vision and Mission through:

- Establishing programs that have been strategically designed in selected areas that will give learners a skill set that sets them apart from their peers and will have a significant impact in their workplace.
- Creating and maintaining relationships with industry in order to ensure educational programs are responsive to industry evolution and remain "state of the art".
- Engaging trainers who have expert practical knowledge and are able to utilise innovative training methods.
- Establishing exemplary student support systems to enable students to achieve to their maximum potential and achieve commercial success.

The Penn College provides an environment which is safe and equitable; promotes a confident and productive training and assessment environment; and maintains ethical conduct and integrity as one of its core priorities.


## ***Our registration***

The Penn College is a Registered Training Organisation and meets the national quality standards – the *Standards for Registered Training Organisations (RTOs) 2015*. Students will be trained and assessed by qualified trainers and assessors and graduates will receive nationally recognised qualifications issued by The Penn College.

## ***BSB30120 Certificate III in Business***

This qualification is accredited under the Australian Qualifications Framework (AQF) and is nationally recognised. This means that you will be able to apply your skills and use your certification no matter what state or territory you may be currently living and working in. Completion of this qualification may also provide you with credit towards any future study. All nationally recognised training programs must be delivered by Registered Training Organisations.

Details are as follows:

Qualification level:	Certificate III	 NATIONALLY RECOGNISED TRAINING
National Code:	BSB30120	
Training Package:	BSB Business Training Package	
Duration:	The total volume of learning for this course is 1211 hours. The course can be studied: <ul style="list-style-type: none"><li>• Full-Time – 12 months (20 hours per week)</li><li>• Part-Time – 24 months (10 hours per week)</li></ul>	
Delivery Mode:	Online	

All students enrolled in The Penn College will be supported by a dedicated Trainer and Assessor. Our Trainers and Assessors have extensive industry experience, allowing them to support you in your learning journey and provide guidance as you enter the workforce.

## ***Course description***

The BSB30120 Certificate III in Business will provide the ideal foundation for students wanting to progress and demonstrate skilled office administration. This course covers an array of business and organisational tasks including customer service, communication, maintaining and managing workplace information and understanding workplace safety.

Students will learn how to support the wellbeing of self and colleagues in the workplace, help uphold workplace safety and sustainable practices, communicate effectively in the workplace, create documents and presentations, and develop positive relationships with customers and other stakeholders in a business.

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, across a wide spectrum of industries.

## ***Practical Skills***

Studying units in business is about getting solid skills in a wide range of areas. This course is perfect for those who want to gain employment in an office or business.

Students will gain fundamental office skills such as engaging in workplace communication, using inclusive work practices, delivering and monitoring a service to customers, processing customer complaints, supporting marketing and promotional activities, and so much more. This course will give you more confidence in a wide area of business applications.

Potential business employers like to see that you have an analytical mind and attention to detail; this course allows you to practice those skills and gives you the practical ability to use many office programs currently in commercial use. The course also teaches you how to apply critical thinking skills in a team environment and assist with maintaining workplace safety, amongst many other useful subject modules.

## ***Key learning outcomes***

- Apply critical thinking skills to generate solutions to workplace problems in a team environment
- Manage appointments using manual and electronic appointment software and systems
- Identify customer needs, deliver and monitor customer service
- Handle complaints from customers
- Advocate for and feel empowered about personal wellbeing in the workplace
- Measure, support and find opportunities to improve the sustainability of work practices
- Identify, select and use available methods of digital communication in a workplace context

- Develop spreadsheets through the use of spreadsheet applications
- Recognise and interact productively with diverse groups of individuals in the workplace
- Assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small team
- Communicate (through written, oral and nonverbal form) in the workplace within an industry
- Support the implementation of marketing and promotional activities

### ***Potential employment titles***

To name a few...

- Customer Service Advisor
- Office Administration Assistant
- Office Administrator
- Personal Assistant
- Receptionist
- Office Junior
- Clerical Worker
- Word Processor Operator

### ***Pathways from this qualification***

After achieving the BSB30120 Certificate III in Business, individuals may seek to undertake the following nationally recognised qualifications, among others:

- BSB40120 Certificate IV in Business
- BSB50120 Diploma in Business

### ***Entry requirements***

Individuals seeing to undertake this qualification will have reading and writing skills at approximately year 10 level.

All students will undergo a language, literacy and numeracy (LLN) skills assessment to ensure their LLN skills are at the required level for the course.

## ***Course content***

To complete this course, participants must be deemed competent in 13 units of competency - 6 core units and 7 elective units. The Penn College has considered local industry requirements and determined that the following 13 units of competency will be delivered:

<b>Code</b>	<b>Title</b>
BSBWHS311	Assist with maintaining workplace safety
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBXCM301	Engage in workplace communication
BSBTWK301	Use inclusive work practices
BSBCRT311	Apply critical thinking skills in a team environment
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC302	Design and produce spreadsheets
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
SIRXMKT001	Support marketing and promotional activities
SIRXPDK001	Advise on products and services
BSBOPS303	Organise schedules

Descriptions of the content of each of these units of competency are available from the Postgraduate School of Dentistry website.

## ***Qualifications to be issued***

The Penn College, as the Registered Training Organisation, will issue AQF certification documentation within 30 days\* when required.

Students who successfully complete all units of competency will be issued a BSB30120 Certificate III in Business and a record of results - a record of all learning leading to the qualification.

Students who successfully complete one or more units of competency (but not enough to be issued a qualification) will be issued with a Statement of Attainment listing the units achieved towards the BSB30120 Certificate III in Business.

\*Conditions apply. Refer to the Student Handbook for details.

## ***Recognition of your prior learning and current skills***

The Postgraduate School of Dentistry will have regard to your prior learning, including existing skills, knowledge and experience when considering the amount of training you require. If you have current, relevant skills and knowledge that can be verified by the school, you may be eligible for recognition of that prior learning towards the course. This recognition may impact on the amount of training you need to undertake.

Refer to the Student Handbook for further details about arranging for an assessment of your eligibility for recognition of that learning towards the course.

## ***Fees***

The course fee for the BSB30120 Certificate III in Business is \$2,490. No other fees and charges apply to the training.

An invoice for the first payment of no more than \$1,000 will be issued when enrolment is confirmed. The remainder of the course fee is payable by installments and the amount and timing of each installment will be determined based on the amount of each individual student's training and assessment which is yet to be delivered. Note that no individual fee paid in advance will exceed \$1,500.

All fees must be paid in full within five days of receiving an invoice from The Penn College. The Penn College may discontinue training if fees are not paid as required.

## ***Refunds***

Generally, refunds will be made for cancellations prior to the commencement of initial training but not after commencement. Depending upon the amount of notice given, the School may retain a percentage of the fees paid to cover the cost of staff and resources which will have already been committed.

Refer to the Student Handbook for further details about fees, payment methods and conditions and procedures for refunds.

## ***Student identification***

The Penn College will ask for your full name for the Certificate or Statement of Attainment. We will also ask to see, and retain a copy of, your driver's licence, passport or birth certificate and to record the number.

Students must provide their Unique Student Identifier (USI) on the Enrolment Form. Enrolment will not be accepted and qualifications cannot be issued unless a student provides their USI which can be validated by the school. Refer to the Student Handbook for further information about USI.

## ***Assessment procedures***

Assessment for a unit of competency usually includes more than one component and usually each component has more than one task. The tasks may include:

- Questioning (verbal or written)
- Observation of performance in the workplace (or simulated environment)
- Written responses to questions, assignments and case studies.

Performance in each of the components will be considered together to make a judgement about each student's competence in the unit.

Students must perform satisfactorily in all parts of all components (against pre-determined benchmarks/model answers) in order to achieve an outcome of 'Competent' in the unit. More than one attempt may be provided to demonstrate satisfactory performance in each task.

Refer to the Student Handbook for further details of assessment procedures.

## ***Complaints and appeals policy and procedures***

The Penn College has policies and procedures to fairly manage and respond to allegations involving the conduct of the college or another student.

Refer to the Student Handbook for further details.

## ***Student support services***

At The Penn College, we aim to support all of our students and provide access to the educational and support services they need to successfully complete the qualification.

At any time, if students feel they are having difficulty or need assistance, they should first approach their trainer/assessor.

Refer to the Student Handbook for further details about supporting students.

## ***Access and equity***

The Penn College provides a pathway for students to make informed decisions about their training and assessment that is right for them and free from discriminatory barriers. Student needs are identified to ensure that services to each individual student are appropriately adjusted to allow for their unique requirements.

Refer to the Student Handbook for further details about The Penn College's commitment to access and equity.



## ***Resources***

Students must have access to the following:

- an internet enabled computer to undertake this qualification;
- printer & scanner (can use smartphone app);
- ergonomic workstation with document holder;
- have access to a suitable and relevant business environment to practice and apply these skills.

## ***Privacy***

RTOs are required to collect certain information for national database and tracking purposes, to assist in ongoing qualification issuance as required and to contact and communicate with students during the period of a student's enrolment.

In recognition of a student's right to keep their personal information private, the college is committed to protecting and maintaining privacy, accuracy and security of student training records. All data is confidential and is not forwarded to any other party unless the college is legally obligated to do so as a condition of its registration or a student has given written consent for the data to be released to a third party.

Refer to the Student Handbook for further details about information privacy and arrangements for student access to their own records.