



Study Area Guide

Business Solutions



Business Solutions

SuniTAFE Business Solutions offers a range of accredited and non accredited training programs in business and financial services together with Human Resource Management expertise to provide the business sector with practical workforce solutions.

Programs are designed to develop the skills and knowledge of students to prepare them for the workforce and provide customised training solutions for businesses.

These programs can be offered on campus, flexible delivery, project based, traineeships and in house for businesses.

Study Areas at SuniTAFE

Language, Literacy and Work Skills

Health and Wellbeing

Koorie Training

Industry and Energy

Hospitality and Personal Services

Automotive, Transport and OH&S

Education and Media

Business Solutions

Land and Environment

Apprenticeships and Traineeships

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Certificate II in Financial Services

Course Code	FNS20104
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	6 months
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This course is designed to facilitate entry into the financial services industry and to develop basic work skills. The Certificate II meets the needs of remote and indigenous communities as well as new entrants wishing to build pathways into the financial services industry.

Employment Opportunities

Certificate II is a stand alone credential to facilitate entry into the industry and develop basic work skills.

Pathways

Certificate III in Financial Services (Accounts Clerical), or a range of other Certificate IV qualifications.

Course Structure

Industry Core Units

Achieve the following 4 industry core units:

FNSICIND301B Work in the financial services industry

FNSICGEN301B Communicate in the workplace

FNSICGEN302B Use technology in the workplace

FNSICGEN304B Apply health and safety practices in the workplace

Elective Units

Achieve 4 elective units. The 6 elective units may be selected as follows:

- all 4 elective units may be selected from the list below
- all 4 elective units must be selected from the FNS04 Financial Services Training Package units
- of the 4 elective units, all 4 units may be selected from the list of units suitable at Certificate II level or Certificate III level
- the choice of electives should be appropriate to the level and integrity of the qualification and to the workplace outcomes it is designed to meet
- see Levels Chart for full list of units available in the FNS04 Financial Services Training Package.

Financial Literacy Elective Units

FNSFLIT201B	Develop and use a personal budget
FNSFLIT202B	Develop and use a savings plan
FNSFLIT203B	Develop understanding of debt and consumer credit
FNSFLIT204B	Develop understanding of superannuation
FNSFLIT205B	Develop understanding of the Australian financial system and markets
FNSSICCUS301B	Respond to customer enquiries

Certificate III in Financial Services (Accounts Clerical)

Course Code	FNS30304
Intakes	February / July
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	6 months
Study Mode	Part time / Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Cont'd...

Course Description

This course provides the knowledge and skills appropriate for work in an accounts clerk/bookkeeper role. By covering competencies through a computerised bookkeeping program students can become not only competent but work ready.

Employment Opportunities

Accounts clerk, payroll, cashier, accounts payable/accounts receivable.

Pathways

Certificate IV in Financial Services (Accounting), Diploma of Accounting

Course Structure

Core Units

- FNSICIND301B Work in the financial services industry
- FNSICGEN301B Communicate in the workplace
- FNSICGEN302B Use technology in the workplace
- FNSICGEN304B Apply health and safety practices in the workplace

Sectoral Core Units

- FNSICACC304B Prepare and bank receipts
- FNSICACC306B Process journal entries
- FNSICGEN305B Maintain daily financial/business records

- BSBCM308A Maintain financial records
- BSBADM408A Prepare financial reports

Elective Units

- FNSACCT407B Set up and operate a computerised accounting system
- BSBADM308A Process payroll
- BSBCM214A Create and use simple spreadsheets
- FNSACCT401B Process business tax requirements

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate IV in Financial Services

Course Code	FNS40107
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Certificate III in Financial Services or suitable literacy and numeracy skills or relevant industry experience.
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This qualification is designed to reflect the role of employees who perform duties such as completing BAS and other office taxes, operational reporting, producing basic management reports, preparing budgets, supervising the operation of computer based systems, classifying, recording and reporting of accounting information, maintaining inventory records, managing a small office and making decisions in a legal context.

Employment Opportunities

Accounts clerk, bookkeeper, managing a small office.

Pathways

Diploma of Accounting

Course Structure

4 Industry Core Units

FNSICGEN301A Communicate in the workplace

FNSICGEN302A Use technology in the workplace

FNSICGEN304A Apply health and safety practices in the workplace

FNSICIND401A Apply principles of professional practice to work in the financial services industry

Cont'd...

6 Sectoral Core Units

FNSACCT401A	Process business tax requirements
FNSACCT402A	Produce job costing information
FNSACCT403A	Prepare operational budgets
FNSACCT404A	Make decisions in a legal context
FNSACCT405A	Prepare financial statements
FNSACCT406A	Maintain asset and inventory records

Elective Units - Maximum of 3 from Certificate IV in Financial Services

ICAU3126A	Use advanced features of computer applications
BSBCM420A	Write complex documents
FNSICACC401A	Evaluate and authorise payment requests
FNSICGEN305B	Maintain daily financial records
FNSICORG516B	Prepare financial reports to meet statutory requirements
FNSICORG517B	Prepare financial forecasts and projections
BSBADM308A	Process payroll
BSBADM408A	Prepare financial reports
BSBCM308A	Maintain financial records
BSBCM406A	Maintain business technology
FNSACCT401B	Process business tax requirements
FNSACCT402B	Produce job costing information
FNSACCT403B	Prepare operational budgets
FNSACCT404B	Make decisions in a legal context
FNSACCT405B	Prepare financial statements
FNSACCT406B	Maintain asset and inventory records
FNSACCT407B	Set up and operate a computerised accounting system
FNSACCT502B	Prepare income tax returns
FNSACCT503B	Manage budgets and forecasts
FNSACCT504B	Prepare financial reports for a reporting equity
FNSACCT506B	Implement and maintain internal control procedures
FNSACCT507B	Provide management accounting information

Assessment

- Part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Flexible delivery: Activities, tests and written assignments.

Certificate IV in Financial Services (Finance/Mortgage Broking)

Course Code	FNS40804
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This course is designed for employees who perform duties in finance/mortgage broking fields. This course is now a requirement for registration as a broker and become accredited with lending institutions to sell their products and to join the MFAA.

Pathways

Diploma level study in mortgage broking.

Course Structure

4 Industry Core Units

- FNSICIND401B Apply principles of professional practice to work in the financial services industry
- FNSICGEN301B Communicate in the workplace
- FNSICGEN302B Use technology in the workplace
- FNSICGEN304B Apply health and safety practices in the workplace

Sectoral Core Units

- FNSFBRK401B Prepare and present loan application on behalf of finance or mortgage broking client
- FNSFBRK402B Provide finance and/or mortgage broking services
- FNSFBRK403B Present broking options to client
- FNSCOMP501B Comply with financial services, legislation, industry and professional codes of practice
- FNSCRDT301B Process applications for credit

Cont'd...

Elective Units

FNSFBRK501B	Settle application and loan arrangements in the finance/mortgage broking industry
BSBADM402A	Produce complex business documents
BSBADM408A	Prepare financial reports
BSBFLM402A	Show leadership in the workplace

Assessment

Observation of processes and procedures in the workplace and oral and/or written questioning.

Diploma of Accounting

Course Code	FNS50204
Intakes	February
Application	Apply through VTAC or direct to the Institute
Entrance Requirements	Certificate IV in Financial Services or suitable literacy and numeracy skills or relevant industry experience.
Duration	1 year
Study Mode	Full time / Part time / Flexible delivery
Campus	Mildura / Swan Hill

Course Description

This qualification is designed to reflect the role of employees who perform such duties as introducing and maintaining accounting systems, maintaining internal control systems, preparing financial statements for a reporting entity, preparing tax returns, reporting on business performance, managing small teams, developing business plans and preparing management accounting reports.

Employment Opportunities

Accounting positions

Pathways

This SuniTAFE course has a formal pathway to a tertiary Institution.

Course Structure

Core Units

- FNSICGEN301A Communicate in the workplace
- FNSICGEN302A Use technology in the workplace
- FNSICGEN304A Apply health and safety practices in the workplace
- FNSICIND401A Apply principles of professional practice to work in the financial services industry

Pre-requisite Units

- FNSICACC304A Prepare and bank receipts
- FNSCACC306A Process journal entries
- FNSACCT407A Set up and operate a computerised accounting system
- BSBADM408A Prepare financial reports
- BSBCMN308A Maintain financial records

Sectoral Core Units

- FNSACCT502A Prepare income tax returns
- FNSACCT503A Manage budgets and forecasts
- FNSACCT504A Prepare financial reports for a reporting entity
- FNSACCT506A Implement and maintain internal control procedures
- FNSACCT507A Provide management accounting information

Elective Units - Select 3 units

- FNSACCT505A Establish and maintain accounting information systems
- FNSACCT401B Process business tax requirements
- FNSACCT404A Make decisions in a legal context
- FNSICORG517A Prepare financial forecasts and projections

Should students withdraw prior to completion of all modules they may be eligible for either:

- Certificate II in Financial Services, or
- Certificate III in Financial Services (Accounts Clerical)

Assessment

- Full time/part time students: Practical demonstration, questioning, discussion, written and oral tests, assignments/projects, case studies and participation in class activities.
- Flexible delivery: Activities, written assignments, tests.

Certificate I in Business (Kick Start)

Course Code	BSB10107
Intakes	February / April / July / October
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	4 weekly
Study Mode	Project based on campus
Campus	Mildura

Course Description

This qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

Employment Opportunities

Job roles and titles vary across different industry sectors. This is an entry level qualification.

Pathways

Certificate II in Business or other relevant Certificate II qualifications.

Course Structure

Core Units

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

Elective Units

General Administration

BSBADM101A Use business equipment and resources

Industry Context

BSBIND201A Work effectively in a business environment

Interpersonal Communication

BSBCMM101A Apply basic communication skills

IT Use

- BSBITU101A Operate a personal computer
- BSBITU102A Develop keyboard skills

Learning and Development

- BSBLED101A Plan skills development

Sustainability

- BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

- BSBWOR202A Organise and complete daily work activities

Certificate II in Business

Course Code	BSB20107
Intakes	February / July
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	6 months (Full time) / 1 year (Part time)
Study Mode	Full time / Part time / Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Course Description

Participants will gain a sound basis for a career in the office. Graduates of this course may be employed as clerical assistants, trainee clerical officers, junior assistants, telephonists, data entry operators, junior secretaries/receptionists or filing and mail clerks.

Employment Opportunities

Clerical assistant, trainee clerical officer, junior assistant, telephonist, data entry operator, junior secretary/receptionist, junior receptionist, filing clerk and mail clerk.

Cont'd...

Pathways

Certificate III in Business

Course Structure

Core Units

BSBOHS201A Participate in OHS processes

Elective Units

BSBCUS201A Deliver a service to customers

BSBINM201A Process and maintain workplace information

BSBINN201A Contribute to workplace innovation

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

BSBWOR204A Use business technology

BSBWRT301A Write simple documents

BSBPRO301A Recommend products and services

Assessment

- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate III in Business

Course Code	BSB30107
Intakes	February / July
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	6 months (Full time) / 1 year (Part time)
Study Mode	Full time / Part time / Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Course Description

This course is designed for people with basic knowledge and skills in administrative/clerical areas and who wish to gain further knowledge in the effective operation of office technology.

Employment Opportunities

Clerical officer, receptionist, accounts clerk, audio transcriber, sales clerk, word processing operator, secretary, payroll clerk, records clerk, medical receptionist, personal records clerk, invoicing officer and production secretary.

Pathways

Certificate IV in Business Administration

Course Structure

Core Unit

BSBOHS201A Participate in OHS processes

Elective Units

BSBCUS301A Deliver and monitor a service to customers

BSBINM301A Organise workplace information

BSBINN301A Promote innovation in a team environment

BSBITU302A Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBPRO301A Recommend products and services

BSBWOR301A Organise personal work priorities and development

BSBWRT301A Write simple documents

BSBADM307B Organise schedules

BSBSUS201A Participate in environmentally sustainable work practices

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate IV in Business

Course Code	BSB40207
Intakes	Ongoing
Application	Apply through VTAC or direct to the Institute
Entrance Requirements	Certificate III in Business or suitable literacy and numeracy skills or relevant industry experience.
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Course Description

This course provides the knowledge and skills appropriate for a middle manager working in a medium sized enterprise or a business unit in a large enterprise.

Employment Opportunities

Administrator, project officer.

Pathways

Advanced Diploma of Management

Course Structure

Core Unit

BSBOHS407A Monitor a safe workplace

Elective Units - Select 9

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

E-Business

BSBEBU401A Review and maintain a website

Financial Administration

BSBFIA402A Report on financial activity

General Administration

- BSBADM405B Organise meetings
- BSBADM409A Coordinate business resources

Innovation

- BSBINN301A Promote innovation in a team environment

Interpersonal Communication

- BSBCMM401A Make a presentation

IT Analysis and Design

- BSBITA401A Design databases

IT Support

- BSBITS401A Maintain business technology

IT Use

- BSBITU401A Design and develop complex text documents
- BSBITU402A Develop and use complex spreadsheets
- BSBITU404A Produce complex desktop published documents

Learning and Development

- BSBLED401A Develop teams and individuals

Marketing

- BSBMKG413A Promote products and services
- BSBMKG414A Undertake marketing activities

Project Management

- BSBPMG510A Manage projects

Recordkeeping

- BSBRKG402B Provide information from and about records

Relationship Management

- BSBREL401A Establish networks

Research

- BSBRES401A Analyse and present research information

Risk Management

- BSBRSK401A Identify risk and apply risk management processes

Sustainability

- BSBSUS301A Implement and monitor environmentally sustainable work practices

Writing

- BSBWRT401A Write complex documents

Cont'd...

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.

Diploma of Business

Course Code	BSB50207
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience.
Duration	1 year
Study Mode	Flexible delivery
Campus	Mildura

Course Description

This qualification reflects the role of individuals with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions. This qualification is also suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to further develop in order to create further educational and employment opportunities.

Employment Opportunities

Executive Officer, Program Consultant, Program Coordinator.

Pathways

Advanced Diploma of Business or a range of other Advanced Diploma qualifications.

Course Structure

Qualification Rules

Total number of units = 8

8 units selected from the units listed below; no more than 3 units may be selected from any one area.

Elective units must be relevant to the work outcome and/or local industry requirements.

Where the packaging of this qualification meets the rules of a specialist qualification then the specialist qualification and not the generic qualification must be awarded.

Advertising Units

Advertising

BSBADV503B	Coordinate advertising research
BSBADV507B	Develop a media plan
BSBADV509A	Create mass print media advertisements
BSBADV510A	Create mass electronic media advertisements
BSBADV511A	Evaluate and recommend advertising media options
BSBADV512A	Develop an advertising strategy and brief

Writing

BSBWRT501A	Write persuasive copy
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Business Administration Units

E-Business

BSBEBU501A	Investigate and design e-business solutions
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Financial Administration

BSBFIM502A	Manage payroll
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General Administration

BSBADM502B	Manage meetings
BSBADM503B	Plan and manage conferences
BSBADM504B	Plan or review administration systems
BSBADM506B	Manage business document design and development

IT Building and Implementation

BSBITB501A	Establish and maintain a workgroup computer network
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Human Resource Management Units

Human Resource Management

BSBHRM501A	Manage human resources services
BSBHRM502A	Manage human resources management information systems

Cont'd...

- BSBHRM504A Manage workforce planning
- BSBHRM505A Manage remuneration and employee benefits
- BSBHRM506A Manage recruitment, selection and induction processes
- BSBHRM507A Manage separation or termination
- BSBHRM509A Manage rehabilitation or return-to-work programs
- BSBHRM510A Manage mediation processes

Learning and Development

- BSBLED502A Manage programs that promote personal effectiveness

Marketing Units

Marketing

- BSBMKG501B Identify and evaluate marketing opportunities
- BSBMKG502B Establish and adjust the marketing mix
- BSBMKG506B Plan market research
- BSBMKG507A Interpret market trends and developments
- BSBMKG508A Plan direct marketing activities
- BSBMKG509A Implement and monitor direct marketing activities
- BSBMKG510A Plan electronic marketing communications
- BSBMKG514A Implement and monitor marketing activities
- BSBMKG515A Conduct a marketing audit

Public Relations

- BSBPUB501A Manage the public relations publication process
- BSBPUB502A Develop and manage complex public relations campaigns
- BSBPUB503A Manage fundraising and sponsorship activities
- BSBPUB504A Develop and implement crisis management plans

Management Units

Continuity

- BSBCON601A Develop and maintain business continuity plans

Information Management

- BSBINM501A Manage an information or knowledge management system

Intellectual Property

- BSBIPR501A Manage intellectual property to protect and grow business

Project Management

- BSBPMG510A Manage projects

Risk Management

BSBRSK501A Manage risk

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development

Certificate III in Micro Business Operations

Course Code	BSB30307
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills.
Duration	1 year
Study Mode	Flexible delivery
Campus	Mildura

Course Description

This qualification reflects the role of skilled operators who apply a broad range of competencies in varied micro business contexts, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a small team.

Employment Opportunities

Micro business operator/independent contractor

Pathways

Certificate IV in Small Business Management.

Cont'd...

Course Structure

Core Units

Small and Micro Business

- BSBSMB301A Investigate micro business opportunities
- BSBSMB302A Develop a micro business proposal
- BSBSMB303A Organise finances for the micro business
- BSBSMB304A Determine resource requirements for the micro business
- BSBSMB305A Comply with regulatory, taxation and insurance requirements for the micro business

Elective Units

Creative Thinking

- BSBCRT301A Develop and extend critical and creative thinking skills
- BSBCRT501A Originate and develop concepts

Customer Service

- BSBCUS301A Deliver and monitor a service to customers

E-Business

- BSBEBU401A Review and maintain a website

Financial Administration

- BSBFIA301A Maintain financial records
- BSBFIA303A Process accounts payable and receivable

Human Resource Management

- BSBHRM402A Recruit, select and induct staff

Innovation

- BSBINN301A Promote innovation in a team environment

Intellectual Property

- BSBIPR405A Protect and use intangible assets in small business

International Business

- BSBINT303B Organise the importing and exporting of goods

IT Use

- BSBITU305A Conduct online transactions

Relationship Management

- BSBREL401A Establish networks

Small and Micro Business

- BSBSMB306A Plan a home-based business
- BSBSMB307A Set up information and communications technology for the micro business

Workplace Effectiveness

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Imported Units

FNSFLIT201B Develop and use a personal budget

Certificate III in Business Administration (Legal)

Course Code	BSB31007
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Employed in relevant area or relevant industry experience.
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This course provides the knowledge and skills for work within a legal administration environment.

Employment Opportunities

Legal administrator

Pathways

Further study in legal services.

Cont'd...

Course Structure

Core Units

IT Use

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

OR

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Legal Administration Units - Select 5

Legal Services Administration

BSBLEG301A Apply knowledge of the legal system to complete tasks

BSBLEG302A Carry out search of the public record

BSBLEG303A Deliver court documentation

BSBLEG304A Apply the principles of confidentiality and security within the legal environment

BSBLEG305A Use legal terminology in order to carry out tasks

BSBLEG306A Maintain records for time and disbursements in a legal practice

BSBLEG308A Assist in prioritising and planning activities in a legal practice

Information Management

BSBINM303A Handle receipt and despatch information

Administration Units - Select 4

Financial Administration

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302A Create electronic presentations

BSBITU304A Produce spreadsheets

BSBITU303A Design and produce text documents

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Generic Business Elective Units - Select 2

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBSUS201A Recommend products and service

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate III in Business Administration

Course Code	BSB30407
Intakes	February / July
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills
Duration	6 months (Full time) / 1 year (Part time)
Study Mode	Full time / Part time / Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Course Description

This course provides the knowledge and skills appropriate for an administrative assistant/receptionist in a large organisation.

Employment Opportunities

Administrative assistant, receptionist.

Pathways

Certificate IV in Business Administration

Course Structure

Core Units

BSBITU307A	Develop keyboarding speed and accuracy
BSBOHS201A	Participate in OHS processes

Administration Elective Units - Select 7

Financial Administration

BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger

General Administration

BSBADM307B	Organise schedules
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IT Use

BSBITU302A	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU304A	Produce spreadsheets
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents

Writing

BSBWRT301A	Write simple documents
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Generic Business Elective Units - Select 4

Customer Service

BSBCUS301A	Deliver and monitor a service to customers
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Diversity

BSBDIV301A	Work effectively with diversity
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Financial Administration

BSBFIA301A	Maintain financial records
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General Administration

BSBADM302B	Produce texts from notes
BSBADM311A	Maintain business resources

Information Management

BSBINM301A	Organise workplace information
BSBINM302A	Utilise a knowledge management system
BSBINM303A	Handle receipt and despatch of information

Innovation

BSBINN201A	Contribute to workplace innovation
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Interpersonal Communication

BSBCMM301A	Process customer complaints
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IT Use

BSBITU301A	Create and use databases
BSBITU305A	Conduct online transactions

Product Skills and Advice

BSBPRO301A	Recommend products and services
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Sustainability

BSBSUS201A	Participate in environmentally sustainable work practices
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Workplace Effectiveness

BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker

Cont'd...

Legal Services Administration

- BSBLEG304A Apply the principles of confidentiality and security within the legal environment
- BSBLEG305A Use legal terminology in order to carry out tasks

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate IV in Business Administration

Course Code	BSB40507
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Certificate III in Business or suitable literacy and numeracy skills or relevant industry experience.
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura / Swan Hill

Course Description

This course provides the knowledge and skills appropriate for a personal assistant.

Employment Opportunities

Accounts supervisor, executive personal assistant, office administrator, project assistant.

Pathways

Further study in business administration.

Course Structure

Administration Units - Select 5

Financial Administration

BSBFIA401A Prepare financial reports

General Administration

BSBADM401B Produce complex texts from shorthand notes

BSBADM405B Organise meetings

BSBADM406B Organise business travel

BSBADM411A Produce complex texts from audio transcription

Information Management

BSBINM401A Implement workplace information systems

IT Analysis and Design

BSBITA401A Design databases

IT Use

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

Writing

BSBWRT401A Write complex documents

Elective Units - Select 5

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

E-Business

BSBEBU401A Review and maintain a website

Financial Administration

BSBFIA402A Report on financial activity

General Administration

BSBADM407B Administer projects

BSBADM409A Coordinate business resources

Cont'd...

Innovation

BSBINN301A Promote innovation in a team environment

Interpersonal Communication

BSBCMM401A Make a presentation

IT Support

BSBITS401A Maintain business technology

Marketing

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

Medical Services Administration

BSBMED401B Manage patient record keeping system

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices

Assessment

- Full time / part time students: Practical demonstration, questioning, discussion, written tests, assignments, and participation in class activities.
- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Diploma of Business Administration

Course Code	BSB50407
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	6 months
Study Mode	Flexible delivery
Campus	Mildura

Course Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Employment Opportunities

Administration Officer, Accounts Supervisor, Executive Personal Assistant, Office Administrator, Project Assistant

Pathways

Advanced Diploma of Business or a range of other diploma qualifications.

Course Structure

Administration Units

Financial Management

BSBFIM502A Manage payroll

General Administration

BSBADM502B Manage meetings

BSBADM503B Plan and manage conferences

BSBADM504B Plan or review administration systems

BSBADM506B Manage business document design and development

Cont'd...

IT Building and Implementation

BSBITB501A Establish and maintain a workgroup computer network

Project Management

BSBPMG510A Manage projects

Elective Units

Customer Service

BSBCUS501A Manage quality customer service

Information Management

BSBINM501A Manage an information or knowledge management system

Innovation

BSBINN301A Promote innovation in a team environment

Management

BSBMGT502B Manage people performance

Recordkeeping

BSBRKG502B Manage and monitor business or records systems

Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development

BSBWOR502A Ensure team effectiveness

Certificate III in Frontline Management

Course Code	BSB31207
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Literacy and numeracy skills.
Duration	6 months
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This qualification reflects the role of individuals who provide supervision in a wide range of organisational and industry contexts. They are likely to have existing technical skills in a broad range of vocations or professions, but require some training in the basics of supervision. Typically they would report to a supervisor or team leader.

Employment Opportunities

Clerical Worker, Data Entry Operator, Tradesperson

Pathways

Certificate IV in Frontline Management, or a range of other Certificate IV qualifications.

Course Structure

Core Units

Common

BSBCMN311B Maintain workplace safety

Frontline Management

BSBFLM303C Contribute to effective workplace relationships

BSBFLM305C Support operational plan

BSBFLM312B Contribute to team effectiveness

Workplace Effectiveness

BSBWOR301A Organise personal work priorities and development

Elective Units

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Innovation

BSBINN301A Promote innovation in a team environment

IT Use

BSBITU203A Communicate electronically

Frontline Management

BSBFLM306C Provide workplace information and resourcing plans

BSBFLM309C Support continuous improvement systems and processes

Cont'd...

BSBFLM311C Support a workplace learning environment

Management

BSBMGT404A Lead and facilitate off-site staff

Project Management

BSBPMG510A Manage projects

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Certificate IV in Frontline Management

Course Code	BSB40807
Intakes	February
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience.
Duration	6 months
Study Mode	Flexible delivery / Workshops / Traineeship
Campus	Mildura

Course Description

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

Employment Opportunities

Accounts Clerk, Customer Service Advisor, Import/Export Clerk, Office Administrator, Student Services Officer

Pathways

Diploma of Management, or a range of other Diploma qualifications.

Course Structure

Core Units

Management

- BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan

Occupational Health and Safety

- BSBOHS407A Monitor a safe workplace

Workplace Effectiveness

- BSBWOR402A Promote team effectiveness

Elective Units

Customer Service

- BSBCUS401A Coordinate implementation of customer service strategies
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards

Financial Administration

- BSBFIA402A Report on financial activity

General Administration

- BSBADM409A Coordinate business resources

Information Management

- BSBINM401A Implement workplace information system

Innovation

- BSBINN301A Promote innovation in a team environment

Interpersonal Communication

- BSBCMM401A Make a presentation

IT Support

- BSBITS401A Maintain business technology

Management

- BSBMGT403A Implement continuous improvement
BSBMGT404A Lead and facilitate off-site staff

Marketing

- BSBMKG413A Promote products and services

Project Management

- BSBPMG510A Manage projects

Relationship Management

- BSBREL401A Establish networks

Cont'd...

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR404A Develop work priorities

Writing

BSBWRT401A Write complex documents

Certificate IV in Marketing

Course Code	BSB41307
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This course provides the essential marketing skills needed to run a small business.

Employment Opportunities

Direct marketing officer, market research assistant, marketing coordinator, marketing officer, public relations officer.

Pathways

Further study in business or marketing.

Course Structure

Core Units

Interpersonal Communication

BSBCMM401A Make a presentation

Marketing

BSBMKG401B Profile the market

BSBMKG402B Analyse consumer behaviour for
specific markets

BSBMKG408B Conduct market research

Elective Units - Select 6

Advertising

BSBADV405A Perform media calculations

Customer Service

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

E-Business

BSBEBU401A Review and maintain a website

Financial Management

BSBFIM501A Manage budgets and financial plans

International Business

BSBINT401B Research international business
opportunities

IT Analysis and Design

BSBITA401A Design databases

IT Use

BSBITU301A Create and use databases

Marketing

BSBMKG409A Design direct response offers

BSBMKG410A Test direct marketing activities

BSBMKG411A Analyse direct marketing databases

BSBMKG412A Conduct electronic marketing
communications

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

BSBMKG415A Research international markets

BSBMKG416A Market goods and services internationally

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO401A Develop product knowledge

Cont'd...

Public Relations

- BSBPUB401A Develop and apply knowledge of public relations industry
- BSBPUB402A Develop public relations campaigns
- BSBPUB403A Develop public relations documents

Relationship Management

- BSBREL401A Establish networks
- BSBREL402A Build client relationships and business networks

Research

- BSBRES401A Analyse and present research information

Risk Management

- BSBRSK401A Identify risk and apply risk management processes

Sales

- BSBSLS402A Identify sales prospects
- BSBSLS403A Present a sales solution
- BSBSLS404A Secure prospect commitment
- BSBSLS405A Support post-sale activities
- BSBSLS406A Self-manage sales performance

Workplace Effectiveness

- BSBWOR401A Establish effective workplace relationships

Writing

- BSBWRT401A Write complex documents

Assessment

- Trainees: Observation, demonstration, work samples, training records, questioning and discussion.
- Flexible delivery: Activities, tests and written assignments.

Certificate IV in Business Sales

Course Code	BSB40607
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This qualification reflects the role of individuals who use well-developed business sales skills and a broad knowledge base in a wide variety of business sales contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others and have limited responsibility for the output of others, however they typically report to a more senior business sales practitioner.

Employment Opportunities

Sales Account Assistant, Sales Agent, Sales Representative

Pathways

Diploma of Marketing

Course Structure

Core Unit

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Sales Units

Product Skills and Advice

BSBPRO401A Develop product knowledge

Cont'd...

Relationship Management

BSBREL402A Build client relationships and business networks

Sales

BSBSLS402A Identify sales prospects
BSBSLS403A Present a sales solution
BSBSLS404A Secure prospect commitment
BSBSLS405A Support post-sale activities
BSBSLS406A Self-manage sales performance

Elective Units

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies
BSBCUS402A Address customer needs

Financial Administration

BSBFIA402A Report on financial activity

General Administration

BSBADM405B Organise meetings
BSBADM406B Organise business travel
BSBADM409A Coordinate business resources

International Business

BSBINT401B Research international business opportunities

Interpersonal Communication

BSBCMM401A Make a presentation

IT Use

BSBITU301A Create and use databases
BSBITU402A Develop and use complex spreadsheets

Marketing

BSBMKG401B Profile the market
BSBMKG402B Analyse consumer behaviour for specific markets
BSBMKG408B Conduct market research
BSBMKG413A Promote products and services
BSBMKG414A Undertake marketing activities
BSBMKG415A Research international markets
BSBMKG416A Market goods and services internationally

Relationship Management

BSBREL401A Establish networks
BSBREL403A Implement international client relationship strategies

Research

BSBRES401A Analyse and present research information

Sales

- BSBSLS501A Develop a sales plan
- BSBSLS502A Lead and manage a sales team

Workplace Effectiveness

- BSBWOR401A Establish effective workplace relationships
- BSBWOR402A Promote team effectiveness

Imported Units

- FNSICSAM402A Implement a sales plan

Certificate IV in Human Resources

Course Code	BSB41007
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	1 year
Study Mode	Flexible delivery / Traineeship
Campus	Mildura

Course Description

This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focussed on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

Employment Opportunities

Human Resources Assistant, Human Resources Officer, Payroll Officer

Pathways

Diploma of Human Resources Management, or a range of other Diploma qualifications.

Cont'd...

Course Structure

Core Units

Human Resource Management

- BSBHRM401A Review human resources functions
- BSBHRM402A Recruit, select and induct staff
- BSBHRM403A Support performance management process

Workplace Relations

- BSBWKR410A Implement industrial relations procedures

Elective Units

Customer Service

- BSBCUS402A Address customer needs

Financial Administration

- BSBFIA402A Report on financial activity

General Administration

- BSBADM405B Organise meetings
- BSBADM406B Organise business travel

Innovation

- BSBINN301A Promote innovation in a team environment

Interpersonal Communication

- BSBCMM401A Make a presentation

IT Analysis and Design

- BSBITA401A Design databases

IT Use

- BSBITU401A Design and develop complex text documents
- BSBITU402A Develop and use complex spreadsheets
- BSBITU404A Produce complex desktop published documents

Occupational Health and Safety

- BSBOHS407A Monitor a safe workplace

Recordkeeping

- BSBRKG404A Monitor and maintain records in an online environment

Recruitment and Employment Services

- BSBEMS401B Develop and implement business development strategies to expand client base
- BSBEMS402B Develop and implement strategies to source and assess candidates
- BSBEMS403B Develop and provide employment management services to candidates
- BSBEMS404B Manage the recruitment process for client organisations

Relationship Management

BSBREL401A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Workplace Effectiveness

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

Writing

BSBWRT401A Write complex documents

Certificate IV in Small Business Management

Course Code	BSB40407
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience
Duration	1 year
Study Mode	Flexible delivery / Traineeship / NEIS
Campus	Mildura

Course Description

This Certificate program is ideal for those who are setting up, purchasing or operating a small business in Australia. It covers the skills necessary to evaluate and manage the business as well as employees.

Employment Opportunities

Small business manager.

Cont'd...

Pathways

Further study in marketing, management or human resources.

Course Structure

Core Units

Small and Micro Business

- BSBSMB401A Establish legal and risk management requirements of small business
- BSBSMB402A Plan small business finances
- BSBSMB404A Undertake small business planning

Elective Units - Select 6

Creative Thinking

- BSBCRT501A Originate and develop concepts

Customer Service

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS402A Address customer needs

E-Business

- BSBEBU401A Review and maintain a website

Financial Administration

- BSBFIA402A Report on financial activity

Franchising

- BSBFRA401B Manage compliance with franchisee obligations and legislative requirements

Innovation

- BSBINN301A Promote innovation in a team environment

Intellectual Property

- BSBIPR405A Protect and use intangible assets in small business

International Business

- BSBINT303B Organise the importing and exporting of goods

Management

- BSBMGT404A Lead and facilitate off-site staff

Marketing

- BSBMKG413A Promote products and services
- BSBMKG414A Undertake marketing activities

Project Management

- BSBPMG510A Manage projects

Relationship Management

BSBREL401A	Establish networks
BSBREL402A	Build client relationships and business networks

Research

BSBRES401A	Analyse and present research information
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Small and Micro Business

BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
BSBSMB407A	Manage a small team
BSBSMB408B	Manage personal, family, cultural and business obligations
BSBSMB409A	Build and maintain relationships with small business stakeholders

Imported Units

FNSACCT407A	Set up and operate a computerised accounting system
PSPGOV407B	Provide a quotation

Assessment

Activities, tests and written assignments.

Diploma of Management

Course Code	BSB51107
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience.
Duration	6 months
Study Mode	Flexible delivery
Campus	Mildura

Cont'd...

Course Description

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

Employment Opportunities

Manager

Pathways

Advanced Diploma of Management, or a range of other Advanced Diploma qualifications.

Course Structure

Core Units

Customer Service

BSBCUS501A Manage quality customer service

Financial Management

BSBFIM501A Manage budgets and financial plans

Information Management

BSBINM501A Manage an information or knowledge management system

Learning and Development

BSBLED501A Develop a workplace learning environment

Management

BSBMGT502B Manage people performance

BSBMGT515A Manage operational plan

BSBMGT516A Facilitate continuous improvement

Occupational Health and Safety

BSBOHS509A Ensure a safe workplace

Project Management

BSBPMG510A Manage projects

Risk Management

BSBRSK501A Manage risk

Workplace Effectiveness

BSBWOR501A Manage personal work priorities and professional development

BSBWOR502A Ensure team effectiveness

Elective Units

Compliance

BSBCOM503B Develop processes for the management of breaches in compliance requirements

Franchising

BSBFRA502B Manage a franchise operation

Human Resource Management

BSBHRM402A Recruit, select and induct staff

BSBHRM503A Manage performance management systems

BSBHRM504A Manage workforce planning

Intellectual Property

BSBIPR501A Manage intellectual property to protect and grow business

Sustainability

BSBSUS501A Develop workplace policy and procedures for sustainability

Workplace Relations

BSBWKR509A Manage industrial relations

Diploma of Quality Auditing

Course Code	BSB51607
Intakes	Ongoing
Application	Direct to the Institute
Entrance Requirements	Relevant industry experience.
Duration	6 months
Study Mode	Flexible delivery
Campus	Mildura

Cont'd...

Course Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Employment Opportunities

Quality Assurance Manager, Quality Facilitator, Quality and Improvement Consultant

Pathways

Further study in a specialist area within the BSB07 Business Services Training Package such as marketing, management, human resources.

Course Structure

Quality Auditing Units

Information Management

BSBINM501A Manage an information or knowledge management system

Quality Auditing

BSBAUD402B Participate in a quality audit

BSBAUD501B Initiate a quality audit

BSBAUD503B Lead a quality audit

BSBAUD504B Report on a quality audit

Risk Management

BSBR501A Manage risk

Elective Units

Management

BSBMGT502B Manage people performance

BSBMGT516A Facilitate continuous improvement

Project Management

BSBPMG505A Manage project quality

Workplace Effectiveness

BSBWOR502A Ensure team effectiveness

Advanced Diploma of Management

Course Code	BSB60407
Intakes	February
Application	Direct to the Institute
Entrance Requirements	Current industry experience or mature age. Participants must be working in a suitable business environment or have access to a business at management level to undertake the related project work.
Duration	1 year
Study Mode	Workshops with follow up workplace based projects.
Campus	Mildura / Swan Hill

Course Description

Management is becoming increasingly complex in the world of competition, globalisation and technological change. The program should suit managers or potential managers working in small to medium size businesses operating in the domestic and international arena. Broaden your understanding of business management and leadership as well as your knowledge of strategic planning, innovation, risk management, quality management and staff development.

Employment Opportunities

Area manager, department manager, regional manager.

Pathways

Degree level study in business.

Course Structure

BSBWOR501A	Manage personal work priorities and professional development
BSBMGT616A	Develop and implement strategic plans
BSBFIM601A	Manage finances
BSBMGT605B	Provide leadership across the organisation
BSBINN601A	Manage organisational change

Cont'd...

- BSBMGT608B Manage innovation and continuous improvement
- BSBHRM604A Manage employee relations
- BSBMKG609A Develop a marketing plan

Assessment

Written assignments.

Traineeships

- FNS20104 Certificate II in Financial Services
- FNS30107 Certificate III in Financial Services
- FNS30304 Certificate III in Financial Services (Accounts Clerical)
- FNS40107 Certificate IV in Financial Services
- FNS40604 Certificate IV in Financial Services (Accounting)
- FNS40804 Certificate IV in Financial Services (Finance/Mortgage Broking)
- BSB20107 Certificate II in Business
- BSB30107 Certificate III in Business
- BSB40207 Certificate IV in Business
- BSB31007 Certificate III in Business Administration (Legal)
- BSB30407 Certificate III in Business Administration
- BSB40507 Certificate IV in Business Administration
- BSB31207 Certificate III in Frontline Management
- BSB40807 Certificate IV in Frontline Management
- BSB41307 Certificate IV in Marketing
- BSB40607 Certificate IV in Business Sales
- BSB41007 Certificate IV in Human Resources
- BSB40407 Certificate IV in Small Business Management
- BSB20207 Certificate II in Customer Contact
- BSB30207 Certificate III in Customer Contact
- BSB30807 Certificate III in Recordkeeping
- BSB30607 Certificate III in International Trade
- BSB41107 Certificate IV in International Trade
- LGA20104 Certificate II in Local Government
- LGA30104 Certificate III in Local Government
- LGA40104 Certificate IV in Local Government

Application and Enrolment

How Do I Apply?

There are different processes for applying, depending on what type of student you are and what level of study you want to do. Refer to the Student Course Guide, SuniTAFE web site or contact your nearest campus for details on application procedures, Direct Credit Transfer and Tuition Fees.

Mildura Campus	Telephone 03 5022 3666
Swan Hill Campus	Telephone 03 5036 0220
Robinvale Campus	Telephone 03 5051 8300
Mallee Campus	Telephone 03 5091 0400

Short Courses

SuniTAFE offers a wide range of short courses. For a full list of courses please refer to the Short Courses flier or contact your nearest campus.

International Courses

If you are not currently a permanent resident of Australia or New Zealand please contact the International Students Unit.

Access & Equity (Special Entry)

SuniTAFE values the diversity of its client group and seeks to provide access and equity for all people undertaking vocational education and training.

If you believe you do not fit the admission requirements for the course you are interested in, you may apply under the Special Entry provisions.

Please contact Student Administration for further details.

Skills Recognition

The Skills Recognition Centre will help you convert your valuable formal education, work and life experience into formal nationally recognised skills.

Benefits of using Skills Recognition services:

- Services are user friendly and supportive
- Complete a qualification more quickly
- You can complete one unit of competence up to a whole qualification by Skills Recognition
- You can commence Skills Recognition before and after you start training
- You can use Skills Recognition to increase employment opportunities or continue with further education and training
- It is probably easier than you think

Cont'd...

The Skills Recognition Centre will:

- Guide you through your application
- Help you to interpret your prior experience
- Organise formal assessment of your application
- Follow up on your application to ensure timely service
- Be available to address any concerns you might have throughout the process

Direct Credit Transfer is also possible where you are transferring from a different course or have successfully completed the same or equivalent credentials.

For further information contact the Skills Recognition Centre or visit the SuniTAFE web site.

Refunds

Application for refund of the course fee must be made on the prescribed form available from Student Administration staff. Where a course is cancelled by SuniTAFE prior to commencement, a full refund will be made.

Support Services

A range of free and confidential support services are available to students across all SuniTAFE campuses. Support services may be able to assist students with personal or study related matters before they create difficulties.

Koorie Advisory Unit

Koorie Liaison Officers are based at Mildura, Swan Hill and Robinvale campuses to provide individual support, advice and assistance in all matters relating to students' learning.

A Centrelink Indigenous Customer Service Officer visits the Mildura Campus one day a week to assist students with their Centrelink payments/inquiries.

Student Support Services

The Student Support Services aims to facilitate a positive learning environment for students by providing free and confidential support, information, resources, counselling and referral services which meet their needs.

Disability? Impairment? Medical Condition?

SuniTAFE provides a range of services and adjustments to our learning environments designed to lessen the impact of students' disabilities or medical conditions on their studies.

After documentary evidence is supplied, students can also apply to have individual support and adjustments put in place.

This assistance ensures that the student has opportunities, choices and challenges comparable with those offered to others.

VET FEE-HELP

VET FEE-HELP is available to assist eligible students to pay for all or part of their tuition fees when studying one or more accredited VET Diploma or Advanced Diploma course of study.

Disclaimer

Please note that the information given is intended as a guide for current and prospective students or interested persons. At the time of printing, the information contained was correct. However, changes may have occurred since printing. Please check with your nearest campus should you have any queries.

Information in this Study Area Guide is correct as at November 2009.



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