

Business

Staff

Course Coordinator

Gaylene M Heise

AssBus (Word Proc Spec) AssBus (Admin Sec) La Sierra, BVET, CSU Wagga Wagga, Cert IV Assessment & Workplace Training, CSU, FAIOP, ATCL

Certificate Courses in Business

Lecturers

Don Dickins

BA Avondale, BEd Avondale, MA La Sierra, MCom UWS, Cert IV Assessment & Workplace Training Avondale

Marketing

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Certificate Courses in Business

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Certificate Courses in Business

Business Services Training Package—BSB01

BSB20101—Certificate II in Business

BSB30201—Certificate III in Business Administration

BSB30301—Certificate III in Business (Sales)

BSB40201—Certificate IV in Business Administration

BSB40701—Certificate IV in Business (Marketing)

BSB40801—Certificate IV in Business (Human

Resources)

These courses provide one year of comprehensive training in a variety of business, office and client-oriented skills. Graduates are prepared for employment in a wide variety of career areas requiring marketing, sales, recruitment, employment, client interaction, computer applications, office technology, teamwork, accounting, and interpersonal relationships.

The courses provide nationally recognised competency-based training qualifications at standards set by industry (AQTF).

Areas of study

Information Technology; Bookkeeping; Communication; Desktop Publishing; Train Small Groups; Supervision/Leadership/Team Skills; Office Skills and Management Skills; Customer Relations; Customer Service Strategies; Sales; Human Resource Management; Marketing; Reception; The Christian, Ethics and the Workplace; International Computer Driving Licence (ICDL).

Duration

Business studies students complete a series of self-paced units and progress at a rate compatible with their needs and abilities. Recommended study periods are:

Certificate II—one semester full-time

Certificates III and IV—one semester full-time

Students may choose to complete Level III only or progress to Level IV in the same year of study (34 weeks). Embedded in this integrated program is the starting point Certificate II in Business (first semester).

Accreditation

The courses are accredited by the NSW Vocational Education Training and Accreditation Board (VETAB). Avondale is a Registered Training Organisation (RTO). This means the qualifications are recognised by industry throughout Australia, and credit can be transferred to and from other public and private education and training institutions. The courses are approved for Austudy/Abstudy/Youth Allowance purposes and are approved as courses for overseas students.

Professional recognition

The courses are recognised by the Australian Institute of Office Professionals (AIOP) and Australian Council of Independent Vocational Colleges (ACIVC) as approved courses. Students may apply to become student members of the AIOP.

Entry requirements

The minimum entry requirement is satisfactory completion of Year 10; however, completion of Year 12 is advised for entry to Certificate IV. Successful completion of Certificate II in Business allows entry to Certificate III in Business Administration or Certificate III in Business (Sales). Successful completion of Certificate III in Business Administration or Sales allows entry into any of the Certificate IV in Business courses.

Entry requirements for overseas applicants

Applicants from other countries will have their qualifications assessed by the Admissions Office. Applicants from a country where English is not the first language must demonstrate proficiency in English in one of the following ways:

- 1 Provide documentary evidence that secondary schooling was conducted in an English medium, *and* evidence of a satisfactory pass in English in a British O-level examination or local equivalent.
- 2 Obtain an overall IELTS score of 5.5 or better with no individual band score less than 5.5.

Overseas applicants are also required to satisfy Australian Government visa requirements.

Pathway to degree studies

Students successfully completing a Certificate IV in Business may be considered for admission to degree courses at Avondale, subject to the requirement that normally an equivalent number of years have been spent in education as would be required to complete Year 12 (Australia) or Year 13 (New Zealand).

Work/industry experience

As part of the course, all students are required to participate in at least two weeks of work experience during the mid-year vacation. The work experience coordinator assists in the organisation of this component.

Recognition of Prior Learning

Because neither the route nor the method of learning is considered in the assessment process, Avondale takes into account a range of prior learning experiences, including experiences other than those accredited by other registered providers. Students who consider they already possess the skills and knowledge necessary to be deemed competent in any learning outcome may have the opportunity to have this substantiated through formal qualifications or testing/ references.

An RPL may be available at the discretion of the Course Coordinator. Applications for RPL must be submitted not later than the completion of week four of the semester of entry, or before delivery of the unit begins. Applications should be made through the course coordinator.

Courses of study

Christian Studies units

These units address the religious, ethical and social value emphases of Avondale’s philosophy of education derived from its Seventh-day Adventist faith tradition.

All students undertake the following units:

Semester 1

- VE096 The Christian in the Workplace
- VE097 Effective workplace/team relationships

Semester 2

- VE098 Ethics of workplace decision making
- VE099 Christian workplace culture

BSB20101 Certificate II in Business

Prerequisite: Minimum—completion of Year 10 (Australia); recommended—(Year 12 Australia) or international equivalent.

- BSBCMN201A Work effectively in a business environment
- BSBCMN203A Communicate in the workplace
- BSBCMN204A Work effectively with others
- BSBCMN205A Using business technology
- BSBCMN206A Process and maintain workplace information
- BSBCMN207A Prepare and process financial/business documents
- BSBCMN208A Deliver a service to customers
- BSBCMN209A Provide information to clients
- BSBCMN211A Participate in workplace safety procedures
- BSBCMN212A Handle mail
- BSBCMN213A Produce simple word processed documents
- BSBCMN214A Create and use simple spreadsheets

BSB30201 Certificate III in Business Administration

Prerequisite: Successful completion of Certificate II in Business

- BSBRKG301A Control records
- BSBCMN302A Organise personal work priorities and development
- BSBFLM312A Contribute to team effectiveness
- BSBADM303A Produce text from audio transcription
- BSBADM304A Design and develop text documents
- BSBADM305A Create and use databases
- BSBADM306A Create electronic presentations
- BSBADM307A Organise schedules
- BSBADM308A Process payroll
- BSBCMN308A Maintain financial records
- BSBCMN310A Deliver and monitor a service to customers
- BSBCMN311A Maintain workplace safety
- BSBADM301A Produce text from shorthand notes*

*Alternative option to BSBCMN308A and SBCMN207A

BSB30301 Certificate III in Business (Sales)

Prerequisite: Successful completion of Certificate II in Business

BSBSLS301A	Develop product knowledge
BSBSLS302A	Identify sales prospects
BSBSLS303A	Present a sales solution
BSBSLS304A	Secure prospect commitment
BSBSLS305A	Support post sales activities
BSBCMN302A	Organise personal work priorities and development
BSBFLM312A	Contribute to team effectiveness
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBCMN308A	Maintain financial records
BSBCMN309A	Recommend products and services
BSBCMN311A	Maintain workplace safety

BSB40201 Certificate IV in Business Administration

Prerequisite: Successful completion of Certificate II in Business and Certificate III in Business Administration or Sales.

BSBRKG402A	Provide information from and about records
BSBADM402A	Produce complex business documents
BSBADM404A	Develop and use complex spreadsheets
BSBADM405A	Organise meetings
BSBADM406A	Organise business travel
BSBCMN405A	Analyse and present research information
BSBCMN406A	Maintain business technology
BSBCMN410A	Coordinate implementation of customer service strategies
BSBFLM512A	Ensure team effectiveness
BSZ404A	Train small groups

BSB40801 Certificate IV in Business (Human Resources)

Prerequisite: Successful completion of Certificate II in Business and Certificate III in Business Administration or Sales.

BSBHR401A	Administer human resources systems
BSBHR402A	Recruit and select personnel
BSBHR403A	Process human resource documents and enquiries
BSBHR404A	Co-ordinate human resource services
BSBADM402A	Produce complex business documents
BSBADM405A	Organise meetings
BSBCMN405A	Analyse and present research information
BSBCMN410A	Coordinate implementation of customer service strategies

BSBFLM512A	Ensure team effectiveness
BSZ404A	Train small groups

BSB40701 Certificate IV in Business (Marketing)

Prerequisite: Successful completion of Certificate II in Business and Certificate III in Business Administration or Sales.

BSBMKG402A	Analyse consumer behaviour for specific markets
BSBMKG403A	Analyse market data
BSBMKG406A	Build client relationships
BSBMKG407A	Make a presentation
BSBADM402A	Produce complex business documents
BSBADM405A	Organise meetings
BSBCMN405A	Analyse and present research information
BSBCMN410A	Coordinate implementation of customer service strategies
BSBFLM512A	Ensure team effectiveness
BSZ404A	Train small groups

International Computer Driving Licence (ICDL)

Avondale is an authorised testing centre for this internationally recognised qualification. Students are encouraged to participate in testing during semester 2. The following subject areas are covered:

- Basic concepts of information technology
- File management
- Word processing
- Spreadsheet
- Database
- Presentation packages
- Information and communication