



MONASH STUDENT ASSOCIATION
Training and Professional
Development

Information Booklet

BSB30120 Certificate II in Business

Workplace-based traineeship



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MSA Training and Professional Development

MSA Training and Professional Development works in collaboration with industry and training specialists to develop programs that are flexible and relevant to industry needs. Our courses are delivered as either classroom-based training or real-time remote training via Zoom. They are taught in a supportive and engaging environment. Throughout your learning journey you will gain a variety of knowledge and skills and be given activities and assessments to complete within the classroom, at home or in your workplace.

The opportunity to study at MSA Training and Professional Development is open to everyone. We encourage people with a disability and people from diverse backgrounds to apply. This booklet will guide you through a range of information relevant to this particular qualification. It is designed to be read in conjunction with the Student Information Handbook so please ensure you read and understand all aspects of both documents prior to enrolling.



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Why choose MSA Training and Professional Development?

Continuous Improvement

At MSA Training and Professional Development, we pride ourselves on our dedication to providing high quality training to the public, Monash staff and students and to our private groups. We gain feedback from our students and trainers to ensure we are continuously improving our services and enhancing the learning process for our students.

Trainers and Assessors

Trainers and Assessors at MSA Training and Professional Development are carefully selected based on their qualifications, experience and knowledge, but also based on their individual teaching style and dedication towards their students. We have built an amazing team of trainers and assessors, and we are very fortunate to have them as part of MSA Training and Professional Development.

Administration

Our administrative staff are committed to working alongside our students to ensure they are confidently working through their assessments and receiving all the support they need. As we are a smaller RTO, we have the opportunity to get to know our students and can provide individualised support. MSATPD is part of MSA – a non-profit organisation located at Monash University in Clayton, Victoria. Meaning our aim is to provide a high-quality service, not to make money. The course fees are implemented to cover costs and improve services.

Support

Support services are available at MSATPD, including one on one tutoring in English and Computer skills, discounted counselling, Disability support, useful study guides, along with a number of other services. The MSA culture focuses on inclusivity, supporting the LBGTQI+ Community, acknowledging the traditional land owners.



BSB30120 Certificate III in Business

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.



Why study this course?

This course has been developed to provide skills and knowledge to:

- Apply critical thinking skills in a team environment
- Participate in sustainable work practices
- Engage in workplace communication
- Design and produce business documents
- Design and produce spreadsheets
- Process customer complaints
- Deliver and monitor a service to customers

How does workplace-based & distance training work?

You will receive assessments to complete based on your current role (employee or placement volunteer) and daily tasks. Assessments will be marked by your trainer who will visit you once a month at your workplace and communicate with you throughout the month.



Where can I study this course?

At your
workplace as
a Workplace-
based
traineeship

Entry Requirements

There are no formal entry requirements for this course.

Students will require a sound understanding of how to navigate computers along with software (Word, PowerPoint), opening and closing documents, saving documents, formatting documents, typing and using the internet for searching and emails. Students who are not confident using computers are welcome to enrol in one of the short computer courses provided by MSA Training and Professional Development.

Students are required to fill out a Language Literacy and Numeracy assessment during the enrolment process. During enrolment students will also undergo a pre-training review which will help make sure this course is right for you and identify any additional support you may need.



This course is suitable for:

- Depending on your experience and other qualifications, your career and job outcomes may include:

✓
Administration Assistant

✓
Customer Service Assistant

✓
Medical Receptionist

✓
Records Assistant

✓
Secretary

✓
Customer Service Representative

Bachelor of Business

A Promotion

A New Career

Certificate IV in Leadership and Management

BSB40120 Certificate IV in Business

Pathways

This qualification opens up a world of opportunities for students upon completion. Advanced Diploma level qualifications in a similar field (eg. BSB60120 Advanced Diploma of Business) would be a suitable training pathway and would support career progression.

The Certificate III in Business from MSA Training and Professional Development can also be used as a pathway into several tertiary qualifications within Monash University. If this is your goal, please discuss the entry requirements with us.

Class and Study Estimated Times

Please use these hours as a guide only, times will vary depending on your learning style, skills and prior knowledge. Indicative nominal hours are a guide only and will depend on individual units of competency and time spent on classroom learning, private study, reading, research, group activities and working on assessments.

- **1-hour training session per unit per month**
- **8-14 hours of homework per week**
- **You have 4 weeks after each unit to hand in your assessment. Extensions granted for special circumstance applications only.**



Timetable

When this nationally recognised course is delivered as a Workplace-Based Qualification, students will need to be self-motivated and complete work in their own time. Student must also have pre-approval from their employers to have access to 3 hours of work-time dedicated to their studies. Trainers will visit you in your workplace a minimum of 3 time during your studies – these are called workplace-visits. You will also meet with your trainer, either via zoom, in the classroom, or at your centre for 1 hour per unit. Trainers provide support out of these hours to assist you with completing your studies.

Employer Responsibilities

- The Employer will need to organise an AASN provider:
 - o Chambers Apprenticeship Support Australia
 - o MEGT (Australia) Ltd
 - o Sarina Russo Job Access (Australia)
 - o MAS National Ltd
- Gain information about apprenticeships or traineeships and entering into a training contract
- Become an approved employer - The approval process is managed by the VRQA
- Take on an apprentice or trainee
- Within three months of commencing the Training Contract, enrol the apprentice or trainee with an RTO
- Agree to a Training Plan with the apprentice or trainee and the RTO, and lodge a copy to the AASN provider *
- Ensure the training plan says what training will be delivered and when
- Ensure that a suitably qualified or experienced person with relevant knowledge and skills is available to oversee the apprentice or trainee

Employers must:

- Supervise their apprentice or trainee in a way that is appropriate for their skill level:
 - o Direct supervision
 - o General Supervision
- Supervisor is to have clear knowledge of
 - o Trainee's role and responsibilities, including safety
 - o Has the appropriate qualifications or relevant experience
 - o Supervises, provides performance feedback and coaching
 - o Checks progress against the training plan
- Have the appropriate facilities and equipment to help the apprentice or trainee to gain the necessary skills to complete their learning
- Provide the apprentice or trainee with work that is relevant to their vocation and supports them to achieve their qualification
- Be aware that the apprentice or trainee can progress through their apprenticeship or traineeship at a rate that reflects their skills development
- Pay the apprentice or trainee under an appropriate industrial instrument

Assessments

Assessments include written theory questions, reflective tasks, practical activities and hands-on tasks (eg. giving presentations in class). Wherever possible, the focus is on working with tasks and templates that are used in real-world situations in the workplace. For example, creating a session plan. A timetable will be given out on the first day of class which will include assessment due dates. Please refer to the student handbook regarding Assessment and Extension Processes.



Materials and requirements

Students will need access to a computer with Microsoft Word, internet access and a printer for the purposes of research and completing assessments. If you do not have access to a computer, please talk to us about accessing a computer on campus.

Students will need to provide their own:

- Pens & pencils
- Paper or notebook
- Materials, props or equipment for use during presentations in class
- Laptop. Having a laptop in class will allow you to conduct internet research and type up your assessments into the templates we provide. This will save you from having to do this at home.

For online courses/ units, you will need access to a computer which has video/audio capability, internet access and a web browser. Learner manuals, assessment booklets and handouts will be provided throughout the course and are included in the cost of the course.

Course Syllabus

Unit of Competency	What you will learn
BSBPEF301* Organise personal work priorities	<ul style="list-style-type: none">• Organise and complete own work schedule• Evaluate own work performance• Coordinate personal skill development and learning
BSBTWK301 Use inclusive work practices	<ul style="list-style-type: none">• Establish practices that support individual differences in the workplace• Work effectively with individual differences• Assess use of inclusive practices
BSBWHS311 Assist with maintaining workplace safety	<ul style="list-style-type: none">• Assist with incorporating WHS policies and procedures into work team processes• Contribute to consultative arrangements for managing WHS• Contribute to organisational procedures for providing WHS training• Participate in identifying hazards, and assessing and controlling risks for the work area
BSBXCM301 Engage in workplace communication	<ul style="list-style-type: none">• Plan workplace communication• Undertake routine communication• Participate in workplace communication
BSBWRT311* Write simple documents	<ul style="list-style-type: none">• Plan simple document• Draft simple document• Finalise simple document
BSBSUS211 Participate in sustainable work practices	<ul style="list-style-type: none">• Measure sustainable work practices• Support sustainable work practices• Seek opportunities to improve sustainable work practices
BSBCRT311 Apply critical thinking skills in a team environment	<ul style="list-style-type: none">• Prepare to address workplace problem• Evaluate solutions for workplace problem• Finalise and review solution development process

<p>BSBINS309* Maintain business records</p>	<ul style="list-style-type: none"> • Collate business records • Update business or records system • Prepare and distribute reports from the business or records system
<p>BSBTEC301* Design and produce business documents</p>	<ul style="list-style-type: none"> • Select and prepare resources • Design document • Produce document • Finalise document
<p>BSBOPS304* Deliver and monitor a service to customers</p>	<ul style="list-style-type: none"> • Identify customer needs • Deliver a service to customers • Evaluate customer service delivery
<p>BSBOPS305* Process customer complaints</p>	<ul style="list-style-type: none"> • Receive complaints • Process complaints • Resolve complaints
<p>BSBTEC302* Design and produce spreadsheets</p>	<ul style="list-style-type: none"> • Select and prepare resources • Plan spreadsheet design • Create spreadsheet • Produce charts • Finalise and present spreadsheets
<p>BSBPEF201 Support personal wellbeing in the workplace</p>	<ul style="list-style-type: none"> • Recognise factors that impact personal wellbeing • Plan communication with supervisor • Communicate with supervisor • Investigate available wellbeing resources

This qualification contains 13 units of competency, consisting of 6 core and 7 elective*.

Recognition of Prior Learning (RPL)

RPL is an assessment process that can give you an opportunity to gain formal recognition—i.e. a qualification or statement of attainment—for knowledge and skills you have attained through informal learning, work and life experiences. If you think you may be able to gain RPL for any of the BSB30120 units, please speak to us to request an RPL Information Handout. Note that RPL is a rigorous, evidence-based form of assessment so you will need to be able to supply evidence for any units for which you are applying for RPL.

Credit Transfers (CT)

Credit Transfer is a process used to recognise qualifications and Statements of Attainment issued by another RTO or TAFE. If you have successfully completed any of the units in the course in which you are enrolling, or their equivalent, you may be eligible for credit transfer. Where credit transfer is granted you will be considered to have already successfully completed the unit(s), and will not have to participate in training or assessment activities for that unit(s).

In determining where credit transfer may be granted, MSA Training and Professional Development must be confident of the currency of the applicant's knowledge. In fields where practice/technology is changing rapidly, credit transfer may not be granted where knowledge of unit(s) has dated. MSA Training and Professional Development will recognise AQF qualifications and Statements of Attainment issued by any RTO.

Fees

Aboriginal or Torres Strait Islander (Materials Fee only)	Full	Concession
\$200	\$3,801.50	\$3,590.80

Payment plans are available.

Boosting Small Business Skills and Training

The Small Business Skills and Training Boost initiative by the Australian Government aims to support small businesses in upskilling their workforce. Through this program, businesses can access funding to invest in training, which enhances productivity and competitiveness. Eligible businesses can claim tax deductions on relevant expenses, empowering them to address skill gaps and foster growth. This initiative is a significant opportunity for small enterprises to elevate their capabilities in a competitive market.

business.gov.au/grants-and-programs/small-business-skills-and-training-boost

Unique Student Identifier

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. You will to create your USI before you train with us and provide it to us on enrolment. Store this number somewhere safe and each time you do training with us or another organisation that offers nationally accredited training you will need to supply this USI each time you register.

If you do wish to enrol with us you can find more information and create a USI at the following website. www.usi.gov.au

How to Enrol

All enrolments are to be done online.

- **Make sure you have read and understood all the information in the student handbook and in this course information booklet and ensure you meet the pre-requisites or other conditions of enrolment (Student Handbook is located on our website)**
- **Create a USI (Unique Student Identifier) through www.usi.gov.au**
- **Complete the enrolment form via our website**
- **Once the enrolment form has been completed, you will be sent an email to create an account on our student portal to complete a language, literacy and numeracy assessment and pre-training review**
- **Send through your Medicare card or Australian/NZ birth certificate; or formal documentation confirming permanent residence.**
- **If you are applying for a Concession rate; submit any relevant concession cards such as healthcare cards or pension cards.**
- **Once you have submitted the required documents, our team will be in touch to discuss your application and finalise your enrolment.**



Notable programs and departments within MSA:



Period positivity – providing free feminine hygiene products



MSA's Indigenous department – providing support to all Aboriginals and Torres Strait Islanders throughout their studies.



MSA Women's department – creating a safe campus where you feel a sense of belonging.



MSA Disabilities and Carers Department – advocating for the needs of students with disabilities and student carers at Monash Clayton



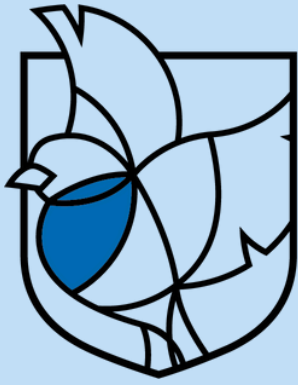
MSA Queer department – Supporting all queer identifying and questioning individuals at Monash



Gender Affirmation at MSA – In 2022, MSA introduced Establishing Gender Affirmation leave where specific leave options are available for any MSA staff considering gender transition.



MSATPD Mental Health Resources – Free resources to assist anyone struggling with mental health conditions.



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RTO Number: 21526

Find us online at:

msatraining.edu.au



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