

1300 327 708
www.tlctrainingsolutions.com.au



QLD and NSW Student Course Guide 2019 Business



Train
Learn
Connect



Dear Potential Student,

Having worked in the training industry for many years and having been a student myself on several occasions, I understand how important it is to select a training college that will not only deliver the qualification of your choice, but do so in a supportive, professional and innovative way.

TLC Training Solutions is jointly owned by a group of 5 passionate women who have worked together for a number of years in previous training roles, share a united belief in high quality, trainer supported learning models, that reflect the individual learning style of the student and ensures the study journey is both enjoyable and rewarding. In order to continue offering the workplace model we love and strongly endorse, we decided to form our own company in 2009. So with combined determination and an abundance of industry support - TLC Training Solutions was born!

Our Training Consultants have all worked in the industry in which they provide training and assessment and love sharing their own experiences with you. When choosing TLC you can be sure you have chosen a group of professionals who will be there for you all the way and you can be certain you have made the right choice.

TLC values lifelong learning and a holistic approach to training. Some think of **TLC** as supporting their clients training by providing some **Tender Loving Care**, and whilst we like to think we do just that, TLC is also reflective of the services we can offer.

T = Train. We provide training in a number of nationally accredited courses which are recognised across Australia.

L = Learn. If you need to or want to know more about the industry in which you are employed, TLC offers a variety of professional development workshops that cover many topics of interest related to your industry. If we don't advertise one you are after - ask us - we are developing new courses all the time and are only more than happy to accommodate your needs where able.

C = Connect. If you need to connect to your staff through team building workshops, we can assist. If you want to access pre-employment programs to connect to the workforce, we are there to help.

So for whatever reason you have come to find out more about TLC Training Solutions, we thank you and are pleased to present our program of qualifications.

Please do not hesitate to contact our office on 1300 327 708, visit our website at www.tlctrainingsolutions.com.au or email us at info@tlctrainingsolutions.com.au should you require further clarification on anything you find in the Student Course Guide.

Oh, and don't forget to like us on Facebook!



Kind Regards,

Teena Sapwell
Managing Director

Congratulations! You've chosen a career in Business or have decided a business qualification will compliment your current job role.

Those who enrol in a business related course do so for a variety of reasons. You may currently be employed and have chosen or are required to complete a business qualification to either satisfy job role requirements, to meet professional development goals or to achieve that desired promotion. Alternatively, studying business could be your pathway to gaining employment in business administration or business management roles.

Wherever a qualification in Business takes you, it is assured it will be one that is both challenging and rewarding that will open up a world of endless opportunities.

Business graduates are professionals. They are organised, dynamic, excellent time managers who demonstrate tolerance, patience, flexibility, understanding, imagination and energy.

If that's you – then a career or course in business has been a perfect choice. Welcome aboard, and enjoy the ever changing world of business.

Studying Through TLC Training Solutions

TLC Training Solutions prides itself on offering flexibly delivered workplace based training that is nationally accredited. That means – we come to you! All Training Consultants employed by TLC have extensive industry experience and have all worked in a business management role at some stage of their career. We understand therefore the multi-faceted roles of those working in busy organisations and how exhausting keeping up with industry trends, legislation and technology can be. Training Consultants draw on their experience as well as current practices to enhance every student's learning and development. To support consistency, familiarity and develop long term, supportive relationships, all Training Consultants are assigned to a region in which they deliver TLC services. Usually they live, and have worked, within the region, so they understand the demographics and culture of your community.

To have us come to you, assess you in your daily role, and mark all assessment tools on site means you don't have to try and fit us into your life, we fit ours into yours.

We believe that learning comes from doing. Whilst we will provide you with the essential knowledge ensuring understanding of the skills you undertake, we will also be providing extensive opportunities for you to practice skills on a regular basis.

All of us have mentors and supervisors in our working lives and at TLC we believe in engaging these people in your learning journey by providing them with the opportunity to observe your practical skills and support you in your ongoing development.

Those undertaking a course in business won't all necessarily have the same learning needs or bring with them the same level of experience. TLC therefore works with you at enrolment to determine what study mode suits you best. Some may have the skills to be assessed via a recognition process whilst others may need to complete the qualification through learning and assessment provided in learning guides.

Study Modes to Suit Your Lifestyle and Learning Needs

There is a saying that goes – *"I hear, but I may forget, I see and I may remember, but I do and I understand"*

TLC believes this saying is the core to quality training and assessment in terms of vocational education that is competency based. Whether you commence study via a pre-employment program, complete via recognition of prior learning, are registered as a trainee, or are yet to find regular employment in the industry, you will be involved in workplace training and/or assessment where you will implement and understand all that we teach you.

Workplace Based

Workplace based training means you are employed in an industry directly linked to your course, and your workplace from day one is going to be both your learning and assessment environment. TLC will provide, as part of your learning and assessment tasks, activities and assessment that incorporates your everyday job role and functions, workplace policies and procedures, and the government legislative requirements that are applicable to your state or service. Your trainer will conduct learning and assessment in your own workplace.

External

External simply means that you are working and / or living in a region that TLC does not currently offer regular training visits to. If we can still get a trainer to you for on the job assessment visits, then learning will be offered with your trainer via skype or phone with assessments required to be sent to us for marking, You will still be required to attend an approved workplace to undergo vocational placement if you aren't working in the industry, and part of your assessment will be conducted there. In addition, a face to face enrolment visit is required. External students will be charged an additional fee to cover these visits due to distance and time in travelling.

Class Based

In a classroom delivery model you will be trained and assessed through a combination of group discussions, personal reflections, trainer lead discussions, learning guides, assessment booklets and practice scenarios. Class based, although more structured is a very interactive and supportive mode of study. TLC only offers a class based model for the Certificate III in Business Administration for the Certificate 3 Guarantee program in QLD. Classes are only offered if there is demand.

Traineeships

TLC Training Solutions offers both Fee for Service and State Funded Traineeships to eligible applicants.

State funded **Traineeships** are for Certificate III level courses and only available in NSW. These are paid for in most part by the State with a State determined student contribution fee that must be paid for by the student *and/or* employer. With 'Fee for Service' Traineeships, although you will still be registered as a Trainee, ALL fees will need to be met by you and/or your employer.

Working Queensland Jobs Plan

TLC Training Solutions offers the Certificate 3 Guarantee* funding to eligible applicants in QLD. This enables funding for the Certificate III in Business Administration. The courses are offered in a variety of modes of study including Recognition of Prior Learning (RPL), workplace based, external and class based (where there are sufficient numbers of class participants). The training is paid for in most part by the State but a student co-contribution fee applies. It is important to note that this course requires a high level of commitment as students can only access each subsidy level funding once! Please call our office to discuss the eligibility and enrolment process or visit www.training.qld.gov.au to access the student fact sheets.

* TLC has a pre-qualified supplier agreement with the Department of Employment, Small Business and Training (DESBT) to support the Certificate 3 Guarantee funding. As part of this initiative within 3mths of completing or discontinuing the course you will be required to complete a Student Employment survey.

Recognition of Prior Learning (RPL)

RPL is an assessment process that acknowledges a person's skills and knowledge required through previous training both formal and informal, and life skills which enables a student to demonstrate competence in a unit of study.

It is important to note, that RPL should not be seen as an 'easier' option to gaining a qualification. Whilst there are no learning guides to complete, you will be required to demonstrate competency through the provision of evidence.

Training Consultants will validate your competency against required skill sets (clusters of units of similar related outcomes). Validation may occur through a combination of interviews, verbal questioning, evidence, references, a resume, and professional development or third party reports.

TLC strongly believes 'seeing is believing' so we make every attempt to ensure direct observation is an integral part of our RPL process. TLC does not promote an excessive evidence portfolio approach.

Credit Transfer

TLC Training Solutions recognises all statements of attainment and qualifications issued by Registered Training Organisations (RTO's) within Australia. Credit Transfer is a process for recognising formal training outcomes that have been achieved previously. If credit transfers are granted, the student may be awarded credit to the particular unit/s.

It will be necessary if applying for credit transfer to provide a certified copy of each transcript. Please be aware that whilst some units may map across to the qualification being undertaken, others may need to be examined through performance criteria and learning outcomes to determine the extent to which the unit completed can provide credit in a similar unit of study.

Please appreciate that TLC cannot just 'take your word' that you have completed units with another RTO nor can we just accept cover pages, training plans or similar documents. We need an actual transcript that has been certified. Credits and any applicable fee credit will not be applied without a certified transcript. Should you have difficulty in obtaining this from a previous RTO (for example, they may have ceased operation) you can apply for records of prior training outcomes from the Australian Skills Quality Authority by either the ASQA Info line on 1300 701 801 or by email at studentenquiries@asqa.gov.au

Support Services

TLC Training Consultants are available via email or mobile outside of your visits. Please understand they have other students so if they don't respond straight away, they will get back to you ASAP.

We understand that you may at times need support in addition to your trainer's regular visits / contact. If you have a condition that can be supported by a letter from your Doctor, we recommend you apply for Disabled Australian Apprenticeship Wage Support (DAAWS) funding if you are registering as a trainee or apprentice. This will enable us to give you additional one on one mentoring and tutor support.

If for some reason your trainer is unavailable and you have a question or need some support, email us on support@tlctrainingsolutions.com.au and we will try and assist.

If you are worried about any language or literacy issues, or haven't studied for many years and are nervous about completing tasks and assessments, our trainers understand everyone learns differently and can even adjust tasks accordingly.

Frequently Asked Questions

Q: Can I complete the whole qualification through RPL?

A: Yes, RPL can be applied to a single unit or the whole qualification.

Q: Will I need to do vocational placement?

A: Yes you will. The Certificate III requires some assessment to be conducted in an actual work environment. If you are employed in a position that provides accessibility to the resources / range of work you require, then your own workplace will suffice.

Q: How do I pay my fees?

A: Fees and payment options are outlined in the payment schedule. Different modes of study and different funding programs have differing fee requirements. We do understand that the cost of study can put added strain on someone's budget. To ensure study is available to everyone we accept many methods of payment including Ezidebit (a direct debit option) for fees under \$2000 or Study Loans for support with paying fees over \$2000.

Q: I have English as a second language, can I still enrol?

A: Yes, as long as you aren't in Australia on a study VISA as TLC is not registered for CRICOS which supports International students. Generally, as a guide, you will need an intermediate level (IELTS Level 6) of English to undertake a Certificate III level course.

Qualification Outline: Certificate III in Business Administration

<i>Name of Qualification</i>	Certificate III in Business Administration
<i>National Course Code</i>	BSB30415
<i>Packaging Rules</i>	13 units including 2 compulsory & 11 elective:
<i>Entry Requirements</i>	Year 10 level of English
<i>Commencement</i>	Commence at any time of the year
<i>RPL Course Duration</i>	Enrolment valid for 6 months
<i>Total RPL Fees</i>	\$1760
<i>Workplace Based Course Duration</i>	Enrolment valid for 12 months
<i>Total Workplace Based Fees</i>	\$2200
<i>External Course Duration</i>	Enrolment valid for 18 months
<i>Total External Fees</i>	\$2700
<i>'Certificate 3 Guarantee' Course Duration (Workplace or RPL) <u>QLD ONLY</u></i>	Enrolment valid for 12 – 18mths
<i>Total 'Certificate 3 Guarantee' Course Fees (Workplace or RPL) <u>QLD ONLY</u></i>	\$655 or \$425 with eligible concession
<i>External Fees <u>QLD ONLY</u></i>	\$955 or \$825 with eligible concession
<i>Traineeship Course Duration <u>NSW ONLY</u></i>	Enrolment valid for 12 - 24 months
<i>Total Traineeship Fees <u>NSW ONLY</u></i>	\$1000 or \$240 with eligible concession

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied contexts, using some discretion and judgment. They may technical advice and support to a team.

Vocational outcomes for graduates of this qualification may include;

- Administration assistant
- Office junior
- Word processing officer
- Clerical worker
- Receptionist
- Account payable/receivable clerk
- Data entry operator
- Information desk clerk

Compulsory Units (2)

- BSBWHS201 Contribute to health and safety of self and others
- BSBITU307 Develop keyboarding speed and accuracy

Elective Units (11) – TLC has pre-selected the following electives to ensure graduates gain diverse experience relevant to business settings:

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|-----------|--|-----------|---------------------------------------|
| BSBITU309 | Process desktop publishing documents | BSBITU303 | Design and produce text documents |
| BSBITU304 | Produce spreadsheets | BSBITU306 | Design and produce business document: |
| BSBADM307 | Organise schedules | BSBWOR204 | Use business technology |
| BSBCMM301 | Process customer complaints | BSBWRT301 | Write simple documents |
| BSBCUS301 | Deliver and monitor a service to customers | BSBDIV301 | Work effectively with technology |
| BSBITU302 | Create electronic presentations | | |

Course Fees

Mode of Study	QLD	NSW
RPL	Enrolment fee \$200	Enrolment fee \$200
	Per unit fee \$120	Per unit fee \$120
Workplace Based	Enrolment fee \$250	Enrolment fee \$250
	Per unit fee \$150	Per unit fee \$150
External Fees (additional fees to any External enrolment)	Enrolment visit fee \$200	Enrolment visit fee \$200
	Assessment visit fee \$300	Assessment visit fee \$300
Traineeship		Student Contribution Fee \$1000 (non-concession rate) Student Contribution Fee* \$240 (concession rate)
Certificate 3 Guarantee	Student Contribution Fee: Enrolment fee (non-concession rate) \$200 (concession rate) \$100 Per Unit Fee \$35 (non-concession rate) Per Unit Fee \$25 (concession rate) Total Fee (all 13 units plus enrol fee) \$655 (non-concession rate) Total Fee (all 13 units plus enrol fee) \$425 (concession rate)	

How to Enrol

- Step 1. Contact our office on 1300 327 708 to speak with an enrolments officer. If you have already spoken to one of our Training Consultants and have already decided on what study option suits you best, still call our office as we will send you the pre-enrolment application kit or arrange a trainer to give it to you.
- Step 2. Read carefully the Student Handbook and the Student Course Guide so you are comfortable with all the policies, procedures and requirements that will relate to your enrolment and you as a student of TLC Training Solutions. Read in detail the outline of your preferred qualification, paying attention to any prerequisites or entry units required timelines for completion and all related fees.
- Step 3. Complete the pre-enrolment application, LLN and RPL application form (if applicable). Ensure all details are completed in full and use the RPL Candidate kit to guide you in making decisions regarding RPL. It's our commitment to you to stay in touch and help you progress through your application and enrolment but call us if you have questions and need to speak with us sooner.
- Step 4. You will need to provide any supporting information requested.
Certified copies of your results of previous units completed are absolutely necessary if you are applying for credit transfers. This is known as a Statement of Attainment. If you have fully completed any courses, you will need a certified copy of the actual qualification plus a statement of results.
ID and other eligibility evidence are required for Certificate 3 Guarantee and Traineeship Programs.
- Step 5. Forward the completed pre-enrolment application to our office and call us when all items on your student checklist are ready.
- Step 6. Once we have processed your application and know that you have everything else ready to meet finalise your enrolment, a Training Consultant will call you to confirm your enrolment visit. The office will discuss your fees and method of payment, complete a payment schedule and provide the Training Consultant with the rest of your enrolment paperwork and training materials.
- Step 7. During the visit the Training Consultant will ensure all paperwork is completed and answer any further questions. They will provide you with your text book, learning materials, or assessment tools should you be completing via RPL, discuss and implement a training plan, and commence your training. If you opted to pay during this visit, they will call our office for you to do so.
- Step 8. You will receive by email a Confirmation of Enrolment letter (original will be supplied by trainer at next visit) and invoice showing statement of fees due (or paid) and an invoice order showing expected issue dates of future invoices for each unit as its commenced. Your initial invoice must be paid within 7 days of enrolment to ensure your next scheduled visit can proceed.
Please note: Statements of fees will be issued on completion of enrolment and then at completion of the course.
Should you require a receipt at any other time during your course, please contact the office and we will be happy to email one to you or post it.