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A Neighbourhood House delivering Adult Community Education

Certificate II in Business BSB20107 - Frequently Asked Questions - *July - Dec 2011*

What will I be learning with the Certificate II in Business?

This qualification is aimed at those who wish to develop skills for work in an office environment. The course is suitable for anyone training or re-training for the workforce and will equip students with the essential skills, knowledge and attributes required to work in a range of clerical and general administrative positions. In particular skills in computing will be developed to a level appropriate for work in a modern business organization.

How is the course structured?

The units in computing cover the fundamentals of personal computer use: including: using business technology; Windows and file management; the use of internet and email; the MS Office package in word processing (Word) and spreadsheets (Excel); advanced use of MS Office applications including MS Publisher.
 The units in Business Studies cover skills for the workplace: teamwork; time management; aspects of office work including mail and communications; occupational health and safety.

Introductory Units in Computing	
BSBITU101A	Operate a personal computer
BSBITU201A	Produce simple word processing documents
ICAU1133B	Send and receive information over the internet using browsers and email
BSBWOR204A	Use business technology
Spreadsheets using Excel	
BSBITU202A	Create and use simple spreadsheets
Workplace Skills in OHS & Communication	
BSBOHS211A	Participate in OHS processes
BSBCMM201A	Communicate in the workplace
Business Skills Units	
BSBWOR202A	Organise and complete daily work activities
BSBWOR203A	Work effectively with others
BSBITU203A	Communicate electronically
Advanced Applications of MS Office	
ICAU2013A	Integrate commercial computing packages
ICAD2012A	Design organisational documents using computing packages

How long will it take to complete?

You will complete this qualification in 22 weeks by attending class part time, during school hours 9.30 am – 3 pm. *Please see our timetable for details.*

How much will it cost me?

To be eligible for a government funded training place you must be a permanent Australian Resident/Citizen. The course fees you are required to pay for a government funded place are \$455 (\$255 concession). Fee for service cost is \$3,500 if you are not a permanent Australian resident/citizen, or approved visa holder. *If you completed your Certificate I in Information Technology with us in 2009/10, the cost is \$295 (\$195 concession)*

Get more for your time and money by studying more than one qualification at a time. We have several courses that share common units. This allows students to gain a number of qualifications in a shorter timeframe. You have the option of completing 2 additional units in computing to gain your **Certificate I in Information Technology at the same time as the Certificate II in Business**. If you book upfront, there is no additional cost.

Frequently Asked Questions – for Accredited Training 2011

Where do these courses lead me?

On successful completion of their course, students will have gained skills and knowledge for the workplace or for further study. Students have the option of going onto a higher Certificate levels or Diploma.

Who will be teaching?

Longbeach PLACE employs qualified tutors, who are experienced in working with adult learners to conduct the teaching and assessment.

What qualification will I receive?

This is a nationally recognised Vocational Education and Training (VET) course. Longbeach PLACE is registered as a provider of accredited training by the Victorian Registration and Qualifications Authority. On successful completion of the qualification, students will be issued with a certificate when all results have been recorded. If the full qualification has not been completed, a statement of attainment may be requested for individual units and sent out at end of the semester.

Is there any Recognition of Prior Learning (RPL)?

Recognition of prior learning and current competencies is available if you believe you have the requisite skills and would like a formal qualification. Relevant documentation will need to be prepared by you and presented as evidence of current competencies in relation to the elements covered in the course. More information upon application.

I have a Health Care Card, are there any concessions?

Students with a Health Care Card or Pensioner Concession Card in the family are required to provide a copy of the card to qualify for the concession rate. The concession rate cannot be claimed if fees are paid by a third party.

Is there anything extra to pay?

An Annual Membership Fee of \$20 applies. For qualification in Information Technology, students are required to purchase a student workbook for the cost of \$66 (inc, GST). The invoicing of any payments will attract an administrative fee of \$5.50 (including GST)

Can I pay off my class fees?

Yes. You may pay by instalments if needed – on the understanding that you are committed to continue once you have a place. Please speak to the programming staff to arrange payments and to sign your payment agreement.

Do I need my own computer?

Students doing units in computing will need access to a computer and the internet, out-of-class time, for revision and practice. We have a limited number of places for computer access at no extra cost to students completing accredited training. Computers are also available at local libraries for community use.

Is there any homework?

Yes. Students will be required to complete a certain amount of homework, revision and assignments away from class. The time involved is often equivalent to the time spent in class.

Are there any tests?

All nationally accredited courses require student assessment. Students will be assessed throughout the course by a variety of means: the completion of set work; small projects; questionnaires, assignments etc.

How do I get a place in class?

Please apply for a place in class early as numbers are limited. To be eligible for our Government Funded Training places, you must be a permanent Australian Resident/Citizen and must be skilling up to a higher Australian qualification than you already hold. For more information about eligibility please visit Skills Victoria web site: <http://www.skills.vic.gov.au/get-training/get-funding> . *If you are not eligible please check our fee-for-service prices.*

Applications are made directly to Longbeach PLACE by speaking to Programming staff. All participants are required to fill in and sign a registration form available from our office or we site at www.longbeachplace.org.au . If you require more information regarding course suitability please speak with programming staff. Once your application has been approved a \$60 deposit is needed to hold your place in class. To retain the place full fees are due 14 days prior to commencement. Payments can be made by phone using credit card; mail using cheque or credit card; or in person during office hours.

What are the hours for course applications and payments?

Monday to Wednesday 9.30 am – 3 pm; Thursday & Friday 9.30 am – 12 noon.

Location: 15 Chelsea Road, Chelsea

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