Want an easier solution for a new career in Business?

Contact us today to discuss your options!

07 5502 6662
training@hbta.edu.au
www.hbta.edu.au
You get to do it your way!

Our training programs are student centred, interactive, creative, intuitive and enjoyable to give you the best experiential learning activities we can create, based on:

- I hear and I forget
- I see and I remember
- I do and I realise

With HBTA one gets to choose training options:

- custom designed qualifications using the full range of available electives
- the ability to select additional electives for an ‘add-on’ Statement of Attainment
- professional development programs
- non-accredited corporate training
- Recognition of Prior learning to validate skills already acquired
- Austudy/Abstudy approved!

With a choice of participation methods:

- mentored one-on-one flexible learning
- mentored on-job training
- corporate groups (your venue or ours)
- small group workshops

With these great advantages:

- enrolment at any time
- Study plans to suit personal time availability
- Progress at learner’s own pace*
- Corporate group and valued client discounts
- PAYG payment options for individuals

* Normal progression rules apply. Please ask for a full prospectus for full details of submission requirements.

Productivity Places Program

The Certificate III in Customer Contact is available as a federally funded (i.e. free to you!) training program. If you are a job seeker or on a disability or other support benefit you may qualify for a place.

Please contact us for more information, or visit our website www.hbta.edu.au.

Fast Track Your Training Options

Queensland residents with prior work or learning experience, but no current qualification, can apply to Skilling Solutions Queensland (SSQ) for an assessment of eligibility for a $500 Queensland Government Subsidy towards the cost of RPL services provided by a preferred supplier RTO.

During an interview with an SSQ consultant they will help you or your staff identify your skills and experience through a pre-assessment process before referring you to an RTO for formal assessment.

Please contact them today on 1300 654 687, or you can visit www.skillingsolutions.qld.gov.au for information about office locations and services.

Once HBTA has assessed the resulting RPL application, we can then work with the applicant to customise any gap training required.

For applicants in other States and Territories: Full fee-for-service RPL assessment services are available from HBTA. Please contact us for more details.

Traineeships in Business

All qualifications listed in this brochure are available as Existing Worker Traineeships. To be eligible, you must have been employed for more than 3 months and the employer must be approved by the Australian Apprenticeship Centre and meet the requirements for supervised training.

Under this Federal funding arrangement, the employer is paid a training subsidy (half on sign up half on completion) from which the training fees are paid.

Ask us for more details and contact your Australian Apprenticeship Centre to find out how you and your employer can sign up with us as the Supervising RTO!
BSB20107  Certificate II in Business

Course cost:   $2640 mentored flexible delivery
$2880 full workshop delivery
$950 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 12 units:
   a. 1 compulsory Unit
   b. 11 elective units  from the lists below or imported Units

Compulsory Unit:
BSBOHS201A  Participate in OHS processes

Highly recommended elective Units:
BSBCMM201A  Communicate in the workplace
BSBWOR203A  Work effectively with others
BSBCUS201A  Deliver a service to customers
BSBWOR202A  Organise and complete daily work activities
BSBINM201A  Process and maintain workplace information
BSBWOR204A  Use business technology
BSBITU201A  Produce simple word processed documents
BSBITU203A  Communicate electronically

Other electives may be chosen from*:
BSBIND201A  Work effectively in a business environment
FNSICGEN305A  Maintain daily financial/business records
BSBSUS201A  Participate in environmentally sustainable work practices
BSBSMB201A  Identify suitability for micro business
BSBINN201A  Contribute to workplace innovation
BSBINM202A  Handle mail
BSBITU202A  Create and use spreadsheets

* 2 elective units may come from either a Certificate I or Certificate III qualification on our Scope for a specific job role

BSB30407  Certificate III in Business Administration

Course cost:   $2990 mentored flexible delivery
$3300  full workshop delivery
$950  Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 13 Units
   a. 2 core Units plus
   b. 7 Administrative electives plus
   c. 4 elective units  from the lists below or imported Units

Core Units:
BSBITU307A  Develop keyboarding speed and accuracy
BSBOHS201A  Participate in OHS processes

7 Units must be chosen from this list:
Administration Units
BSBFIA302A  Process payroll
BSBFIA303A  Process accounts payable and receivable
BSBFIA304A  Maintain a general ledger
BSBADM307B  Organise schedules
BSBITU302A  Create electronic presentations
BSBITU303A  Design and produce text documents
BSBITU304A  Produce spreadsheets
BSBITU306A  Design and produce business documents
BSBITU309A  Produce desktop published documents
BSBWRT301A  Write simple documents

4 additional electives to be chosen from the lists below

Highly recommended Units:
BSBCUS301A  Deliver and monitor a service to customers
BSBWOR301A  Organise personal work priorities and development
BSBINM301A  Organise workplace information

Other electives may be chosen from*:
BSBDIV301A  Work effectively with diversity
BSBFIA301A  Maintain financial records
BSBADM311A  Maintain business resources
BSBINM302A  Utilise a knowledge management system
BSBINM303A  Handle receipt and despatch of information
BSBINN201A  Contribute to workplace innovation
BSBCMM301A  Process customer complaints
BSBITU301A  Create and use databases
BSBITU305A  Conduct online transactions
BSBPRO301A  Recommend products and services
BSBSUS201A  Participate in environmentally sustainable work practices
BSBWOR204A  Use business technology

* 2 elective units may come from either a Certificate II or Certificate IV qualification on our Scope for a specific job role
**BSB30907 Certificate III in Business Administration (Education)**

**Note:** This program has been designed specifically to meet the needs of RTOs and other VET providers.

**Course cost:**
- $2990 mentored flexible delivery
- $3300 full workshop delivery
- $950 Skills Recognition Assessment (RPL)

**To complete this qualification you must enrol in 13 Units:**
- a. 2 core Units
- b. 1 Industry context elective
- c. 5 elective units from the Education Administration list
- d. 5 electives from the Generic Administration lists

**Core Units:**
- BSBITU307A Develop keyboarding speed and accuracy
- BSBHOHS201A Participate in OHS processes

**Industry context elective:**
- TAAENV401A Work effectively in vocational education and training

**Highly recommended VET elective Unit:**
- TAATAS401B Maintain information requirements of training and/or assessment organisations

**Education Administration electives:**
- BSBADM405B Organise meetings
- BSBADM406B Organise business travel
- BSBCUS301A Deliver and monitor a service to customers
- BSBEBU401A Review and maintain a website
- BSBMKG408B Conduct market research
- CULMS207B Assist with the presentation of public activities and events
- HLTFA301B Apply first aid
- ICAU1204B Locate and use relevant on-line information
- PSPGOV314A Contribute to conflict management

**BSB31107 Certificate III in Business Administration (Medical)**

**Course cost:**
- $2990 mentored flexible delivery
- $3300 full workshop delivery
- $950 Skills Recognition Assessment (RPL)

**To complete this qualification you must enrol in 13 Units:**
- a. 2 core units plus
- b. 5 Medical Administration units plus
- c. 4 General Administration units plus
- d. 2 other Generic elective units

**Core Units:**
- BSBITU307A Develop keyboarding speed and accuracy
- BSBOHS201A Participate in OHS processes

**Medical Administration Units:**
- BSBMED301B Interpret and apply medical terminology appropriately
- BSBMED302B Prepare and process medical accounts
- BSBMED303B Maintain patient records
- BSBMED304B Assist in controlling stocks and supplies
- BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment
- BSBMED401B Manage patient record keeping system

**General Administration Units:**
- BSBFIA302A Process payroll
- BSBFIA303A Process accounts payable and receivable
- BSBFIA304A Maintain a general ledger
- BSBADM307B Organise schedules
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBWRT301A Write simple documents

**Generic Units:**
- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBFIA301A Maintain financial records
- BSBADM311A Maintain business resources
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBINM303A Handle receipt and despatch of information
- BSBINN201A Contribute to workplace innovation
- BSBITU305A Conduct online transactions
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR204A Use business technology
- BSBWOR301A Organise personal work priorities and development
BSB30307  Certificate III in Micro Business Operations

Course cost: $2640 mentored flexible delivery
$2880 full workshop delivery
$950 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:
  a. 5 core units plus
  b. 5 Elective Units

Core Units:
- 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:
- BSBCRT301A Develop and extend critical and creative thinking skills
- BSBCRT501A Originate and develop concepts
- BSBCUS301A Deliver and monitor a service to customers
- BSBEEBU401A Review and maintain a website
- BSBFIA301A Maintain financial records
- BSBFIA303A Process accounts payable and receivable
- BSBHRM402A Recruit, select and induct staff
- BSBINN301A Promote innovation in a team environment
- BSBITU305A Conduct online transactions
- BSREL401A Establish networks
- BSBSMB306A Plan a home based business
- BSBSMB307A Set up information and communications technology for the micro business
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off site worker
- FNSFLIT201B Develop and use a personal budget

BSB30207  Certificate III in Customer Contact

Course cost: $2880 mentored flexible delivery
$3100 full workshop delivery
$950 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 12 Units:
  a. 6 core units plus
  b. 6 Elective Units

Core Units:
- BSBCCO301A Use multiple information systems
- BSBCUS301A Deliver and monitor a service to customers
- BSBOHS301B Apply knowledge of OHS legislation in the workplace
- BSBBPR401A Develop product knowledge
- BSBWOR203A Work effectively with others
- BSBWOR301A Organise personal work priorities and development

Elective Units:
- BSBCCO202A Conduct data collection
- BSBCCO302A Deploy customer service field staff
- BSBCCO304A Provide sales solutions to customers
- BSBCCO305A Process credit applications
- BSBCCO306A Process complex accounts, service severance and defaults
- BSBCCM301A Process customer complaints
- BSBLDE301A Undertake e learning
- BSBMGT402A Implement operational plan
- BSBPRO301A Recommend products and services
- BSBLS402A Identify sales prospects
- BSBLS403A Present a sales solution
- BSBLS404A Secure prospect commitment
- BSBLS405A Support post-sale activities
- BSBLS406A Self-manage sales performance
- BSBWOR201A Manage personal stress in the workplace
- FNSICSAM301A Identify opportunities for cross selling products and services

Health Practice Administration

We also offer the Certificates III and IV in Health Administration and are a Skilling Solutions Queensland (SSQ) preferred supplier for RPL services for these qualifications. If you have work experience or previous studies that could support a claim for RPL, you can make an appointment for a free assessment interview with SSQ. If eligible, you could qualify for a government grant of $500 towards the cost of completing your qualification. The SSQ web site provides more information: www.skillingsolutions.qld.gov.au

The following Skill Set may be added to the Certificate III in Business Administration (Medical) for those who work in office based practices with job responsibilities for maintaining treatment areas and sterile equipment:

  HLTIN402B  Maintain infection control in office practice settings.

Please contact us for more information. Our full contact details are on page 8.
**BSB40307 Certificate IV in Customer Contact**

Course cost: $3300 mentored flexible delivery  
$3600 full workshop delivery  
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 13 Units:

a. 7 core units plus  
b. 6 Elective Units

**Core Units:**

- BSBCCO402A Gather, collate and record information  
- BSBCUS401A Coordinate implementation of customer service strategies  
- BSBLGED401A Develop teams and individuals  
- BSBMGMT403A Implement continuous improvement  
- BSBMGMT405A Provide personal leadership  
- BSBOSH407A Monitor a safe workplace  
- FNSICORG515A Provide mentoring and coaching within the workplace

**Elective Units:**

- BSBCOM401B Organise and monitor the operation of compliance management system  
- BSBCOM402B Implement processes for the management of a breach in compliance requirements  
- BSBCOM403B Provide education and training on compliance requirements and systems  
- BSBCOM404B Promote and liaise on compliance requirements, systems and related issues  
- BSBHRM402A Recruit, select and induct staff  
- BSBINM401A Implement workplace information system  
- BSBINN301A Promote innovation in a team environment  
- BSBMGMT401A Show leadership in the workplace  
- BSBMGMT402A Implement operational plan  
- BSBPMG404A Apply quality management techniques  
- BSBPMG407A Apply risk management techniques  
- BSBPMG510A Manage projects  
- SBSSL501A Develop a sales plan  
- SBSSL502A Lead and manage a sales team  
- SB SwOR401A Establish effective workplace relationships  
- SB SwOR403A Manage stress in the workplace  
- CHCINF5B Meet statutory and organisational information requirements  
- CHCPOL3A Undertake research activities  
- PSPPM402B Manage simple projects  
- THHGCS06B Plan and implement sales activities  
- THHGLE05B Roster staff

**BSB40907 Certificate IV in Governance**

Course cost: $2990 mentored flexible delivery  
$3300 full workshop delivery  
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:

a. 3 Core units plus  

b. 7 Elective Units:

c. At least 4 of the elective Units must be chosen from the list below  
d. The remaining Units may be chosen from the list below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package  
e. 1 unit may be selected from a Certificate III or Diploma qualification

**Core Units:**

- BSBGOV401A Implement Board member responsibilities  
- BSBGOV402A Work within organisational structure  
- BSBGOV403A Analyse financial reports and budgets

**Elective Units:**

- BSBDI401A Work effectively with diversity  
- BSABADM502B Manage meetings  
- BSBPMG408A Apply contract and procurement procedures  
- BSBREL401A Establish networks  
- BSBRSK401A Identify risk and apply risk management processes  
- BSBBSMB305A Comply with regulatory, taxation and insurance requirements for the micro business  
- BSBBSMB404A Undertake small business planning  
- BSBWRT401A Write complex documents

**TAA40104 Certificate IV in Training and Assessment**

Many job roles in business now incorporate training and development functions. We offer:

- the full qualification  
- a bridging program from BSZ40198 Certificate IV in Workplace and Assessment  
- Skills Sets for Workplace Trainer and HR functions  
- Skills Sets for minimum requirements for assessors  

If your job or the business qualifications you undertake encompass a training and staff development role, please note that we are also a Skilling Solutions Queensland preferred supplier for this qualification.

Contact us today for more information about our study options for TAA40104.
BSB40207 Certificate IV in Business

Course cost: $2990 mentored flexible delivery
$3300 full workshop delivery
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:

a. 1 core units plus
b. At least 5 Elective Units chosen from the list below
c. The remaining Units may be chosen from the list below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package.
d. 1 unit may be selected from a Certificate III or Diploma qualification.

Core Units:
BSBOHS407A Monitor a safe workplace

Highly Recommended Electives:
BSBCUS401A Coordinate implementation of customer service strategies
BSBLED401A Develop teams and individuals
BSBMKG413A Promote products and services
BSBRSK401A Identify risk and apply risk management processes

Other electives may be chosen from:
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards
BSBEBU401A Review and maintain a website
BSBFIA402A Report on financial activity
BSBADM405B Organise meetings
BSBADM409A Coordinate business resources
BSBINN301A Promote innovation in a team environment
BSBCMM401A Make a presentation
SBBITS401A Maintain business technology
SBITU401A Design and develop complex text documents
SBITU402A Develop and use complex spreadsheets
SBITU404A Produce complex desktop published documents
SBMKG414A Undertake marketing activities
SBPMG510A Manage projects
SBBRKG402B Provide information from and about records
SBREL401A Establish networks
SBRES401A Analyse and present research information
SBBSUS301A Implement and monitor environmentally sustainable work practices
SBWRT401A Write complex documents

BSB40507 Certificate IV in Business Administration

Course cost: $2990 mentored flexible delivery
$3300 full workshop delivery
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:

a. 5 Administration Units plus
b. 5 Elective Units, including at least 1 chosen from remaining Administration Units
c. 1 unit may be selected from a Certificate III or Diploma qualification.

Administration Units:
BSBFIA401A Prepare financial reports
BSBADM405B Organise meetings
BSBADM406B Organise business travel
BSBMINM401A Implement workplace information system
SBITU401A Design and develop complex text documents
SBITU402A Develop and use complex spreadsheets
SBITU404A Produce complex desktop published documents
SBWRT401A Write complex documents

Highly Recommended Electives:
BSBCUS401A Coordinate implementation of customer service strategies
BSBMKG413A Promote products and services
BSBOHS407A Monitor a safe workplace
BSBRSK401A Identify risk and apply risk management processes

Other electives may be chosen from:
BSBCUS402A Address customer needs
BSBEBU401A Review and maintain a website
BSBFIA402A Report on financial activity
BSBADM407B Administer projects
BSBADM409A Coordinate business resources
BSBINN301A Promote innovation in a team environment
BSBCMM401A Make a presentation
BSBMKG414A Undertake marketing activities
SBITS401A Maintain business technology
SBREL401A Establish networks
SBRES401A Analyse and present research information
SBBSUS301A Implement and monitor environmentally sustainable work practices
BSB40807 Certificate IV in Frontline Management

Course cost: $2990 mentored flexible delivery
$3300 full workshop delivery
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:
  a. 4 core units plus
  b. 6 Elective Units

Core Units:
BSBMGT401A Show leadership in the workplace
BSBMGT402A Implement operational plan
BSBOHS407A Monitor a safe workplace
BSBWOR402A Promote team effectiveness

Highly Recommended Electives:
BSBCUS401A Coordinate implementation of customer service strategies
BSBWOR401A Establish effective workplace relationships
BSBWOR404A Develop work priorities
BSBMGT403A Implement continuous improvement
BSBRSK401A Identify risk and apply risk management processes

Other electives may be chosen from:
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards
BSBFIA402A Report on financial activity
BSBADM409A Coordinate business resources
BSBINM401A Implement workplace information system
BSBINN301A Promote innovation in a team environment
BSBCM401A Make a presentation
BSBITS401A Maintain business technology
BSBMGT404A Lead and facilitate off site staff
BSMKG413A Promote products and services
BSBPMG510A Manage projects
BSBREL401A Establish networks
BSBRES401A Analyse and present research information
BSBWRT401A Write complex documents

BSB40407 Certificate IV in Small Business Management

Course cost: $2990 mentored flexible delivery
$3300 full workshop delivery
$1050 Skills Recognition Assessment (RPL)

To complete this qualification you must enrol in 10 Units:
  a. 4 core units plus
  b. 6 Elective Units

Core Units:
BSBSMB401A Establish legal and risk management requirements of small business
BSBSMB402A Plan small business finances
BSBSMB403A Market the small business
BSBSMB404A Undertake small business planning

Highly Recommended Electives:
BSBSMB408B Manage personal, family, cultural and business obligations
BSBCUS401A Coordinate implementation of customer service strategies
BSBMKG413A Promote products and services
BSBSMB405A Monitor and manage small business operations
BSBSMB406A Manage small business finances
BSBSMB407A Manage a small team
FNSACCT407A Set up and operate a computerised accounting system

Other electives may be chosen from:
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards
BSBFIA402A Report on financial activity
BSBADM409A Coordinate business resources
BSBINM401A Implement workplace information system
BSBINN301A Promote innovation in a team environment
BSBCMM401A Make a presentation
BSBFRA401B Manage compliance with franchisee obligations and legislative requirements
BSBINN301A Promote innovation in a team environment
BSBMGT404A Lead and facilitate off site staff
BSBMKG414A Undertake marketing activities
BSBPMG510A Manage projects
BSBREL401A Establish networks
BSBREL402A Build client relationships and business networks
BSBRES401A Analyse and present research information
BSBSMB409A Build and maintain relationships with small business stakeholders
PSPGOV407B Provide a quotation