

Want an easier solution for a new career in Business?



Contact us today to discuss your options!

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www.hbta.edu.au



With our programs, you get to do it your way!

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.



NTIS No: 30831

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 web site 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 on to an RTO for formal assessment.

Please contact them today on 1300 654 687, or you can visit www.skillsolutions.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

Highly Recommended Electives

In several of our programs you will find lists of highly recommended electives.

These are the Units providing the skills most sought after by employers and people seeking advancement.

In making any elective choices you should be guided by your job role or the career moves you plan to implement. We can assist you to make the most appropriate choices based on your needs, particularly when it comes to choosing between similar Units.

You are also able to enrol in additional electives, if you wish, to meet the needs of a specific job role. An extra fee will apply to these selections. Where 'add on' electives or Skills Sets are chosen, these lead to the issue of a Statement of Attainment. If the additional electives allow you to complete any additional full qualification, we will advise you of this.

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 Unit:s:

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 Unit:s:

BSBITU307A Develop keyboarding speed and accuracy
BSBOHS201A 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

Generic Admininstration electives:

BSBFIA302A Process payroll
BSBFIA303A Process accounts payable and receivable
BSBADM307B Organise schedules
BSBITU302A Create electronic presentations
BSBITU303A Design and produce text documents
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBWRT301A Write simple documents
BSBDIV301A Work effectively with diversity
BSBFIA301A Maintain financial records
BSBADM311A Maintain business resources
BSBINN201A Contribute to workplace innovation
BSBCMM301A Process customer complaints
BSBITU305A Conduct online transactions

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 Unit:s:

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
BSBEBU401A	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
BSBREL401A	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
BSBPRO401A	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
BSBCMM301A	Process customer complaints
BSBLED301A	Undertake e learning
BSBMGT402A	Implement operational plan
BSBPRO301A	Recommend products and services
BSBSLS402A	Identify sales prospects
BSBSLS403A	Present a sales solution
BSBSLS404A	Secure prospect commitment
BSBSLS405A	Support post-sale activities
BSBSLS406A	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 Unit:s:

BSBCCO402A	Gather, collate and record information
BSBCUS401A	Coordinate implementation of customer service strategies
BSBLED401A	Develop teams and individuals
BSBMGT403A	Implement continuous improvement
BSBMGT405A	Provide personal leadership
BSBOHS407A	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
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBPMG404A	Apply quality management techniques
BSBPMG407A	Apply risk management techniques
BSBPMG510A	Manage projects
BSBSLS501A	Develop a sales plan
BSBSLS502A	Lead and manage a sales team
BSBWOR401A	Establish effective workplace relationships
BSBWOR403A	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 Unit:s:

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

Elective Units*:

BSBDIV301A	Work effectively with diversity
BSBADM502B	Manage meetings
BSBPMG408A	Apply contract and procurement procedures
BSBREL401A	Establish networks
BSBRISK401A	Identify risk and apply risk management processes
BSBSMB305A	Comply with regulatory, taxation and insurance requirements for the micro business
BSBSMB404A	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 Unit:s:

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

BSBITS401A Maintain business technology

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

BSBMKG414A Undertake marketing activities

BSBPMG510A Manage projects

BSBRKG402B Provide information from and about records

BSBREL401A Establish networks

BSBRES401A Analyse and present research information

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWRT401A 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 Unit:s:

BSBFIA401A Prepare financial reports

BSBADM405B Organise meetings

BSBADM406B Organise business travel

BSBINM401A Implement workplace information system

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

BSBWRT401A 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

BSBITS401A Maintain business technology

BSBMKG414A Undertake marketing activities

BSBREL401A Establish networks

BSBRES401A Analyse and present research information

BSBSUS301A 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
BSBCMM401A Make a presentation
BSBITS401A Maintain business technology
BSBMGT404A Lead and facilitate off site staff
BSBMKG413A 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:

BSBCRT501A Originate and develop concepts
BSBCUS402A Address customer needs
BSBEBU401A Review and maintain a website
BSBFIA402A Report on financial activity
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

Healthy Business Training Academy

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