



EDMUND BARTON

COLLEGE OF BUSINESS EDUCATION



2021 COURSE BROCHURE

Visit us at www.edmundbartoncollege.edu.au



Knowledge is Power

“ At Edmund Barton College,
we believe in Education,
and how it gives people not
just knowledge but power...
the power to change lives,
like yours!

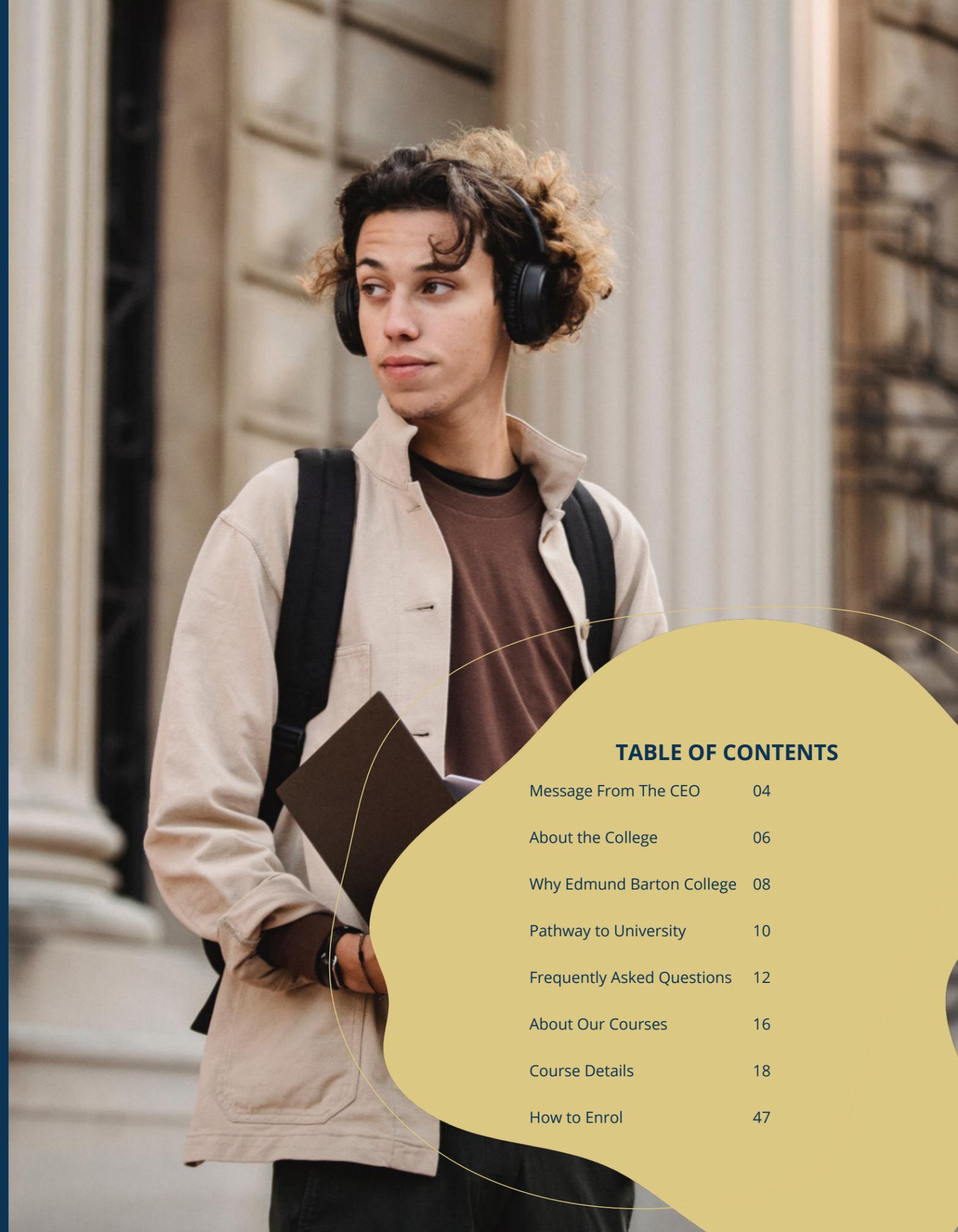
Imagine what an education
can do for you...

TONY CHESHER- CEO EDMUND BARTON COLLEGE

”

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MESSAGE FROM THE CEO



WELCOME

I believe in Education.

It gives people not just **knowledge**, but **power**. I really believe that is the best way to improve us as individuals ... and our world. That's why I adopted the famous quote "**Scientia potentia est**" (that's Latin for Knowledge is Power) on the top of the Edmund Barton logo. This quote is attributed to English thinker, Sir Francis Bacon, written in 1597, and it's still very applicable today.

In fact, I have committed to giving 25% of the total profits made from Edmund Barton College to those who are unable to access education, in the hope that it will help give them the power to change their own lives and that of their family and community.

That's power in action.

Tony Chesher

CEO Edmund Barton College of Business Education



ABOUT US

ABOUT EDMUND BARTON COLLEGE



FLEXIBILITY

We understand students have families, work and hobbies - and our programmes are designed to work with, not against, your current life and obligations. It's never been easier to integrate education fully into your lifestyle.

QUALITY

Our students come away with more than just a qualification - they develop a deep and lasting understanding of the business fundamentals they need to succeed. Our unique approach to education ensures that your classes are enjoyable, engaging and that the knowledge you gain stays with you for years to come.

Get a great education and a great start to your career

Students who choose us get more than just a great education and a great start to a career - they get a fully integrated experience that will resonate for years to come.

Anyone can go the conventional route, but our students choose us because they want an amazing start and the full support that our engaged and involved faculty and staff can offer.

Our students also choose us because of our ongoing commitment to ultra-high quality training delivered with cutting edge technology and concepts, and not forgetting our ever popular free-forever course tasters.

A WIDE RANGE OF BUSINESS COURSES

100% online training in Customer Engagement, Business, Business Administration and Leadership & Management.

CHOOSE THE RIGHT LEVEL FOR YOU

The levels available are Certificate III, IV and Diploma.

REGISTERED TRAINING ORGANISATION

Edmund Barton College is registered with the NSW & Australian governments to deliver Nationally Recognised Training and Qualifications.

HIGHLY EXPERIENCED TRAINERS

All students receive individual and in-depth feedback from our Trainers who are professionally qualified and have years of experience in delivering training across a variety of industries.

WELL ESTABLISHED AND RELIABLE COLLEGE

As an RTO, we've been delivering these courses since 2003.

PASSION

When you succeed, we succeed. Because of this, we are truly committed and passionate about every single student we work with. Students find unsurpassed support, guidance and assistance with everything from coursework to career planning and support when they enrol with us.

SUCCESS

Boost your career options and showcase your talent; anyone can go to a conventional school; it takes someone with exemplary motivation and skills to complete our challenging but engaging program. Employers know this, and your resume will stand out from the crowd once you've completed your studies - as someone who goes the extra mile to reach their goals.

Why Edmund Barton College?



WHY JOIN US?

We are considered one of the premier online business course providers in Australia



So easy!

No parking or traffic problems. You don't even have to leave your home.



Join a community

When you're studying online, you can mix with other like-minded students all around Australia. So, you're in good company!



You'll love the flexibility!

Have you got stuff in your life that you have to do (work, family, etc)? When you study online, you can fit in your studies to a time and a place that works for you!

I learned a lot through my course. The information was relevant to my job and the delivery was really fun and engaging. The Tutors were excellent in helping me with my studies. I can highly recommend these guys!

SIMON C- Graduate Certificate IV in Customer Engagement

NO ENTRY REQUIREMENTS!

BUILD YOUR OWN COURSE

LEARN IN A BETTER WAY

START NOW!

LOOKING FOR A BOOST TO YOUR ATAR SCORES?

Edmund Barton College has partnered with some of the leading Australian Universities to provide you with a Pathway to University. By completing a course with Edmund Barton, you can boost your **ATAR** scores, gain credits towards your University entry or even get guaranteed entry!



If you've not reached the rank needed in the ATAR, it is possible to study a Certificate III or above and to use the points gained on completion towards your ATAR scores.

This means that you can enrol in any of our courses and use them in two different ways:

- as one of the five inputs into your ATAR and/or
- as a stand-alone basis for tertiary admissions such as Universities or other colleges.

You don't need to fulfil any pre-requisites to follow this route and upon completion, you will receive an accredited, Nationally Recognised Training qualification - you can get in touch with if you have any questions or look through our website to find a course that might suit you.



WANT TO GET FASTER ENTRY TO UNI OR GUARANTEE YOUR PLACE?

If you are an Australian Citizen or Australian Permanent Resident, living in Australia or anywhere else in the world, then you can study and complete a Diploma or Certificate IV from Edmund Barton College, and you can earn **automatic entry and/or credit** towards your Australian University degree. You can get the following:

- Credit towards your University degree of up to 33%
- Save up to one year on the University course fees,
- Save up to one year on living expenses while studying at University,
- Less time away from home and your own family.
- Get into the workforce quicker.

You don't need an ATAR to follow this pathway. There are no prerequisites to do a Diploma from Edmund Barton College. Then, once you graduate, your qualification(s) will be your pathway to enter some Australian Universities.

Frequently Asked Questions

Commonly Asked Questions



HOW CAN I ENROL?

By visiting our website and clicking on the Enrol Now link at the top of the page. This will take you to our online enrolment system where you can enter your details to start your studies! [VISIT OUR SITE](#)

DO YOU OFFER PAYMENT PLANS?

We have 2 easy payment options for you to select to allow you to spread the cost of your payments into affordable options. Have a look on our website to see the details of payment plans on each of our course pages.

ARE ALL YOUR COURSES NATIONALLY RECOGNISED TRAINING?



All of our courses are Nationally Recognised Training courses meaning on completion you will be awarded a vocational qualification and credentials that are recognised across all of Australia.

WHEN CAN I START?

Whenever you are ready! From enrolling in the course- you can be ready to study in just a day or two!

HOW LONG DOES IT TAKE?

We normally recommend from 6 months for a Cert III to 12 months for a Diploma. Everyone is different though and if you have the time now apply yourself more, you could complete the course much sooner.

DO YOU HAVE ANY ENTRY REQUIREMENTS?

No! We don't ask for any pre-requisites to study any level of course with us. Just a desire to learn!

**“ Education is the
passport to the future,
for those who prepare
for it today.**

Malcolm X

”

OUR COURSES

Our Courses

COURSES AT EDMUND BARTON COLLEGE

As a registered RTO (RTO#90768) we have been providing training to businesses and individual students since 2003 - that's over 17 years working in training!

All of our courses are Nationally Recognised Training courses that can lead to vocational qualifications and credentials that are recognised across Australia giving you confidence in choosing a course with us.



These qualifications are applicable across all industries, so whatever flavour business you prefer, the skills and knowledge that you learn in these courses will be very applicable.

HOW DOES A FREE UNIT FROM ONE OF OUR BUSINESS COURSES SOUND?

By **FREE** we don't mean a "free" trial that you can only access for a few days. We mean **FREE** as in unlimited access to real training materials and assessments with the same quality as our paid courses.

You're welcome to try a unit or two to discover what course is best for you, so you can enrol with confidence.

[START YOUR FREE TRIAL NOW](#)



WHAT LEVEL OF STUDY IS RIGHT FOR ME?

CERTIFICATE III LEVEL

These are easier, entry level courses that are designed for those starting their first course after leaving Year 12 or looking for an easier and quicker way to upskill and get back into the workforce.

AVAILABLE SUBJECTS: Business, Business Administration, Customer Engagement

INVESTMENT: Prices start **from \$2450** with 2 payment options.

TIME FRAMES: An average time for completion is around **6 months**. You are able to move at your own pace and complete these courses in your own time.

CERTIFICATE IV LEVEL

These are more challenging courses that are designed for those who already have some work experience in business or that are looking for more advanced subjects to study.

AVAILABLE SUBJECTS: Business, Business Administration, Customer Engagement, Leadership and Management

INVESTMENT: Prices start **from \$2950** with 2 payment options.

TIME FRAMES: An average time for completion is around **8 months**. You are able to move at your own pace and complete these courses in your own time.

DIPLOMA LEVEL

These are more substantial courses, which are broad enough to cover all the areas you'll need to know, yet deep enough to give you a solid understanding of different practices ideal for those who seek a promotion at work, or who want to accelerate their career. You could even try a Dual Diploma to push yourself that bit further.

AVAILABLE SUBJECTS: Business, Leadership and Management

INVESTMENT: Prices start **from \$3450** with 2 payment options.

TIME FRAMES: An average time for completion is around **12 months**. You are able to move at your own pace and complete these courses in your own time.

OUR SUBJECTS

BUSINESS
BUSINESS
ADMINISTRATION
CUSTOMER
ENGAGEMENT
LEADERSHIP &
MANAGEMENT



BUSINESS COURSES

If you love the buzz of business and getting things done then a business course could be for you!

AVAILABLE COURSES

[Certificate III in Business - BSB30115](#)

[Certificate IV in Business - BSB40215](#)

[Diploma of Business - BSB50215](#)

CERTIFICATE III IN BUSINESS - BSB30115

If you love the buzz of doing business and getting things done, then this is for you! It's an easier, entry-level course, designed for those starting their first course or getting back into studying. It's also the first course you'll want to do before getting into a business type of job.



COST

Prices from just \$2450



DURATION

Take as little or long as you want. On average it will take 6 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate III in Business

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around **\$42,900.**

2. Employability: A huge 56.3% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: What's even better is you could be walking into a role such as an office manager, team leader or personal assistant - this qualification is ideal for so many other roles as well!

LEARN MORE ABOUT THE COURSE

In the Certificate III in Business, you'll learn about how a business operates and what is the best thing to do in a business environment. You could be starting in and Admin Assistant role in a larger organisation, or a Team Leader or even an Office Manager for a smaller business.

Some of the things you'll do in your job at this level would include using some discretion in business practices, judgment and responsibility for the admin of the business, and applying relevant theoretical knowledge. You may even provide technical advice and support to a team. You'll work with outside suppliers to purchase the right equipment, make sure they arrive on time and work properly. You might work under supervision, and may have some authority to delegate.

We're pretty sure you'll also get a lot of confidence to prepare you for work. You can learn how to do business stuff in a business environment, try a few things, get some feedback from our Mentors, and then become really good at this. You can slap your resume - complete with your new Certificate III in Business qualification - onto the desk of the job interviewer knowing you've got what they want!

CORE UNITS

- BSBWHS307 Apply knowledge of WHS laws in the workplace

ELECTIVE UNITS

Elective Units - Group A: Must choose min 7 and max 9 from Group A

- BSBADM311 Maintain business resources
- BSBCMM301 Process customer complaints
- BSBCUS301 Deliver and monitor a service to customers
- BSBDIV301 Work effectively with diversity
- BSBFIA301 Maintain financial records
- BSBINM301 Organise workplace information
- BSBINN301 Promote innovation in a team environment
- BSBWOR301 Organise personal work priorities and development
- BSBWRT301 Write simple documents

Elective Units - Group B: Can choose up to 4 from Group B

- BSBCUE203 Conduct customer engagement
- BSBWOR203 Work effectively with others
- BSBWHS201 Contribute to health and safety of self and others
- BSBMGT403 Implement continuous improvement
- BSBPMG522 Undertake project work

CERTIFICATE IV IN BUSINESS - BSB40215

If you love the buzz of doing business and getting things done, then this is for you. It's a more challenging course, designed for those who already have some work experience in business and/or admin and are looking at upskilling or getting back into the workforce. It's more suited for those who want to work behind the front line, away from customers.



COST

Prices from just \$2950



DURATION

Take as little or long as you want. On average it will take 8 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate IV in Business

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around **\$48,700.**

2. Employability: A huge 67.1% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: There are so many businesses which need help from business savvy people. Nearly all employers have people who manage these tasks. You'll be working in an air-conditioned office, in a team of people, and your job will be to get all those little things done so the business can operate efficiently!

LEARN MORE ABOUT THE COURSE

The Certificate IV in Business course is perfect if you are looking for a more demanding/rewarding course that better reflects your abilities. It's the next level up from the entry-level - and a step down from the Diploma - and your expected answers to assessments should match the increased depth and breadth of the content. It's obviously more respected - and looks better on your resume - when you're looking for a business or admin job or promotion. It flows naturally from the Certificate III in Business and is a good lead into the Diploma level.

You'll learn about how business operates and what is the best thing to do in a business environment. You could have 1 -2 years experience in an Admin Assistant role in a larger organisation, or a Team Leader or even an Office Manager for a smaller business. Some of the things you'll do in your job at this level would include using some discretion in business practices, judgment and responsibility for the admin of the business, and applying relevant theoretical knowledge. You may even provide technical advice and support to a team. You'll work with outside suppliers to purchase the right equipment, make sure they arrive on time and work properly. You might work under supervision, and may have some authority to delegate.

We're pretty sure you'll also get a lot of confidence to prepare you for work. You can learn how to do business stuff in a business environment, try a few things, get some feedback from our Mentors, and then become really good at this. You can slap your resume - complete with your new Qualification - onto the desk of the job interviewer knowing you've got what they want!

CORE UNITS

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

ELECTIVE UNITS

Elective Units - Group A: Must choose min 5 and max 9 from Group A

- BSBADM405 Organise meetings
- BSBCEM401 Make a presentation
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBINN301 Promote innovation in a team environment
- BSBLED401 Develop teams and individuals
- BSBMKG413 Promote products and services
- BSBPMG522 Undertake project work
- BSBREL401 Establish networks
- BSBRSK401 Identify risk and apply risk management processes

Elective Units - Group B: Can choose up to 4 from Group B

- BSBMGT401 Show leadership in the workplace
- BSBWOR403 Manage stress in the workplace
- BSBLDR402 Lead effective workplace relationships
- BSBMGT402 Implement operational plan
- BSBMGT403 Implement continuous improvement

Elective Units - Group C: Can choose up to 1 from Group C

- BSBADM311 Maintain business resources
- BSBFIA301 Maintain financial records
- BSBINM301 Organise workplace information
- BSBWRT301 Write simple documents

DIPLOMA OF BUSINESS - BSB50215

If you just love the feeling of working on a business, and leading from the front, then this is for you. You'll learn how to manage, operate and control the functions of business at a higher level.



COST

Prices from just \$3450



DURATION

Take as little or long as you want. On average it will take 12 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Diploma of Business

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around **\$77,480.**

2. Employability: A huge 62.4% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: In business, there are always people at the top who organise and manage the processes. Whether running your own business or working on someone else's...this could be you!

LEARN MORE ABOUT THE COURSE

The Diploma of Business is a more substantial course, which is broad enough to cover areas of business you'll need to know, yet deep enough to give you a solid understanding of business practices. It's designed for those who may already have years of experience in any business environment, who want to further develop skills across a wider range of business functions in order to step up to a promotion or take that higher-level job. You could also start this course as an entry-level student and aim high, but you'll need to be pretty keen and committed, as a lot of the material will be new to you. If you have that drive and ambition, that's good! ... you'll need that in business. And, remember, if you get stuck, we're here to help you through.

As this is a higher level, you're expected answers to assessments should match the increased depth and breadth of the content. This is a highly respected qualification - and will take pride of place on your resume. It tells an employer that you have the skills, knowledge and ability to control high-level projects.

Pride. Confidence. Recognition. Skills & Knowledge. Firstly, you'll learn how to analyse problems in business, find strategies to overcome them, manage projects, delegate to others, and work to time and budgetary deadlines. Secondly, and perhaps more importantly, you'll find your confidence, and you'll take pride in achieving this qualification. It's not easy - it stands as a real credit to those who complete it - but you will earn status, ability and recognition for being a top-level Manager... with all the trimmings that come with that!

ELECTIVE UNITS

Elective Units - Group A: Choose up to 3 from Group A

- BSBADM502 Manage meetings
- BSBADM503 Plan and manage conferences
- BSBADM504 Plan and implement administrative systems
- BSBADM506 Manage business document design and development

Elective Units - Group B: Choose up to 3 from Group B

- BSBHRM501 Manage human resources services
- BSBHRM513 Manage workforce planning
- BSBHRM505 Manage remuneration and employee benefits

Elective Units - Group C: Choose up to 2 from Group C

- BSBMKG507 Interpret market trends and developments
- BSBMKG508 Plan direct marketing activities

Elective Units - Group D: Choose up to 3 from Group D

- BSBMGT403 Implement continuous improvement
- BSBPMG522 Undertake project work
- BSBRSK501 Manage risk
- BSBWOR501 Manage personal work priorities and professional development

COURSES

BUSINESS ADMINISTRATION COURSES

If you love helping and contributing to a business's success, then a course in Business Administration could be for you!



Our courses are delivered 100% online using some of the most innovative and engaging learning materials available. All of our courses are full of engaging materials and interactive quizzes designed to make your learning fun along with assessments that consist of quizzes, short answer, and long answer questions.

AVAILABLE COURSES

[Certificate III in Business Administration - BSB30415](#)

[Certificate IV in Business Administration - BSB40515](#)



CERTIFICATE III BUSINESS ADMINISTRATION- BSB30415

If you love helping and contributing to a business's success, then this is for you. It's an easier, entry level course, designed for those starting their first course after leaving Year 12. It's also the first course you'll want to do before getting into an admin type job.



COST

Prices from just \$2450



DURATION

Take as little or long as you want. On average it will take 6 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate III in Business Administration

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around \$39,300

2. Employability: A huge 53% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: You could be walking into a role such as a receptionist, admin manager or office manager - this qualification is ideal for so many other roles as well!

LEARN MORE ABOUT THE COURSE

During the Certificate III in Business Administration, you'll learn about the processes of running a business from an admin point of view. You might get involved in sales and marketing, or accounting, or human resources ... but from a support role. You could be starting in an Admin Assistant role or even a support role for an Office Manager.

Some of the things you'll do in your job at this level would include using some discretion in business practices, judgment and responsibility for the admin of the business, and applying relevant theoretical knowledge. You may work with your customers, though normally you're not on the front line, but more of the 'behind the scenes' operator. You may even provide technical advice and support to a team. You'll probably work under supervision but, in time, you'll be confident enough to take some control.

We're pretty sure you'll also get a lot of confidence to prepare you for work. You can learn how to do admin stuff in a business environment, try a few things, get some feedback from our Mentors, and then become really good at this. You can slap your resume - complete with your new Cert 3 Qualification - onto the desk of the job interviewer knowing you've got what they want!

CORE UNITS

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

ELECTIVE UNITS

Elective Units - Group A: Must choose all 7 from Group A

- BSBADM307 Organise schedules
- BSBFIA302 Process payroll
- BSBFIA303 Process accounts payable and receivable
- BSBFIA304 Maintain a general ledger
- BSBITU312 Create electronic presentations
- BSBITU306 Design and produce business documents
- BSBWRT301 Write simple documents

Elective Units - Group B: Can choose min 4 from and up to 6 from Group B

- BSBADM311 Maintain business resources
- BSBCMM301 Process customer complaints
- BSBCUS301 Deliver and monitor a service to customers
- BSBDIV301 Work effectively with diversity
- BSBFIA301 Maintain financial records
- BSBINM301 Organise workplace information
- BSBINN201 Contribute to workplace innovation
- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR204 Use business technology
- BSBWOR301 Organise personal work priorities and development
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

CERTIFICATE IV BUSINESS ADMINISTRATION- BSB40515

If you love the buzz of getting stuff done, taking on some higher responsibilities, and working towards a collective goal, then this is for you. This is a more challenging course, designed for those who already have some work experience in business and/or admin, and are looking at upskilling or getting back into the workforce. It's more suited for those who want to concentrate more on the back office experience.



COST

Prices from just \$2950



DURATION

Take as little or long as you want. On average it will take 8 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate IV in Business Administration

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around \$42,900

2. Employability: A huge 56.3% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: What's even better is you could be walking into a role such as an office manager, team leader or personal assistant - this qualification is ideal for so many other roles as well!

LEARN MORE ABOUT THE COURSE

The Certificate IV in Business Administration could be the right course for you if you are looking for a more demanding/rewarding entry-level course that better reflects your abilities. You will develop great administrative skills and a broad knowledge base in a wide variety of administrative contexts. As this is the next level up from the entry-level, your expected answers to assessments should match the increased depth and breadth of the content. It's obviously more respected - and looks better on your resume - and it tells an employer that they can be confident you've got their Admin back!

You will be gaining confidence and skills. You'll apply solutions to a defined range of unpredictable problems, and analyse information from a variety of sources. You'll get to know the theory and understanding of what you can expect in a real-world situation. You'll then submit your work for assessment with our Mentors, who will give you valuable feedback. This will give you the confidence to do whatever your boss asks in the Admin area. And, you'll do this effortlessly, calmly, with control and with professionalism... at least, it'll look like that!

You'll also get a lot of confidence to prepare you for this style of work. You can learn how to lead a team, try a few things, get some more feedback from our Mentors, and then become really good at this before you take on the role. Or, if you have the experience, but not the qualification, then this is a perfect way to get the recognition you deserve. Then, you can talk to your Manager - confident in your new, recognised abilities from your Certificate IV in Business Administration qualification - and ask for that promotion/pay rise/or both!

ELECTIVE UNITS

Elective Units - Group A: Choose all 5 from Group A

- BSBADM405 Organise meetings
- BSBITU401 Design and develop complex text documents
- BSBITU402 Develop and use complex spreadsheets
- BSBITU404 Produce complex desktop published documents
- BSBWRT401 Write complex documents

Elective Units - Group B: Choose up to 5 from Group B

- BSBCMM401 Make a presentation
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS402 Address customer needs

- BSBINN301 Promote innovation in a team environment
- BSBMKG413 Promote products and services
- BSBREL401 Establish networks
- BSBRSK401 Identify risk and apply risk management processes
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units - Group C: Choose up to 1 from Group C

- BSBADM311 Maintain business resources
- BSBITU306 Design and produce business documents
- BSBADM502 Manage meetings
- BSBPMG522 Undertake project work

COURSES

CUSTOMER ENGAGEMENT COURSES

If you're a people-person and you like helping customers, while leading a team and taking on some higher responsibilities, then this is for you.

You could be working face-to-face with customers, or over the phone, or online chats; either way, this course will teach you how to deliver excellent customer service.



Our courses are delivered 100% online using some of the most innovative and engaging learning materials available. All of our courses are full of engaging materials and interactive quizzes designed to make your learning fun along with assessments that consist of quizzes, short answer, and long answer questions.

AVAILABLE COURSES

- [Certificate III in Customer Engagement- BSB30215](#)
- [Certificate IV in Customer Engagement - BSB40315](#)



CERTIFICATE III CUSTOMER ENGAGEMENT- BSB30215

If you're a people-person and you like helping customers, then this is for you. It's an easier, entry-level course, designed for those starting their first course after leaving Year 12. It's also the first course you'll want to do before getting into a customer service job.



COST

Prices from just \$2450



DURATION

Take as little or long as you want. On average it will take 6 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate III in Customer Engagement

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around \$47,000

2. Employability: A huge 60.7% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: You could be walking into a role working either face to face supporting people or helping people over the phone - this qualification is ideal for industries such as hospitality, sales, retail or call centres.

LEARN MORE ABOUT THE COURSE

While studying for Certificate III in Customer Engagement, you'll learn about engaging with customers both face-to-face and over the phone in a Contact Centre. Some of the things you'll do in your job at this level would include providing excellent customer service, working in a team environment, working with computers, working to key performance indicators, providing support to a team, providing technical advice and capturing data. You might work under supervision but may have some authority to delegate.

We're pretty sure you'll also get a lot of confidence to prepare you for work. You can learn how to do customer service stuff, try a few things, get some feedback from our Mentors, and then become really good at this. You can slap your resume - complete with your new Certificate III in Customer Engagement qualification - onto the desk of the job interviewer knowing you've got what they want!

You'll naturally get credit for what you do in this course. Upon completing Certificate III in Customer Engagement, you can continue your studies through the Certificate IV in Customer Engagement and/or Diploma of Business.

CORE UNITS

- BSBCUE301 Use multiple information systems
- BSBCUE307 Work effectively in customer engagement
- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBCUS301 Deliver and monitor a service to customers

ELECTIVE UNITS

Elective Units - Group A: Choose min 3 - max 5 from Group A

- BSBCUE203 Conduct customer engagement
- BSBCMM301 Process customer complaints
- BSBITU307 Develop keyboarding speed and accuracy
- BSBWOR203 Work effectively with others
- BSBWOR301 Organise personal work priorities and development

Elective Units - Group B: Can choose up to 3 from Group B

- BSBWHS201 Contribute to health and safety of self and others
- BSBWHS307 Apply knowledge of WHS laws in the workplace
- BSBWOR201 Manage personal stress in the workplace

Can choose up to 2 from Cert IV Customer Engagement

- BSBINN301 Promote innovation in a team environment
- BSBMGT403 Implement continuous improvement
- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBMGT401 Show leadership in the workplace
- BSBWOR403 Manage stress in the workplace
- BSBLDR402 Lead effective workplace relationships
- BSBMGT402 Implement operational plan
- BSBPMG522 Undertake project work

CERTIFICATE IV CUSTOMER ENGAGEMENT- BSB40315

This course is designed for those who already have some work experience in customer contact, who may now prefer to be a little removed from the customers so you can concentrate more on the customer service experience, or who are looking for a more demanding/rewarding course that better reflects your abilities.



COST

Prices from just \$2950



DURATION

Take as little or long as you want. On average it will take 8 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate IV in Customer Engagement

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around \$54,700

2. Employability: A huge 71.9% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: You could be walking into a role leading a team or even being in charge of customer service both face to face and over the phone - this qualification is ideal for industries such as hospitality, sales, retail, IT and human resources.

LEARN MORE ABOUT THE COURSE

You know how customers sometimes ask, "I want to speak to your Supervisor" ?? ... well after you complete a Certificate IV in Customer Engagement that could be you! You'll learn about engaging with customers both face-to-face and over the phone in a Customer Contact Centre in a deeper way.

Some of the things you'll do in your job at this level would include responding to complex customer requests, handling complaints, coaching staff and completing related administrative tasks. You'll also learn some skills in how to lead a team of co-workers, how to implement strategies and how to take more control in your workplace. And, you'll do this effortlessly, calmly and professionally.... at least, it'll look like that!

CORE UNITS

- BSBCUS401 Coordinate implementation of customer service strategies
- BSBLED401 Develop teams and individuals
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

ELECTIVE UNITS

Elective Units - Group A: Choose all 4 from Group A

- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBMGT401 Show leadership in the workplace
- BSBWOR403 Manage stress in the workplace

Elective Units - Group B: Choose 6 from Group B

- BSBINN301 Promote innovation in a team environment
- BSBLDR402 Lead effective workplace relationships
- BSBMGT402 Implement operational plan
- BSBMGT403 Implement continuous improvement
- BSBPMG522 Undertake project work

- BSBCMM301 Process customer complaints
- BSBWOR301 Organise personal work priorities and development
- BSBADM405 Organise meetings
- BSBCMM401 Make a presentation
- BSBMKG413 Promote products and services
- BSBREL401 Establish networks
- BSBRSK401 Identify risk and apply risk management processes

COURSES

LEADERSHIP & MANAGEMENT COURSES

If you love the feeling of directing, organising and leading people, taking on responsibilities, and working towards collective success, then a Leadership and Management Course is for you. Though the 'front line' of customers will be your focus, these courses are more suited for those who want to work behind the front line, away from customers, but supporting, leading and managing the front line staff.



NATIONALLY RECOGNISED
TRAINING

Australian
Qualifications
Framework 

Our courses are delivered 100% online using some of the most innovative and engaging learning materials available. All of our courses are full of engaging materials and interactive quizzes designed to make your learning fun along with assessments that consist of quizzes, short answer, and long answer questions.

AVAILABLE COURSES

[Certificate IV in Leadership & Management - BSB42015](#)
[Diploma of Leadership & Management - BSB51918](#)



CERTIFICATE IV LEADERSHIP & MANAGEMENT BSB42015

If you're looking for a solid, well-rounded and thorough qualification to introduce you to business leadership and management, then this is for you. It's a challenging course, designed for those who may already have some work experience in business and/or admin, or if you're looking for a more demanding / rewarding course that better reflects your abilities and ambitions.



COST

Prices from just \$2950



DURATION

Take as little or long as you want. On average it will take 8 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Certificate IV in Leadership & Management

- 1. Average Wage:** If you complete the course, you can be looking at earning an average wage of around \$58,300
- 2. Employability:** A huge 71.9% of graduates went on to either:
 - start their own business
 - get a new job
 - get a promotion and/or a payrise.
- 3. Careers:** There are so many businesses which need help from business savvy people. Employers cry out for good leaders. Someone they can trust and rely on to get the job done. This is also a very good course to do if you're thinking of starting and running your own business... you'll need these skills!

LEARN MORE ABOUT THE COURSE

The Certificate IV in Leadership and Management is a step down from the Diploma - and your expected answers to assessments should appropriately match the depth and breadth of the content. It's a great qualification to start out in a Leadership role. It's well respected amongst employers - and looks great on your resume!

You'll learn about the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts within a business environment. You could have 1 - 2 years experience in an Admin Assistant role in a larger organisation, or a Team Leader or even an Office Manager for a smaller business. Or, you could be starting fresh and keen to join a business with some solid theory behind you. In addition to assuming responsibility for your own performance, some of the things you'll do in your job at this level would include providing leadership, guidance and support to others. You'll also have some responsibility for organising and monitoring the output of your team. You'll apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources. Sounds good?

CORE UNITS

- BSBLDR401 Communicate effectively as a workplace leader
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness
- BSBMGT402 Implement operational plan

ELECTIVE UNITS

Elective Units - Group A: Must choose min 4 and max 6 from Group A

- BSBINN301 Promote innovation in a team environment
- BSBLDR404 Lead a diverse workforce
- BSBMGT403 Implement continuous improvement
- BSBRSK401 Identify risk and apply risk management processes
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBWOR404 Develop work priorities

Elective Units - Group B: Can choose up to 4 from Group B

- BSBCMM401 Make a presentation
- BSBCUS401 Coordinate implementation of customer service strategies

- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBLED401 Develop teams and individuals
- BSBMGT401 Show leadership in the workplace
- BSBMKG413 Promote products and services
- BSBPMG522 Undertake project work

Elective Units - Group C: Can choose up to 1 from Group C

- BSBWOR403 Manage stress in the workplace
- BSBMGT402 Implement operational plan
- BSBADM405 Organise meetings
- BSBREL401 Establish networks

DIPLOMA OF LEADERSHIP & MANAGEMENT BSB51918

In this qualification, you'll learn how to apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. You'll plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources and apply them to real-world examples.



COST

Prices from just \$3450



DURATION

Take as little or long as you want. On average it will take 12 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Diploma of Leadership & Management

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around **\$91,312**

2. Employability: A huge **72.6%** of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: You'll learn how to apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. This course is a higher-level one, which means you'll be at (or near) senior management.

LEARN MORE ABOUT THE COURSE

The Diploma of Leadership and Management is a more demanding course, designed for those who already have some years of work experience in business or admin or junior leadership roles, who may now be ready to step up to a promotion or take that higher-level job. You could start this course as an entry-level student, but you'll need to be pretty keen and committed, as a lot of the material will be new to you. But don't panic; if you get stuck, we're here to help you through.

As this is a higher level, your expected answers to assessments should match the increased depth and breadth of the content. This is a highly respected qualification - and will take pride of place on your resume. It tells an employer that you have the skills, knowledge and ability to control high-level projects.

CORE UNITS

- BSBLDR511 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness

ELECTIVE UNITS

Elective Units - Group A: Choose min 5 and up to 8 from Group A

- BSBCUS501 Manage quality customer service
- BSBFIM501 Manage budgets and financial plans
- BSBHRM405 Support the recruitment, selection and induction staff
- BSBMGT502 Manage people performance
- BSBPMG522 Undertake project work
- BSBRSK501 Manage risk
- BSBWHS501 Ensure a safe workplace
- BSBWOR501 Manage personal work priorities and professional development

Elective Units - Group B: Choose up to 3 from Group B

- BSBADM502 Manage meetings
- BSBHRM513 Manage workforce planning
- BSBMKG507 Interpret market trends and developments

DUAL DIPLOMA OF BUSINESS AND LEADERSHIP & MANAGEMENT BSB50215/BSB51918

If you're aspiring to be a Manager or Business Owner and want to be really good at your job, then doing both Diplomas will be perfect for you. You'll learn about all aspects of a business including Marketing, Human Resources, Accounting, Project Management, Admin and Operations. These courses will teach you ways to bring success to your business and, in turn, to yourself.



COST

Prices from just \$3950



DURATION

Take as little or long as you want. On average it will take 12 months



PRE-REQs

None! We don't ask for any prior qualifications



START DATES

Anytime! Whenever you are ready!



3 Reasons to Consider a Dual Diploma of Business and Leadership & Management

1. Average Wage: If you complete the course, you can be looking at earning an average wage of around \$91,312

2. Employability: A huge 72.6% of graduates went on to either:

- start their own business
- get a new job
- get a promotion and/or a payrise.

3. Careers: The Dual Diplomas of Business and Leadership & Management are higher-level courses, which means you'll be at (or near) senior management. With some good experience, these qualifications will prove and complement your skills in business,

LEARN MORE ABOUT THE COURSE

The Dual Diplomas of Business and Leadership & Management are the ultimate in business focussed qualifications. You'll learn how to manage a business and a team of staff in depth and across a range of fields. With your acquired skills and knowledge, you'll confidently create systems and processes, control operations, and delegate responsibilities to others to implement.

There are no prerequisites to study the Dual Diplomas so it is possible to start the courses with limited experience, but it is advisable to have some working experience and even some experience in leading a team and/or managing a section of a business. By completing these qualifications, you'll earn massive respect and recognition. You'll become the go-to person when decisions need to be made.

CORE UNITS - LEADERSHIP & MANAGEMENT

You need to do all of the following 10 units:

- BSBLDR511 Develop and use emotional intelligence
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness
- BSBPMG522 Undertake project work
- BSBR501 Manage risk
- BSBWOR501 Manage personal work priorities and professional development
- BSBADM502 Manage meetings
- BSBHRM513 Manage workforce planning
- BSBMKG507 Interpret market trends and developments

ELECTIVE UNITS

You need to choose 2 electives from the following list:

Elective Units - LEADERSHIP AND MANAGEMENT - Choose up to 2

- BSBCUS501 Manage quality customer service
- BSBFIM501 Manage budgets and financial plans
- BSBHRM405 Support the recruitment, selection and induction staff
- BSBMGT502 Manage people performance
- BSBWHS501 Ensure a safe workplace

You need to choose 2 electives from the following list:

Elective Units - BUSINESS - Choose up to 2

- BSBADM503 Plan and manage conferences
- BSBADM504 Plan and implement administrative systems
- BSBADM506 Manage business document design and development
- BSBHRM501 Manage human resources services
- BSBHRM505 Manage remuneration and employee benefits
- BSBMKG508 Plan direct marketing activities
- BSBMGT403 Implement continuous improvement

“ I’m so happy with this amazing experience with your college.

Michelle (my Mentor) was very nice and very helpful throughout my study period and I really appreciate her help. Really professional and very supportive team.

The Edmund Barton College system helped me control my studies and completion depending on how hard I worked and performed.

Tarek- Diploma of Business

”

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