



## **ALS Certificates and Diplomas**



*Certificates and Diplomas*

[www.alscertificates.com](http://www.alscertificates.com) | Telephone +61 7 3229 3389 | 116 Adelaide St., Brisbane, QLD, Australia 4000

Australian Language Schools Pty Ltd CRICOS Provider 02885G - RTO No 32044



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

## SIR10116-Certificate I in Retail Services

(SIR10116 / CRICOS: 096424D)

### Qualification overview

This qualification reflects the role of individuals who complete a limited range of basic workplace tasks. These individuals possess a limited range of technical skills and knowledge.

Employment opportunities with this qualification include frontline team member.

Successful completion of the Certificate I in Retail may provide entry into the Certificate II, III or IV in Retail, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

### Total Length

15 weeks

### Study Weeks

12 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment
1	3	SIRXIND003   Organise personal work requirements SIRXCOM001   Communicate in the workplace to support team and customer outcomes	8.3
2	3	SIRXIND001   Work effectively in a service environment	6.5
3	3	SIRXHWB001   Maintain personal health and wellbeing	3.66
4	3	SIRXWHS001   Work safely	2

### Entry requirement

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

This course is ideally suited for someone who

- A knowledge of the retail environment, possibly only as a customer, but they will be aware how retail operates in general.
- May have held low levels positions previously, but do not possess an extensive work history
- Limited previous academic study and exposure

You can take our assessment [previous skills and knowledge assessment here](#)

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

## SIR20216-Certificate II in Retail Services

(SIR20216 / CRICOS: 096426B)

### Qualification overview

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

Employment opportunities with this qualification include frontline team member, customer service assistant and point-of-sale operator.

Successful completion of the Certificate II in Retail may provide entry into the Certificate III or IV in Retail, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

### Total Length

35 weeks

### Study Weeks

27 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 4 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 8 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

Block	Weeks assigned	Code	Expected hours to complete assessment
1	3	SIRXCOM001   Communicate in the workplace to support team and customer outcomes SIRXIND003   Organise personal work requirements	8.3
2	3	SIRXIND001   Work effectively in a service environment	3.66
3	3	SIRXHWB001   Maintain personal health and wellbeing BSBWOR204   Use business technology	5.5
4	3	BSBTWK201   Work effectively with others	2
5	3	SIRXWHS002   Contribute to workplace health and safety	6.5
6	3	SIRXPDK001   Advise on products and services	4.66
7	3	SIRXPDK002   Advise on food products and services	3
8	3	SIRXOSM001   Identify and review social media and online platforms for organisational use SIRXRSK001   Identify and respond to security risks	6.5
9	3	SIRXCEG001   Engage the customer	3.5

### Entry requirement

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent; a Certificate I in Retail Services advantageous.
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

This course is ideally suited for someone who

- Some work experience; not necessarily in a retail environment though
- May have completed a lower level or introductory qualification, so some awareness of how to study
- Limited knowledge of Australian work culture / practices

You can take our assessment [previous skills and knowledge assessment here](#)

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## SIR30216-Certificate III in Retail

(SIR30216 / CRICOS: 096428M)

### Qualification overview

This qualification reflects the role of individuals who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations. They have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision. Some individuals working at this level are responsible for supervising other team members and monitoring day-to-day workplace operations.

Employment opportunities with this qualification include frontline sales assistant, customer service representative, shop assistant, retail supervisor, team leader and senior sales assistant.

Successful completion of the Certificate III in Retail may provide entry into the Certificate IV in Retail and other Certificate III and IV Accredited Courses and Training Package qualifications.

### Total Length

47 weeks

### Study Weeks

36 weeks

### Entry requirement

- IELTS 5.5 equivalent / Upper Intermediate English level
- Successful completion of Year 10 or equivalent; Certificate II in Retail Services advantageous.
- Minimum 18 years of age

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment [previous skills and knowledge assessment here](#)

### Units

01. SIRXSLS001 | Sell to the retail customer
02. SIRXWHS002 | Contribute to workplace health and safety
03. SIRXIND001 | Work effectively in a service environment
04. SIRXCEG001 | Engage the customer
05. SIRXRSK001 | Identify and respond to security risks
06. SIRXCEG002 | Assist with customer difficulties
07. SIRXCEG003 | Build customer relationships and loyalty
08. SIRXCOM002 | Work effectively in a team
09. SIRXPDK002 | Advise on food products and services
10. SIRXWHS001 | Work safely
11. SIRXHWB001 | Maintain personal health and wellbeing
12. SIRXCOM001 | Communicate in the workplace to support team and customer outcomes
13. SIRXIND003 | Organise personal work requirements



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB20120 Certificate II in Workplace Skills

(BSB20120 / CRICOS: 103327J)

### Qualification overview

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills.

They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision. Successful completion may provide entry into the Certificate III Business, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

### Total Length

55 weeks

### Study Weeks

42 weeks

### Entry requirement

- IELTS 4.5 equivalent / Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment [previous skills and knowledge assessment here](#)

### Units

1. BSBSUS211 Participate in sustainable work practices
2. BSBCMM211 Apply communication skills
3. BSBOPS201 Work effectively in business environments
4. BSBPEF202 Plan and apply time management
5. BSBWHS211 Contribute to the health and safety of self and others
6. BSBPEF201 Support personal wellbeing in the workplace
7. BSBTEC201 Use business software applications
8. SIRXCEG002 Assist with customer difficulties
9. SIRXPDK001 Advise on products and services
10. BSBTWK201 Work effectively with others



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## **Intensive BSB20120 Certificate II in Workplace Skills**

(BSB20120 / CRICOS: 103327J)

### **Qualification overview**

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills.

They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Successful completion may provide entry into the Certificate III Business, and other Certificate II, III and IV Accredited Courses and Training Package qualifications.

### **Total Length**

27 weeks

### **Study Weeks**

21 weeks

### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### **Recognition of prior learning / credit transfer**

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### **Mode of delivery**

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment [previous skills and knowledge assessment here](#)

### **Units**

1. BSBSUS211 Participate in sustainable work practices
2. BSBCMM211 Apply communication skills
3. BSBOPS201 Work effectively in business environments
4. BSBPEF202 Plan and apply time management
5. BSBWHS211 Contribute to the health and safety of self and others
6. BSBPEF201 Support personal wellbeing in the workplace
7. BSBTEC201 Use business software applications
8. SIRXCEG002 Assist with customer difficulties
9. SIRXPK001 Advise on products and services
10. BSBTWK201 Work effectively with others





www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB30120 Certificate III in Business (Customer Engagement)

(BSB30120 / CRICOS: 103328H)

### Qualification overview

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills.

They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Successful completion may provide entry into the Certificate IV Business or Customer Engagement, and other Certificate III, IV and Diploma Accredited Courses and Training Package qualifications.

### Total Length

55 weeks

### Study Weeks

42 weeks

### Entry requirement

- IELTS 5 equivalent / High Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### Mode of delivery

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment [previous skills and knowledge assessment here](#)

### Units

1. BSBSUS211 Participate in sustainable work practices
2. BSBPEF201 Support personal wellbeing in the workplace
3. BSBCRT311 Apply critical thinking skills in a team environment
4. BSBTWK301 Use inclusive work practices
5. BSBWHS311 Assist with maintaining workplace safety
6. BSBXCM301 Engage in workplace communication
7. BSBTEC301 Design and produce business documents
8. BSBTEC302 Design and produce spreadsheets
9. BSBPEF301 Organise personal work priorities
10. SIRXCEG002 Assist with customer difficulties
11. SIRXPDK001 Advise on products and services
12. BSBOPS304 Deliver and monitor a service to customers
13. BSBOPS305 Process customer complaints



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## **Intensive BSB30120 Certificate III in Business (Customer Engagement)**

(BSB30120 / CRICOS: 103328H)

### **Qualification overview**

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills.

They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Successful completion may provide entry into the Certificate IV Business or Customer Engagement, and other Certificate III, IV and Diploma Accredited Courses and Training Package qualifications.

### **Total Length**

27 weeks

### **Study Weeks**

21 weeks

### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### **Recognition of prior learning / credit transfer**

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### **Mode of delivery**

- 20 hours per week face to face, with a mix of lecture style classes, tutorials and practical elements
- There are approximately 6 hours of assessment for each unit in the course, comprising of written assessments and practical demonstrations
- Depending on your previous skills and knowledge, you may need to attend more elements. You can take our assessment [previous skills and knowledge assessment here](#)

### **Units**

1. BSBSUS211 Participate in sustainable work practices
2. BSBPEF201 Support personal wellbeing in the workplace
3. BSBCRT311 Apply critical thinking skills in a team environment
4. BSBTWK301 Use inclusive work practices
5. BSBWHS311 Assist with maintaining workplace safety
6. BSBXCM301 Engage in workplace communication
7. BSBTEC301 Design and produce business documents
8. BSBTEC302 Design and produce spreadsheets
9. BSBPEF301 Organise personal work priorities
10. SIRXCEG002 Assist with customer difficulties
11. SIRXPDK001 Advise on products and services
12. BSBOPS304 Deliver and monitor a service to customers
13. BSBOPS305 Process customer complaints





www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## AHC40416 Certificate IV in Horticulture

(AHC40416 / CRICOS: 107532E)

### Qualification overview

This Certificate IV in Horticulture allows individuals to develop post-trade skills and knowledge across a broad coverage of the industry prior to undertaking higher level roles in the industry.

### Total Length

59 weeks

### Study Weeks

48 weeks

### Recognition of prior learning / credit transfer

- Nil

### Mode of delivery

- 20 hours per week face to face
  - Each study week – 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### Career opportunities

- Parks and Gardens Worker
- Nursery Worker/Manager
- Senior Horticulturalist
- Horticulture Team Leader
- Landscape Manager/Designer
- Botanic Gardener
- Supervisor in area of speciality

### Practical Site

- Plantmark Wholesale Nurseries

### Units

1. AHCWHS401 | Maintain work health and safety processes
2. AHCNSY404 | Plan a propagation program (Supersedes AHCNSY402)
3. AHCPCM404 | Recommend plants and cultural practices (Supersedes AHCPCM401)
4. AHCSOL406 | Sample soils and interpret results (Supersedes AHCSOL401)
5. AHCWRK403 | Supervise work routines and staff performance
6. AHCPCM406 | Develop a soil health and plant nutrition program (Supersedes and is equivalent to AHCPCM402)
7. BSBHRM405 | Support the recruitment, selection and induction of staff
8. BSBITU404 | Produce complex desktop published documents
9. AHCNSY308 | Maintain nursery plants
10. AHCNSY309 | Receive and dispatch nursery products
11. BSBTEC301 | Design and produce business documents
12. BSBTEC302 | Design and produce spreadsheets



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB40120 Certificate IV in Business (Leadership)

(BSB40120 / CRICOS: 103329G)

### Qualification overview

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills.

They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources.

They may provide leadership and guidance to others with some limited responsibility for the output of others.

Successful completion may provide entry into the Diploma of Business or and other Certificate IV and Diploma Accredited Courses and Training Package qualifications.

### Total Length

63 weeks

### Study Weeks

48 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

---

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 10 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

This course is ideally suited for someone who

- Limited exposure to business; ideally candidates will have worked previously, but not essential.

You can take our assessment [previous skills and knowledge assessment here](#)

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

### Units

1. BSBTEC404 Use digital technologies to collaborate in a work environment
2. BSBWRT411 Write complex documents
3. BSBXCM401 Apply communication strategies in the workplace
4. BSBWHS411 Implement and monitor WHS policies, procedures and programs
5. BSBCRT411 Apply critical thinking to work practices
6. BSBTWK401 Build and maintain business relationships
7. BSBPEF502 Develop and use emotional intelligence
8. BSBPEF402 Develop personal work priorities
9. BSBMM411 Make presentations
10. BSBHRM413 Support the learning and development of teams and individuals
11. BSBLDR411 Demonstrate leadership in the workplace
12. BSBSTR401 Promote innovation in team environments



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## **Intensive BSB40120 Certificate IV in Business (Leadership)**

(BSB40120 / CRICOS: 103329G)

### **Qualification overview**

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills.

They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources.

They may provide leadership and guidance to others with some limited responsibility for the output of others.

Successful completion may provide entry into the Diploma of Business or and other Certificate IV and Diploma Accredited Courses and Training Package qualifications.

### **Total Length**

31 weeks

### **Study Weeks**

24 weeks

### **Mode of delivery**

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

---

### **Entry requirement**

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

### **Existing Skills, Knowledge and Experience**

This course is ideally suited for someone who

- Prior work experience in a business environment, for a minimum of 1 year
- As stated in the entry requirements, academic skills equivalent to year 12 or better

You can take our assessment [previous skills and knowledge assessment here](#)

### **Recognition of prior learning / credit transfer**

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

1. BSBTEC404 Use digital technologies to collaborate in a work environment
2. BSBWRT411 Write complex documents
3. BSBXCM401 Apply communication strategies in the workplace
4. BSBWHS411 Implement and monitor WHS policies, procedures and programs
5. BSBCRT411 Apply critical thinking to work practices
6. BSBTWK401 Build and maintain business relationships
7. BSBPEF502 Develop and use emotional intelligence
8. BSBPEF402 Develop personal work priorities
9. BSBCMM411 Make presentations
10. BSBHRM413 Support the learning and development of teams and individuals
11. BSBLDR411 Demonstrate leadership in the workplace
12. BSBSTR401 Promote innovation in team environments



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

## BSB50420 Diploma of Leadership and Management

(BSB50420 / CRICOS: 103331B)

### Qualification overview

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Upon completion, candidates would be able to go on to study Bachelor Degree in Business or Advanced Diploma in Business.

### Total Length

59 weeks

### Study Weeks

48 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

This course is ideally suited for someone who

- Some business experience. This may not necessarily be in an office environment, but students are expected to have a work history they can draw on to help them in their answers.
- They may have completed a prior business qualification; although not a pre-requisite, we advise starting with a lower level qualification if they have not had substantial business experience.

You can take our assessment [previous skills and knowledge assessment here](#)

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

1. BSBPEF502 Develop and use emotional intelligence
2. BSBCRT511 Develop critical thinking in others
3. BSBCMM511 Communicate with influence
4. BSBOPS502 Manage business operational plans
5. BSBLDR523 Lead and manage effective workplace relationships
6. BSBTWK502 Manage team effectiveness
7. BSBFIN501 Manage budgets and financial plans
8. BSBOPS501 Manage business resources
9. BSBSUS511 Develop workplace policies and procedures for sustainability
10. BSBXCM501 Lead communication in the workplace
11. BSBOPS503 Develop administrative systems
12. BSBTWK503 Manage meetings



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB50120 Diploma of Business

(BSB50120 / CRICOS: 103332A)

### Qualification overview

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators, but with predominantly frontline management accountabilities.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Upon completion, candidates would be able to go on to study Bachelor Degree in Business or Advanced Diploma in Business.

### Total Length

59 weeks

### Study Weeks

48 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

---

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

This course is ideally suited for someone who

- Some business experience. This may not necessarily be in an office environment, but students are expected to have a work history they can draw on to help them in their answers.
- They may have completed a prior business qualification; although not a pre-requisite, we advise starting with a lower level qualification if they have not had substantial business experience.

You can take our assessment [previous skills and knowledge assessment here](#)

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

1. BSBCRT511 Develop critical thinking in others
2. BSBOPS502 Manage business operational plans
3. BSBLDR523 Lead and manage effective workplace relationships
4. BSBTWK502 Manage team effectiveness
5. BSBFIN501 Manage budgets and financial plans
6. BSBOPS501 Manage business resources
7. BSBSUS511 Develop workplace policies and procedures for sustainability
8. BSBXCM501 Lead communication in the workplace
9. BSBOPS503 Develop administrative systems
10. BSBTWK503 Manage meetings
11. BSBPEF501 Manage personal and professional development
12. BSBHRM525 Manage recruitment and onboarding



www.alscertificates.com



+61 7 3229 3389



116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB60120 Advanced Diploma of Business

(BSB60120 / CRICOS: 103333M)

### Qualification overview

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

skills and knowledge that they would like to develop in order to create further educational and employment opportunities. Upon completion, candidates would be able to go on to study Bachelor Degree in Business or Advanced Diploma in Business.

### Total Length

59 weeks

### Study Weeks

50 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

---

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

Students must either have vocational experience having previously completed a Diploma or Advanced Diploma from the BSB Training package or who possess sound business skills and knowledge with a minimum of 2 years full-time equivalent experience in an appropriate role.

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
  - Information on units that may cross over with this course from other course we offer can be found [here](#)
1. BSBCRT611 Apply critical thinking for complex problem solving
  2. BSBOPS601 Develop and implement business plans
  3. BSBSUS601 Lead corporate social responsibility
  4. BSBFIN601 Manage organisational finances
  5. BSBTEC601 Review organisational digital strategy
  6. BSBLDR601 Lead and manage organisational change
  7. BSBSTR601 Manage innovation and continuous improvement
  8. BSBWHS521 Ensure a safe workplace for a work area
  9. BSBCRT511 Develop critical thinking in others
  10. BSBLDR602 Provide leadership across the organisation





www.alscertificates.com

+61 7 3229 3389

116 Adelaide St., Brisbane, QLD, Australia 4000

---

## BSB60420 Advanced Diploma of Leadership and Management

(BSB60420 / CRICOS: 103334K)

### Qualification overview

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

skills and knowledge that they would like to develop in order to create further educational and employment opportunities. Upon completion, candidates would be able to go on to study Bachelor Degree in Business or Advanced Diploma in Business.

### Total Length

59 weeks

### Study Weeks

50 weeks

### Mode of delivery

- 20 hours per week face to face
  - Each study week - 8 hours of lecture-based activities, 4 hours of tutorial / discussions (with assessments being completed in the final week as necessary), 4 hours of hands on – practical exercises (with assessments being completed in the final week as necessary) and 4 hours of directed learning opportunities.
  - Depending on your previous skills and knowledge, classes will be made available in the ‘break’ weeks, on a Tuesday and Wednesday.

---

### Entry requirement

- IELTS 5.5 equivalent / Upper-Intermediate English level
- Successful completion of Year 12 or equivalent
- Minimum 18 years of age

### Existing Skills, Knowledge and Experience

Students must either have vocational experience having previously completed a Diploma or Advanced Diploma from the BSB Training package or who possess sound business skills and knowledge with a minimum of 2 years full-time equivalent experience in an appropriate role.

### Recognition of prior learning / credit transfer

- You will be given the opportunity to reduce your course length through recognition of prior learning or transferring credit from previously completed courses
- Information on units that may cross over with this course from other course we offer can be found [here](#)

1. BSBCRT611 Apply critical thinking for complex problem solving
2. BSBOPS601 Develop and implement business plans
3. BSBSUS601 Lead corporate social responsibility
4. BSBFIN601 Manage organisational finances
5. BSBLDR601 Lead and manage organisational change
6. BSBSTR601 Manage innovation and continuous improvement
7. BSBCRT511 Develop critical thinking in others
8. BSBLDR602 Provide leadership across the organisation
9. BSBCMM511 Communicate with influence
10. BSBPEF501 Manage personal and professional development

VET Courses Start Dates														
2022	Certificate IV in Horticulture		Certificate IV in Business (Leadership)		Certificate IV in Business (Leadership)		Diploma of Business		Diploma of Leadership and Management		Advanced Diploma of Business		Advanced Diploma of Leadership and Management	
	59weeks		Intensive 31weeks		Extensive 63weeks		59weeks		59weeks		59weeks		59weeks	
	107532E-AHC40416		103329G-BSB40120		103329G-BSB40120		103332A-BSB50120		103331B-BSB50420		103333M-BSB60120		103334K-BSB60420	
	START	END	START	END	START	END	START	END	START	END	START	END	START	END
	21-Mar	5-May	3-Jan	5-Aug	3-Jan	17-Mar	17-Jan	3-Mar	17-Jan	3-Mar	3-Jan	17-Feb	3-Jan	17-Feb
	25-Apr	9-Jun	31-Jan	2-Sep	31-Jan	14-Apr	21-Feb	7-Apr	21-Feb	7-Apr	14-Feb	31-Mar	14-Feb	31-Mar
	30-May	14-Jul	28-Feb	30-Sep	28-Feb	12-May	28-Mar	12-May	28-Mar	12-May	28-Mar	12-May	28-Mar	12-May
	4-Jul	18-Aug	28-Mar	28-Oct	28-Mar	9-Jun	2-May	16-Jun	2-May	16-Jun	9-May	23-Jun	9-May	23-Jun
	8-Aug	22-Sep	25-Apr	25-Nov	25-Apr	7-Jul	6-Jun	21-Jul	6-Jun	21-Jul	20-Jun	4-Aug	20-Jun	4-Aug
	12-Sep	27-Oct	23-May	23-Dec	23-May	4-Aug	11-Jul	25-Aug	11-Jul	25-Aug	1-Aug	15-Sep	1-Aug	15-Sep
	17-Oct	1-Dec	20-Jun	20-Jan	20-Jun	1-Sep	15-Aug	29-Sep	15-Aug	29-Sep	12-Sep	27-Oct	12-Sep	27-Oct
	21-Nov	5-Jan	18-Jul	17-Feb	18-Jul	29-Sep	19-Sep	3-Nov	19-Sep	3-Nov	24-Oct	8-Dec	24-Oct	8-Dec
	26-Dec	9-Feb	15-Aug	17-Mar	15-Aug	27-Oct	24-Oct	8-Dec	24-Oct	8-Dec	5-Dec	19-Jan	5-Dec	19-Jan
			12-Sep	14-Apr	12-Sep	24-Nov	28-Nov	12-Jan	28-Nov	12-Jan				
			10-Oct	12-May	10-Oct	22-Dec								
		7-Nov	9-Jun	7-Nov	19-Jan									
		5-Dec	7-Jul	5-Dec	16-Feb									
30-Jan	15-Mar	2-Jan	4-Aug	2-Jan	15-Mar	2-Jan	16-Feb	2-Jan	16-Feb	16-Jan	1-Mar	16-Jan	1-Mar	
6-Mar	19-Apr	30-Jan	1-Sep	30-Jan	12-Apr	6-Feb	22-Mar	6-Feb	22-Mar	27-Feb	12-Apr	27-Feb	12-Apr	
10-Apr	24-May	27-Feb	29-Sep	27-Feb	10-May	13-Mar	26-Apr	13-Mar	26-Apr	10-Apr	24-May	10-Apr	24-May	
15-May	28-Jun	27-Mar	27-Oct	27-Mar	7-Jun	17-Apr	31-May	17-Apr	31-May	22-May	5-Jul	22-May	5-Jul	
19-Jun	2-Aug	24-Apr	24-Nov	24-Apr	5-Jul	22-May	5-Jul	22-May	5-Jul	3-Jul	16-Aug	3-Jul	16-Aug	
24-Jul	6-Sep	22-May	22-Dec	22-May	2-Aug	26-Jun	9-Aug	26-Jun	9-Aug	14-Aug	27-Sep	14-Aug	27-Sep	
28-Aug	11-Oct	19-Jun	19-Jan	19-Jun	30-Aug	31-Jul	13-Sep	31-Jul	13-Sep	25-Sep	8-Nov	25-Sep	8-Nov	
2-Oct	15-Nov	17-Jul	16-Feb	17-Jul	27-Sep	4-Sep	18-Oct	4-Sep	18-Oct	6-Nov	20-Dec	6-Nov	20-Dec	
6-Nov	20-Dec	14-Aug	15-Mar	14-Aug	25-Oct	9-Oct	22-Nov	9-Oct	22-Nov	18-Dec	31-Jan	18-Dec	31-Jan	
11-Dec	24-Jan	11-Sep	12-Apr	11-Sep	22-Nov	13-Nov	27-Dec	13-Nov	27-Dec					
		9-Oct	10-May	9-Oct	20-Dec	18-Dec	31-Jan	18-Dec	31-Jan					
		6-Nov	7-Jun	6-Nov	17-Jan	2-Jan	16-Feb	2-Jan	16-Feb					
		4-Dec	5-Jul	4-Dec	14-Feb	6-Feb	22-Mar	6-Feb	22-Mar					
2023	Certificate I in Retail Services		Certificate II in Retail Services		Certificate III in Retail		Certificate II in Workplace Skills		Certificate II in Workplace Skills		Certificate III in Business (Customer Engagement)		Certificate III in Business (Customer Engagement)	
	15weeks		35weeks		47weeks		Intensive 27weeks		Extensive 55weeks		Intensive 27weeks		Extensive 55weeks	
	096424D-SIR10116		096426B-SIR20216		096428M-SIR30216		103327J-BSB20120		103327J-BSB20120		103328H-BSB30120		103328H-BSB30120	
	START	END	START	END	START	END	START	END	START	END	START	END	START	END
	3-Jan	15-Apr	3-Jan	2-Sep	17-Jan	9-Dec	3-Jan	8-Jul	3-Jan	20-Jan	17-Jan	22-Jul	17-Jan	3-Feb
	31-Jan	13-May	31-Jan	30-Sep	14-Feb	6-Jan	31-Jan	5-Aug	31-Jan	17-Feb	14-Feb	19-Aug	14-Feb	3-Mar
	28-Feb	10-Jun	28-Feb	28-Oct	14-Mar	3-Feb	28-Feb	2-Sep	28-Feb	17-Mar	14-Mar	16-Sep	14-Mar	31-Mar
	28-Mar	8-Jul	28-Mar	25-Nov	11-Apr	3-Mar	28-Mar	30-Sep	28-Mar	14-Apr	11-Apr	14-Oct	11-Apr	28-Apr
	25-Apr	5-Aug	25-Apr	23-Dec	9-May	31-Mar	25-Apr	28-Oct	25-Apr	12-May	9-May	11-Nov	9-May	26-May
	23-May	2-Sep	23-May	20-Jan	6-Jun	28-Apr	23-May	25-Nov	23-May	9-Jun	6-Jun	9-Dec	6-Jun	23-Jun
	20-Jun	30-Sep	20-Jun	17-Feb	4-Jul	26-May	20-Jun	23-Dec	20-Jun	7-Jul	4-Jul	6-Jan	4-Jul	21-Jul
	18-Jul	28-Oct	18-Jul	17-Mar	1-Aug	23-Jun	18-Jul	20-Jan	18-Jul	4-Aug	1-Aug	3-Feb	1-Aug	18-Aug
	15-Aug	25-Nov	15-Aug	14-Apr	29-Aug	21-Jul	15-Aug	17-Feb	15-Aug	1-Sep	29-Aug	3-Mar	29-Aug	15-Sep
	12-Sep	23-Dec	12-Sep	12-May	26-Sep	18-Aug	12-Sep	17-Mar	12-Sep	29-Sep	26-Sep	31-Mar	26-Sep	13-Oct
	10-Oct	20-Jan	10-Oct	9-Jun	24-Oct	15-Sep	10-Oct	14-Apr	10-Oct	27-Oct	24-Oct	28-Apr	24-Oct	10-Nov
7-Nov	17-Feb	7-Nov	7-Jul	21-Nov	13-Oct	7-Nov	12-May	7-Nov	24-Nov	21-Nov	26-May	21-Nov	8-Dec	
5-Dec	17-Mar	5-Dec	4-Aug	19-Dec	10-Nov	5-Dec	9-Jun	5-Dec	22-Dec	19-Dec	23-Jun	19-Dec	5-Jan	
2-Jan	14-Apr	2-Jan	1-Sep	16-Jan	8-Dec	2-Jan	7-Jul	2-Jan	19-Jan	16-Jan	21-Jul	16-Jan	2-Feb	
30-Jan	12-May	30-Jan	29-Sep	13-Feb	5-Jan	30-Jan	4-Aug	30-Jan	16-Feb	13-Feb	18-Aug	13-Feb	1-Mar	
27-Feb	9-Jun	27-Feb	27-Oct	13-Mar	2-Feb	27-Feb	1-Sep	27-Feb	15-Mar	13-Mar	15-Sep	13-Mar	29-Mar	
27-Mar	7-Jul	27-Mar	24-Nov	10-Apr	1-Mar	27-Mar	29-Sep	27-Mar	12-Apr	10-Apr	13-Oct	10-Apr	26-Apr	
24-Apr	4-Aug	24-Apr	22-Dec	8-May	29-Mar	24-Apr	27-Oct	24-Apr	10-May	8-May	10-Nov	8-May	24-May	
22-May	1-Sep	22-May	19-Jan	5-Jun	26-Apr	22-May	24-Nov	22-May	7-Jun	5-Jun	8-Dec	5-Jun	21-Jun	
19-Jun	29-Sep	19-Jun	16-Feb	3-Jul	24-May	19-Jun	22-Dec	19-Jun	5-Jul	3-Jul	5-Jan	3-Jul	19-Jul	
17-Jul	27-Oct	17-Jul	15-Mar	31-Jul	21-Jun	17-Jul	19-Jan	17-Jul	2-Aug	31-Jul	2-Feb	31-Jul	16-Aug	
14-Aug	24-Nov	14-Aug	12-Apr	28-Aug	19-Jul	14-Aug	16-Feb	14-Aug	30-Aug	28-Aug	1-Mar	28-Aug	13-Sep	
11-Sep	22-Dec	11-Sep	10-May	25-Sep	16-Aug	11-Sep	15-Mar	11-Sep	27-Sep	25-Sep	29-Mar	25-Sep	11-Oct	
9-Oct	19-Jan	9-Oct	7-Jun	23-Oct	13-Sep	9-Oct	12-Apr	9-Oct	25-Oct	23-Oct	26-Apr	23-Oct	8-Nov	
6-Nov	16-Feb	6-Nov	5-Jul	20-Nov	11-Oct	6-Nov	10-May	6-Nov	22-Nov	20-Nov	24-May	20-Nov	6-Dec	
4-Dec	15-Mar	4-Dec	2-Aug	18-Dec	8-Nov	4-Dec	7-Jun	4-Dec	20-Dec	18-Dec	21-Jun	18-Dec	3-Jan	