

Course Title	Overview	Full Fee Paying	Enrolment fees
Certificate III in Business Administration (BSB30415)	Taking a practical approach to resolving the everyday challenges of an administrative role is the key feature of the Certificates III in Business (Administration). Effective administrative systems and roles can have a significant impact on the productivity of any office environment.	\$3,000.00	\$450.00
Certificate IV in Business Administration (BSB40515)	Administrative skills are becoming more highly developed and essential in all organisations. The Certificate IV in Business Administration is a qualification which develops foundation business administration competencies and is designed for employees working in supervisory and administrative roles.	\$3,000.00	\$450.00
Certificate III in Customer Engagement (BSB30215)	The modern call centre is the nerve centre in many organisations. Call centre staff are expected to perform a myriad of tasks, keep a good sense of humour whilst offering exceptional service. This is no easy feat! This certificate will provide the necessary skills and confidence to work efficiently in a call centre environment.	\$3,000.00	\$450.00
Certificate IV in Customer Engagement (BSB40315)	Certificate IV in Customer Engagement provides the skills for performing duties such as rectifying complex customer complaints and taking responsibility for customer contact outcomes. It also trains employees to deal with faults, disruptions, disconnections, and team management tasks, whilst educating people in the process. This qualification is ideal for people working in a team leader or supervisory role.	\$3,000.00	\$450.00

- Please note that Concession Fee is at \$100.00 for all qualifications but subject to change without notification.
- Additional fees may apply for students that require uniform, toolkit, and resources.
- Elective Units are subject to change depending on the participant / employer needs.
- Course delivery and trainers are subject to change without notification.
- A non-refundable \$450 enrolment fee applies per course enrolment.