

# Business, Finance and Retail

## Certificate II in Business

Introductory knowledge and skills in computing, office technology, communication, word processing and keyboard skills, office practices and finance which are required for employment in business and office administration.

### Career opportunities

Administration assistant, clerical assistant

### Study mode

Clermont	Both on and off campus
Emerald	On campus
Mackay	Both on and off campus
Rockhampton	On campus
Yeppoon	On campus
External	Off campus - distance and online

## Certificate III in Business

Sound knowledge and skills in computing, office technology, communication, word processing and keyboard skills, office practices and finance which are required for employment in business and office administration.

### Career opportunities

Administrative officer, receptionist or personal assistant

### Study mode

Clermont	On campus
Emerald	On campus
Mackay	Both on and off campus
External	Off campus - distance and online

## Certificate III in Business Administration

Develop knowledge and skills in computing, office technology, communication, word processing and keyboard skills, office practices and finance which are required for employment in business and office administration.

### Career opportunities

Administrative assistant, receptionist, finance assistant, word processing operator

### Study mode

Barcaldine	On campus
Biloela	On campus
Boyne Island/	
Tannum Sands	On campus
Clermont	Both on and off campus
Emerald	On campus
Gladstone	On campus
Mackay	On campus
Moranbah	On campus
Rockhampton	On campus
Yeppoon	On campus

## Virtual Enterprises

- **Essentials Virtual Enterprise, Mackay**
- **Futures Virtual Enterprise, Gladstone**
- **Visions Virtual Enterprise, Rockhampton and Capricorn Coast**

The Central Queensland Institute of TAFE virtual enterprises are simulated business ventures where students act as employees, developing office administration skills. Students will complete training in Certificate II in Business and/or Certificate III in Business Administration qualifications.

### Career opportunities

Administrative assistant, receptionist, finance assistant, word processing operator

### Study mode

Gladstone	On campus
Mackay	On campus
Rockhampton	On campus
Yeppoon	On campus

## Certificate IV in Business

Current business practices and functions essential to maintaining an effective business environment, including developing teams and individuals, establishing business networks and producing business documents.

### Career opportunities

Team leader, supervisor, executive secretary, personal assistant or senior administration officer

### Study mode

Emerald	On campus
Mackay	On campus
External	Off campus - distance and online

## Certificate IV in Business Administration

Advanced knowledge and practical skills necessary to gain a high level of employment in a secretarial or clerical career path.

### Career opportunities

Clerical officer, office supervisor, personal assistant

### Study mode

Emerald	On campus
Mackay	On campus
External	Off campus - distance and online

## Certificate IV in Small Business Management

This course is for people who desire well developed small business management skills and possess a broad knowledge base to meet the challenges of the tough environment facing small businesses today. Students will learn about the legal and risk management requirements of small business, plan small business finances, market the small business and undertake small business planning as well as addressing customer needs.

### Career opportunities

This program is designed to provide the fundamental skills applicable to small business enterprise such as owner/operator or a small business manager

### Study mode

Clermont	On campus
External	Off campus - distance

## Diploma of Business

This course is for people who want to develop their management skills and knowledge across a wide range of business functions. It provides training in the management of operations, people, financial resources and information appropriate to middle level management in private and public sector organisations.

### Career opportunities

Ideal for people entering or pursuing a career in the business management area

### Study mode

Emerald	On campus
Mackay	On campus
Rockhampton	On campus
Various locations	Distance, videoconference

## Diploma of Management

For those responsible for managing the work of others and/or reviewing management practices. A range of competencies to choose from includes the ability to undertake management responsibilities such as performance management and continuous improvement, as well as managing budgets and financial plans, risk and projects.

### Career opportunities

Store manager, frontline manager, information services manager, business administration manager

### Study mode

Off campus



# Business, Finance and Retail



## Diploma of Human Resources Management

This course is for those wanting to undertake the human resource management function in an organisation. Typically they have responsibility for the work of other staff. Competencies developed include managing human resource services, performance management and workforce planning. They will also develop skills around a range of other human resource functions such as remuneration, mediation and industrial relations.

### Career opportunities

Human resources middle manager, various human resources specialist functions, human resources administrator or human resources advisor

### Study mode

Mackay On campus  
Rockhampton On campus

## Certificate III in Frontline Management

Reflects the role of individuals who provide supervision in a wide range of organisational and industry contexts. They are likely to have existing technical skills in a broad range of vocations or professions, but require some training in the basics of supervision. Typically they would report to a supervisor or team leader.

### Career opportunities

First level frontline supervisor

### Study mode

Off campus

## Certificate IV in Frontline Management

This course is for people desiring to become the first line of management in a wide range of organisational and industry contexts. Students will learn to show leadership in the workplace, implement operational plans, monitor a safe workplace and promote team effectiveness. They will also learn to build client relationships and business networks.

### Career opportunities

Coordinator, leading hand, supervisor, team leader

### Study mode

Off campus

## Certificate IV in Justice Administration

On successful completion, learners will be able to: use keyboard skills; use word processing software; write simple workplace documents; maintain safety in the workplace; contribute to skill development and learning; research, analyse and present information; promote effectiveness within the team; analyse criminal and civil justice systems; and communicate with clients on justice-related issues.

### Career opportunities

Queensland justice qualifications are providing training for those wishing to enter a variety of occupations including the police service, justice-related occupations, corrective services, courts, legal offices, customs service, security industry and private investigations

### Study mode

Rockhampton On campus  
External Off campus - distance

## Diploma of Justice Administration

On successful completion of this course, learners will be able to: use keyboard skills; use word processing software; write simple workplace documents; maintain safety in the workplace; contribute to skill development and learning; develop work priorities; analyse and present research information; promote effectiveness within the team; manage meetings; and analyse criminal and civil justice systems.

### Career opportunities

Queensland justice qualifications are providing training for those wishing to enter a variety of occupations including the police service, justice-related occupations, corrective services, courts, legal offices, customs service, security industry and private investigations

### Study mode

Rockhampton Both on and off campus  
External Off campus - distance

## Certificate II in Library/Information Services

Introductory skills in delivering quality customer service, circulation and resource management.

### Career opportunities

Library assistant

### Study mode

Off campus

## Certificate III in Library/Information Services

Sound knowledge and skills in quality customer service, circulation and resource management.

### Career opportunities

Assistant in a library or information service

### Study mode

Off campus

## Diploma of Library/Information Services

For people who want to work in libraries/information services and who aspire to supervisory or managerial positions. Develop essential specialised, technical or managerial skills to plan, carry out and evaluate the work of self and/or your team.

### Career opportunities

Library technician

### Study mode

Off campus

## Certificate III in Financial Services (Accounts Clerical)

Includes communication, teamwork and workplace skills as well as an introduction to technology, and the recording and basic reporting functions of bookkeeping.

### Career opportunities

Officer in accounts receivable/payable, payroll, cashier, EFT/e-business, manual and computerised bookkeeping systems, preparation of trial balance and basic financial reports

### Study mode

Off campus

## Diploma of Accounting

Skills required for management and administration of accounting functions, including budgeting and forecasting, preparation of financial reports for reporting entities, internal control, preparation of income tax returns and legislative compliance.

### Career opportunities

Assistant accountant or budget officer

### Study mode

Clermont On campus  
External Off campus - distance



# Business, Finance and Retail

## Certificate II in Retail

This course is the standard entry level for people wishing to establish a career in the retail industry. You will learn how to provide product and service advice in a retail store, sell products and provide service, operate a register/terminal, sell, advise and recommend specialised products, and store, rotate and merchandise stock. This course is a Wide Bay Institute of TAFE program, delivered in conjunction with Central Queensland Institute of TAFE.

### Career opportunities

Sales assistant, customer service officer

### Study mode

Off campus

## Certificate III in Retail

This course is for people aspiring to supervisory level in the retail industry. You will learn how to coordinate work teams, maintain employee relations, maintain store safety and security, profile a retail market and build relations with customers and create and monitor displays. This course is a Wide Bay Institute of TAFE program, delivered in conjunction with Central Queensland Institute of TAFE.

### Career opportunities

Retail team leader, merchandise controller, logistics supervisor, sales supervisor, sales assistant, sales representative, checkout supervisor, assistant store manager or assistant department manager

### Study mode

Off campus

## Short courses

### Basic Computing Using Microsoft Office 2007

This short course is designed for absolute beginners. Develop skills using the mouse to navigate the desktop, open and close programs, and maintain your files. In addition you will discover the basics of word processing, spreadsheets, presentations, using the Internet, digital cameras and office equipment.

#### Study mode

Mackay On campus

### Upgrade to Microsoft Office 2007

Upgrade computer skills to the Microsoft Office 2007 suite of programs. Includes Word 2007, Excel 2007, Powerpoint 2007 and Outlook 2007.

#### Study mode

Barcaldine On campus  
Blackwater On campus  
Clermont On campus  
Emerald On campus  
Mackay On campus

### Windows Vista

A great way to learn what Windows Vista has to offer. This short course is designed to introduce people to the latest version of Microsoft Windows – Windows Vista. This hands-on course is very practical in nature and will cover such things as effective use of computer software to organise information and data.

#### Study mode

Emerald On campus

### Flexible Computing

General skills which are considered essential for most office roles including keyboarding, word processing, databases, spreadsheets, electronic presentations and more. You can enrol into individual units throughout the semester. Students can choose to study Microsoft Office 2003 or Microsoft Office 2007.

#### Study mode

Barcaldine On campus  
Clermont On campus  
Emerald On campus  
Mackay On campus

## Computers for Beginners

Gives novice computer users the skills required to more confidently operate a personal or business computer. You will learn how to start up a computer terminal, correctly navigate the desktop environment and use a range of basic functions.

#### Study mode

Emerald On campus

## Email

Learn how to communicate electronically with email. This short course covers sending, receiving and managing emails, instant messaging and chatrooms.

#### Study mode

Emerald On campus

## Word Processing with Microsoft Word

With this short course, you can get up to speed quickly in basic word processing - an essential skill for most administrative employment roles.

#### Study mode

Emerald On campus

## Word Processing / Computing

Part-time units of competency delivered as short courses covering a range of common skill areas in demand including keyboarding, word processing (simple, advanced, complex), electronic presentations, desktop publishing and simple spreadsheets.

#### Study mode

Gladstone On campus

## Computing and Workplace Safety

Popular Microsoft computer applications used in most office environments: Excel (spreadsheets - basic or complex), Frontpage and HTML (web design), Access (database - basic or complex), Powerpoint (electronic presentations) and Publisher (desktop publishing). Commence with one unit and enrol into further units during the semester to expand your skills.

#### Study mode

Gladstone On campus



# Business, Finance and Retail

## Bookkeeping/ Communication: MYOB, Quickbooks or Manual Bookkeeping

Choose between learning Quickbooks 2008/09 or MYOB v18. Covers the maintenance of financial records for a business including the maintenance of daily financial records, reconciling debtors' and creditors' systems and preparing and maintaining a general ledger and preparing a trial balance. It also includes activities associated with the monitoring of cash control for accounting purposes.

### Study mode

Boyne Island/  
Tannum Sands    On campus  
Gladstone        On campus

## Computerised Bookkeeping - Quickbooks or MYOB

Choose between learning Quickbooks 2008/09 or MYOB v18. Covers the maintenance of financial records for a business. In this short course, you will use the features of an integrated accounting package to record cash and credit transactions, track debtors and creditors and produce financial reports. Advanced levels are optional.

### Study mode

Rockhampton    On campus  
Yeppoon         On campus  
External         Off campus - distance

## Computerised Bookkeeping - MYOB

Using MYOB, learn the maintenance of financial records for a business. In this short course, you will use the features of MYOB to record cash and credit transactions, track debtors and creditors and process payroll.

### Study mode

Barcaldine        On campus  
Blackwater        On campus  
Clermont         Both on and off campus  
Emerald            Both on and off campus  
Mackay             On campus  
External            Off campus - distance

## Computerised Bookkeeping - Quickbooks

Use the features of Quickbooks to record cash and credit transactions, track accounts receivable and payable, and produce financial reports.

### Study mode

Mackay            On campus

## Business Courses Part-time

Selected units from the Business Services Training Package are offered at Boyne Island/Tannum Sands. Choose individual units or work towards a nationally recognised business administration certificate. Short courses run on a part-time basis and include units in computer software, communications, office procedures, manual/computerised bookkeeping, web pages and medical terminology. All units are self-paced so students can work at home and/or come to classes.

### Study mode

Boyne Island/  
Tannum Sands    On campus

## Microsoft Excel

This short course covers creating and using simple spreadsheets and charts with Microsoft Excel.

### Study mode

Emerald            On campus