

## Why choose h&h?

- We are a Nationally Accredited Training Organisation with over 20 years' experience in teaching and training for business and the aged care, disability and childcare industries;
- We have strong relationships with industry employers, which facilitates successful employment outcomes and opportunities;
- Choose how you learn (classroom, distance or traineeship);
- We offer small, hands-on learning groups, with no more than 20 students in any class;
- We offer support in all areas of study, work experience, resume and cover letter writing, interview processes and job placement, with email support available seven days a week (24-hour turnaround);
- Our trainers and staff have extensive industry knowledge and speak a variety of languages to support all our students;
- We offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) for students with qualifying previous study;
- All courses offer nationally recognised qualifications; and
- We offer payment plans to suit your financial needs.



## Want to know more?

If you want to learn more about h&h, the other courses we offer and find out how to enrol, simply visit our website, or call us to chat to one of our friendly staff members.

h&h Accredited Training Australasia Inc.

Web: [www.hnh.org.au](http://www.hnh.org.au)

Phone: (02) 9682 0100

Email: [granville@hnh.org.au](mailto:granville@hnh.org.au)

College opening hours: Monday to Saturday,  
8.30am to 4.30pm.

Certificate III in Business (BSB30115)  
Nationally Recognised Training | RTO ID: 90784

## Certificate III in Business

Your business future begins here



## About this Certificate

This course qualifies you to work in a variety of business administration roles. You will be able to tailor the elective units to best suit your individual requirements and outcomes. Graduates may be employed in roles including Office Administrator, Receptionist, Data Entry Officer, Office Assistant, Customer Service Officer and Call Centre Officer.

Key elements of this course include\*:

- Applying knowledge of Workplace Health & Safety (WHS) legislation in the workplace;
- Delivering and monitoring a service to customers;
- Designing and producing text documents;
- Supporting continuous improvement systems and processes;
- Working effectively with diversity;
- Contributing to team effectiveness;
- Processing customer complaints; and
- Producing Excel spreadsheets.

*\* Please visit our website to view full course elements.*

## Why choose this course?

This course gives you the basic skills and knowledge required to work in a business environment. You will learn about effective customer service, communication skills and business procedures. You will be able to produce professional business and computer-based documents.

“I’m doing my Certificate III in Business and it has been the best experience with the most amazing trainer! Highly recommended!”

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Kaitlin Dowie  
*Student, Certificate III Business*

“This is a highly educated faculty with staff that guided me to achieve my dreams. I can’t thank them enough for all the support I have received.”

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Aarti Pandher  
*Former student*

## What you’ll receive

This course is made up of academic and practical components to prepare you for employment in a business environment. Students are required to complete 12 units, of which one unit is mandatory and 11 are elective. These can be completed at our campus in Granville (22 weeks), as Distance Learning (12 months) or as a Traineeship (12 months).

h&h Accredited Training offers weekday, weekend and evening classroom study options. Smart & Skilled Funding is available for eligible students (this training is subsidised by the NSW Government). Contact us to find out more.



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Certificate IV in Business (BSB40215)  
Nationally Recognised Training | RTO ID: 90784

## Certificate IV in Business

Take the next step in your  
business career



## About this Certificate

This course leads you to the next step in your business career. A nationally recognised qualification, it provides you with the skills for applying solutions to unpredictable problems and for working with different communication styles. It allows you to gain broader business knowledge, be accepted into university and/or assist in manager roles.

Key elements of this course include\*:

- Organising business meetings;
- Addressing customer needs;
- Risk identification and management;
- Making business travel arrangements;
- Promoting goods and services;
- Producing Excel spreadsheets; and
- Monitoring a safe workplace.

*\* Please visit our website to view full course elements.*

## Why choose this course?

This course will hone your existing skills and allow you to apply new skills in a practical way, thereby boosting confidence and permitting you to perform efficiently and effectively in your chosen field and role.

“The Certificate IV in Business is in-depth training and I feel very supported. I learned so much.”

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Emma Muller

*Former student, Certificate IV Business Traineeship*

“This qualification worked well with my role. I am able to put the things I learnt into actual practice!”

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Bryce White

*Former student, Certificate IV Business*

## What you'll receive

This course is made up of academic and practical components to provide you with the skills needed to take the next step in your business career. Students are required to complete eight elective units. These can be completed as Distance Learning (12 months) or as a Traineeship (18-24 months)

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Diploma of Business (BSB50215)

Nationally Recognised Training | RTO ID: 90784

## Diploma of Business

Advance your business career



## About this Diploma

This course is for those students who are already working in the business leadership and management sector who wish to advance to a higher level. It is a nationally recognised diploma that will provide you with the skills and confidence to lead and manage teams. It allows you to develop a strong understanding of business operations and management.

Key elements of this course include\*:

- Managing meetings;
- Managing recruitment, selection and induction processes;
- Managing workforce planning;
- Managing programs that promote personal effectiveness; Implementing continuous improvement;
- Planning market research;
- Managing risk; and
- Managing personal work priorities and professional development.

*\* Please visit our website to view full course elements.*

## Why choose this course?

This course allows you to broaden and further develop your existing business skills, while providing you with new knowledge and qualifications to take the next few steps in your business career. Graduates will be qualified to apply for leadership and management positions.

“This college is very professional. The staff are friendly, knowledgeable and extremely helpful.”

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Matthew Waldron  
*Former student*

“Studying business with this college has been the best experience! The trainers are amazing.”

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Kaitlin Dowie  
*Former student*

## What you'll receive

This course is made up of academic and practical components to provide you with the skills needed to take the next step in your business career. Students are required to complete eight elective units. These can be completed as Distance Learning (12 months) or as a Traineeship (18-24 months).

h&h Accredited Training offers weekday, weekend and evening classroom study options. Smart & Skilled Funding is available for eligible students (this training is subsidised by the NSW Government). Contact us to find out more.

