



Certificate III in Entrepreneurship and New
Business and, Certificate III in Entrepreneurship
and New Business (Health Practice Management)

Course Information Handbook

BSB30220

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Welcome to The Cairnmillar Institute

Congratulations on your success in obtaining a place in the Certificate III in Entrepreneurship and New Business and, Certificate III in Entrepreneurship and New Business (Health Practice Management). This course information handbook addresses many aspects and requirements of the course. It should be read in conjunction with the Institute's Policies and Procedures.

These resources provide all the information you need to successfully navigate your way through the different components of the course. If you find anything missing from these handbooks, please let us know.

The Cairnmillar Institute and staff wish you an enjoyable and rewarding professional experience.



Professor Kathryn von Treuer
CEO and Provost

The Cairnmillar Institute

The vision of the Cairnmillar Institute is to be globally recognised as a centre for psychological treatment, higher education, community education and research in the fields of Psychology, Counselling and Psychotherapy. The Institute is an Australian Health Promotion Charity and non-profit body, as well as a Registered Training Organisation (RTO) that provides Nationally Recognised Training (NRT). This means you can be assured that our training will provide you with a qualification that is recognised and respected across Australia.



As one of our VET students you will receive all the benefits of our higher education and professional training history. You will be taught practical skills by practicing psychologists and professionals, and have access to specially designed and selected learning materials created by experienced learning designers and academics.

Our aim is to offer relevant programs and services tailored to our professional and client community needs. The service growth and regional reach of Cairnmillar is underpinned by our values of respect, integrity and professionalism and a focus on quality and standards. Connection with business partners and community, and a focus on quality is critical to our business development and will directly enhance our client and student experience. We also aim to strengthen our contribution to the body of research that informs community in practice, and education.

Certificate III in Entrepreneurship and New Business and, Certificate III in Entrepreneurship and New Business (Health Practice Management)

This qualification reflects the role of individuals establishing or carrying on business as a sole trader or contractor, as well as those supporting the establishment of a new venture as part of a larger organisation.

These individuals apply a broad range of competencies in varied contexts, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a small team.

Entry Requirements

Entrants will normally be 18 years of age or older, must be proficient in English and technologically literate, with sound ability using computers and online tools, as well as access to a laptop or home computer for research tasks.

Applicants must complete the online enrolment form through the VET applications portal, and:

- Satisfy academic suitability, by meeting **one** of the following:
 - Provide a copy of your Year 12 certificate from a recognised state or territory authority (not your school), OR
 - Hold a Certificate IV or higher qualification (delivered in English), OR
 - Complete a Language, Literacy and Numeracy (LLN) assessment - this will be provided during your application process.
- Provide a short-written statement (500 words) about why you want to study this course.
- Submit evidence of identity and citizenship status (e.g. passport or birth certificate).

Suitable applications may be invited to attend a 10-minute Study Readiness phone interview with members of the VET team. This interview also provides students the opportunity to discuss any questions they have about the proposed course of study, ensuring their goals for the subject are met.

If you are unsure about your suitability or eligibility for this program, please contact pd@cairnmillar.edu.au to discuss your specific situation in more detail.

Please note: Cairnmillar's courses are subject to minimum and maximum group numbers. Courses may be cancelled or postponed if minimum numbers are not achieved by the start date of the course. Courses may close prior to the start date if the maximum numbers are reached. In that situation, eligible applicants will be offered a place in the next available intake.

Enrolment Dates

Applications for enrolment will normally close two weeks before the start of teaching, or when the course is full, whichever is sooner. Applications for enrolment are processed through our [Online Application Portal](#).

Once you have submitted the form to enrol in the course, your eligibility for entry will be assessed and you will be sent a formal enrolment acceptance notice, this notice will confirm that you are enrolled in all units and terms as detailed in this Course Handbook. You will have 10 working days to respond to your enrolment acceptance notice and can withdraw from the course without penalty during that time or any time prior to the first 'withdrawal date', whichever is later.

Duration of the Course

The course takes 12 months to complete in total and meets the requirements of a part-time program.

Graduate Learning Outcomes

Graduate learning outcomes for the Certificate III in Entrepreneurship and New Business include the ability to investigate and develop business opportunities, create business proposals, manage financial and compliance requirements, organize personal work priorities, and build business relationships to launch and manage a new venture. Upon completion, graduates will be equipped to:

- Identify and investigate new business opportunities.
- Research and validate business ideas.
- Use critical thinking skills to analyse and evaluate opportunities.
- Develop comprehensive business plans and proposals.
- Address legal and financial essentials.
- Plan and project business finances and resources.
- Organise finances for new business ventures.

- Manage compliance requirements for new businesses.
- Maintain essential business records.
- Develop and implement effective marketing strategies.
- Engage customers and build strong customer service.
- Manage social media marketing for a new business.
- Build strong business networks and industry connections.
- Establish and maintain business-to-business relationships.
- Organise personal work priorities and time management.
- Support creative processes and innovation.
- Manage risks to build a thriving business.
- Understand the theoretical knowledge and skills needed for new venture creation.

Career Opportunities

This course prepares you for roles such as Micro Business Owner/Operator/Contractor, Small Business Owner, and various positions within a startup community or for working as an independent contractor. Graduates gain foundational skills in business planning, financial management, marketing, and customer service, enabling them to manage their own business or take on roles in areas like administration and customer service within new ventures.

Professional Recognition

At the time of publication, this course is not professionally accredited or formally recognised by any external professional body.

Course Structure & Nominal Hours

Course Structure: Part-Time Course Structure.

Course Details: 4 core units and 6 electives.

Year	Term	Unit Code	Unit Title	Nominal Hours
1	1	BSBESB301	Investigate business opportunities	25
1	1	BSBESB302	Develop and present business proposals	30
1	2	BSBESB303	Organise finances for new business ventures	50
1	2	BSBESB305	Address compliance requirements for new business ventures	45
1	2	BSBCRT411	Apply critical thinking to work practices	50
1	3	BSBHRM415	Coordinate recruitment and onboarding	50
1	3	BSBTWK401	Build and maintain business relationships	35
1	4	BSBWHS311	Assist with maintaining workplace safety	40
1	4	BSBXCM301	Engage in workplace communication	40
1	4	BSBOPS304	Deliver and monitor a service to customers	35

Coursework Units

Each of the units of study are detailed below. Please note students must pass all units before being eligible to graduate.

- **BSBESB301 Investigate business opportunities**

This unit describes the skills and knowledge required to identify a business opportunity and its key components. This requires undertaking research to determine the viability of the opportunity, with reference to the legislative frameworks affecting the business.

The unit applies to those establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation. The business opportunities may relate to products and/or services offered by the business.

- **BSBESB302 Develop and present business proposals**

This unit describes the skills and knowledge required to research the viability of ideas for business opportunities and develop and present proposals for viable options in formats suiting a range of stakeholders.

The unit applies to those establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation. The proposals may relate to products and/or services offered by the business.

- **BSBESB303 Organise finances for new business ventures**

This unit describes the skills and knowledge required to estimate start-up costs, financial viability and projected cash flow and budget for a new business venture. It involves assessing the need to access required finances based on calculations and estimates undertaken.

The unit applies to those establishing a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

- **BSBESB305 Address compliance requirements for new business ventures**

This unit describes the skills and knowledge required to identify a business opportunity and its key components. This requires undertaking research to determine the viability of the opportunity, with reference to the legislative frameworks affecting the business.

- **BSBCRT411 Apply critical thinking to work practices**

This unit describes the skills and knowledge required to use advanced-level critical thinking skills in a workplace context. This includes using methods of analysis, synthesis and evaluation.

The unit applies to individuals who evaluate existing or proposed work practices. These individuals are typically responsible for reviewing or developing work processes, products or services that may be proposed or already existing.

- **BSBHRM415 Coordinate recruitment and onboarding**

This unit describes the skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions.

The unit applies to individuals working in a human resources job role, as well as those for whom recruitment and onboarding are part of their broader duties.

- **BSBTWK401 Build and maintain business relationships**

This unit describes the skills and knowledge required to establish, develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers. These workers may be within an organisation as well as freelance or contract workers.

The unit applies to individuals with a broad knowledge of networking and negotiation who contribute to creating solutions to unpredictable problems. They may have responsibility for and provide guidance to others.

- BSBWHS311 Assist with maintaining workplace safety

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.

- BSBXCM301 Engage in workplace communication

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

- BSBOPS304 Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

Enrolment Conditions

See also: Enrolment Conditions on [the Cairnmillar eLearn](#) for a copy of the current enrolment conditions.

Attendance

It is an expectation that students will attend all classes*. If you anticipate being absent, please advise your Course Coordinator via email. Planned absences of several weeks should also be discussed with your Course Coordinator.

Note: In accordance with national and state recommendations for social distancing due to COVID-19, we consider classes* to include to include synchronous online activities such as tutorials and lectures held in online platforms such as Zoom or Microsoft Teams.

Online Etiquette

Students are expected to comply with the Cairnmillar Institute's policies and regulations concerning etiquette during online classes, webinars, and in their electronic communications including the TLP008 Student Social Media policy and FSP002 Discrimination Bullying Harassment Policy. All Policies and Procedures can be found [here](#).

Submission of Written Work

Each unit of competency has an assessment workbook to help you complete all of the required tasks and evidence for the unit. You may be required to complete workplace observations, in class activities, in class tests, or other scheduled activity which will be detailed in your unit workbooks. Your teacher will talk through these activities with you on the first day of each term.

You have until the end of your enrolment period to finish and submit all of your workbooks for that term, but many activities are completed in class or at suggested times to help keep you on track with your learning.

All written assessment tasks, unless otherwise instructed by a unit coordinator, must be prepared in [Microsoft Word](#) and submitted via [the Cairnmillar eLearn](#). Please refer to the relevant assessment documents within the unit modules on [the Cairnmillar eLearn](#) and the Assessment Style Guides and Formatting guide for more information on written assignment requirements.

Referencing & Style Guidelines

The referencing and format for all assignments must be in APA 7 style. Please see APA Style Referencing. See also Assessment Style Guides and Formatting on [the Cairnmillar eLearn](#).

Assessment Grades & Records

Final results for each unit will be calculated, then published on the [the Cairnmillar eLearn](#) by the relevant results publication date. The marks for your final assessment will be withheld until after the release of your final marks.

Extensions

An extension may be granted for assignments where there is evidence of unexpected disruptions in the student's available work time. Extensions must be applied for and approved in accordance with the Assessment Policy and Procedures and any other published procedures found on the Institute's website.

Applications must be made via the appropriate [form](#) before the due date and submitted to the Course Coordinator. An extension is valid only after it has been approved by the Course Coordinator.

Information about extensions, special considerations and alternative assessments can be found in your [VET Student Handbook](#). See also [the Cairnmillar eLearn](#) for more information on how to apply for an [assignment extension](#).

Special Consideration

Special consideration may be granted in situations where an extension is not possible, such as an exam or in-class work that has been missed. You should first discuss your situation with your Course Coordinator before applying. Please see the Assessment Policy and Procedures found on the Institute website for more information. Please see [the Cairnmillar eLearn](#) for how to apply for special consideration.

Word Limit

Students must adhere to the word limits provided in Unit Outlines and Assessment Guides. Please refer to your unit within [the Cairnmillar eLearn](#) for information regarding word limits for each assessment task.

Late Submissions

Late assessment submissions may impact on your assessment of competency. Please refer to the assessment criteria on [the Cairnmillar eLearn](#).

Samples of Work

Samples of student work may be taken for purposes of course accreditation and benchmarking. In all cases anonymity will be preserved. If you object to your work being copied for this purpose you must advise the Course Coordinator when submitting assignments.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where a student may be granted credit or partial credit towards a qualification in recognition of previous study, skills or experience. RPL can only be granted for units prior to the commencement of your course.

See [the Cairnmillar eLearn](#) and the [Recognition of Prior Learning Policy](#) for more information on how to apply for RPL or credit transfer.

Marking Scales & Grade Definitions

You can view Cairnmillar's grade-mark schema on [the Cairnmillar eLearn](#).

Academic Integrity

Breaches of academic integrity are serious academic offences. It is the responsibility of all students to access, read, and familiarise themselves with the Institute's Academic Integrity and Student Conduct Policy and Procedures. See [the Cairnmillar eLearn](#) for more information about Academic Integrity at Cairnmillar.

All students must complete an Academic Integrity Module and Quiz on [the Cairnmillar eLearn](#) prior to beginning classes at Cairnmillar. Assessment marks are withheld if students have not completed the Academic Integrity Module and Quiz. Please see [the Cairnmillar eLearn](#) for more details.

Course Progress

The Academic Integrity and Progress Committee (AIPC) is a sub-committee of the Academic Board and is normally chaired by the Dean. The AIPC review incidents of possible plagiarism and other breaches of academic or research integrity, such as collusion or cheating in exams.

The AIPC also support students who have poor academic performance or are at risk of failing a course through an academic progress intervention and Student Progress Agreements. Please see Academic Integrity and Progress Review Hearings on [the Cairnmillar eLearn](#) for detailed information.

Policies & Procedures

It is the responsibility of all students to access, read, and familiarise themselves with the Institute's Policies and Procedures. These are published on our [Institute's website](#). Detailed supporting information, guides and forms can be found on [the Cairnmillar eLearn](#).

Copyright

There are copyright laws that we need to be aware of and adhere to. Please see the [Australian Copyright Council's](#) website for full information on this topic.

Professional Standards

When you study at the Institute you are starting your professional career in counselling. It is important that students act appropriately as representatives of both the Institute and the profession more broadly.

Students are expected to show respect for staff, clients, and other students, and our faculty environment at all times and can expect the same in return. Racism, sexism, homophobia, transphobia, ableism, and other forms of prejudice will not be acceptable.

If you feel unsafe at any time, or have concerns about the professional conduct of any member of the Institute's community, you are encouraged to let a staff member know as soon as possible.

Student Support, Counselling, & Wellbeing

For information regarding Student Counselling, Disability, International Student, Academic & Writing, and any other support services for students, please see the [Student Support hub](#) on the [Cairnmillar eLearn](#).

Tuition Fees

Information regarding the payment of fees, including VET Student Loans, can be obtained from our public website, see [Tuition Fees](#).

Course Withdrawals and Refunds

Each term or teaching period will have a 'census/withdrawal date' which is the last date at which you can withdraw from a module or unit without academic or financial penalty. If you withdraw prior to the withdrawal date then all fees paid for that module enrolment will be refunded. The census/withdrawal date is normally 14 days after the first class.

If you withdraw after the withdrawal date then the fees for that enrolment period will not be refunded and an incomplete 'late withdraw fail' result will be recorded against the module and units. Any future enrolment periods for that course will be withdrawn and invoices will not be levelled for those future enrolments.

Completed units will not be refunded.

Check your Course Webpage for specific census/withdrawal dates.

Withdraw from a Course or Program

Submit the [Course Withdrawal or Leave of Absence form](#) if you need to withdraw from one or more units/subjects, apply for a Leave of Absence (LOA), withdraw from your course, or request an early exit.

Late Withdrawals

If you withdraw from a unit after the census date then it is considered a **late withdrawal**. When a course or program withdrawal is processed we will also withdraw you from any current or future units. The census dates will still apply for those units.

You will not normally get a refund for any tuition fees paid either upfront or on VET Student Loans. In some cases, if unforeseen special circumstances have impacted you after the census date you may be able to apply for a [Late Remission of a FEE-HELP Debt for Special Circumstances](#).

Your result will be a “Late Withdraw Fail”. This means the grade for the unit enrolment will be LD for ‘Late Withdrawal’ on your transcript, and the status of the unit attempt will be ‘Failed’. This record will remain even if a remission for special circumstances is approved.

It will be clear that this was not a “natural fail” and most institutions, employers and other organisations will understand what is meant by the grade.

Check [the Cairnmillar eLearn](#) for specific withdrawal dates.

Termination of Enrolment

Cairnmillar reserves the right to terminate a person’s enrolment in a course if the student:

- fails to meet the complete assessment task requirements or breaches the Institute’s privacy and ethical conditions
- exceeds the maximum (3 years) or negotiated time for completion of the course, or
- other conditions as specified in the Enrolment Conditions.

See [the Cairnmillar eLearn](#) for details on the Institute’s Academic Progress procedure.

Graduation

To be eligible to have the relevant qualification awarded, a student must:

- comply with all the Institute Policies and Procedures;
- pay all relevant fees and charges;
- complete all requirements prescribed for the course of study at least at a PASS level;
- submit the relevant intention to graduate form by the due date.

The appropriate awards are given on satisfactory completion of the course. These are presented at a special annual ceremony or given (posted) directly to students for a fee.

For more information see: Graduating from your course on [the Cairnmillar eLearn](#).

Library Services

The Library at the Cairnmillar Institute is a specialist library resource, aimed at supporting the work of the Institute, focusing on the curriculum, teaching, research, and clinical requirements of the students, academic staff, clinical staff, and researchers.

Appointments about Library and research skills can be made through the [Library](#).

Please visit the [Library](#) page on [the Cairnmillar eLearn](#) for more information.

Office 365

All students have access to [Office 365](#) while studying at Cairnmillar. Your Office365 account includes free access to Microsoft Word, Excel, PowerPoint, Outlook (student email), and much more.

Students also have access to 1TB of OneDrive storage. Find more information on [Office 365](#) on [the Cairnmillar eLearn](#).

Student Email

Students are provided with a Cairnmillar student email and are required to check this account regularly while enrolled. See [Accessing your Cairnmillar Student Email](#) on [the Cairnmillar eLearn](#).

Computer & Printer Access

Each student has their own personal [OneDrive](#) account which can be accessed across any computer. Please see [Printing/Copying at Cairnmillar](#) on [the Cairnmillar eLearn](#) for more information.