



EQUIP YOUR CLIENTS WITH SKILLS TO MEET UPCOMING OCCUPATIONS IN DEMAND

CHOOSE YOUR SPECIALITY IN THE NEW CERT III BUSINESS (BSB30120)

CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

Sales Representative (Business Services) - ANZSCO Code 611312 - Future Demand Indicator of Moderate
Sales Representative (Personal and Household Goods) - ANZSCO Code 611314 - Future Demand Indicator of Moderate
Other Sales Support Worker - ANZSCO Code 639911 - Future Demand Indicator of Moderate
Call or Contact Centre Operator - ANZSCI Code 541112- Future Demand Indicator of Strong
Library Assistant - ANZSCI Code 599711 - Future Demand Indicator of Moderate

CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION)

Warehouse Administrator - ANZSCI Code 591116 - Future Demand Indicator of Moderate
Accounts Clerk - ANZSCI Code 551111 - Future Demand Indicator of Moderate
Cost Clerk - ANZSCI Code 551112 - Future Demand Indicator of Moderate

CERTIFICATE III IN BUSINESS (RECORDS AND INFORMATION MANAGEMENT)

Production Clerk - ANZSCI Code 591112 - Future Demand Indicator of Moderate
Statistical Clerk - ANZSCO Code 552314 - Future Demand Indicator of Moderate
Purchasing Officer - ANZSCO Code 591113 - Future Demand Indicator of Moderate
Stock Clerk - ANZSCO Code 591115 - Future Demand Indicator of Moderate
Order Clerk - ANZSCO Code 591117 - Future Demand Indicator of Moderate
Despatching and Receiving Clerk - ANZSCO Code 591211 - Future Demand Indicator of Moderate
Import-Export Clerk - ANZSCO Code 591212 - Future Demand Indicator of Moderate

CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION)

Medical Receptionist - ANZSCI Code 542114 - Future Demand Indicator of Moderate

CERTIFICATE III IN BUSINESS (GENERAL)

General Clerk - ANZSCI Code 531111 - Future Demand Indicator of Strong
Receptionist (General) - ANZSCI Code 542111 - Future Demand Indicator of Strong
Admissions Clerk - ANZSCI Code 542112 - Future Demand Indicator of Strong
Hotel or Motel Receptionist - ANZSCI Code 542113 - Future Demand Indicator of Strong
Data Entry Operator - ANZSCI Code 532111 - Future Demand Indicator of Moderate
Word Processing Operator - ANZSCI Code 532113 - Future Demand Indicator of Moderate
Information Officer - ANZSCI Code 541211 - Future Demand Indicator of Moderate
Human Resource Clerk - ANZSCI Code 599411 - Future Demand Indicator of Moderate

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE (MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU, HAZARAGI, ROHINGYA. MALAY, INDONESIAN, SPANISH, PORTUGUESE, GERMAN, FRENCH, GREEK, TIGRINYA & OTHER LANGUAGES



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SUBJECTS - COMMON UNITS FOR ALL SPECIALISATIONS

| | |
|------------------|--|
| BSBCRT311 | Apply critical thinking skills in a team environment |
| BSBPEF201 | Support personal wellbeing in the workplace |
| BSBSUS211 | Participate in sustainable work practices |
| BSBTWK301 | Use inclusive work practices |
| BSBWHS311 | Assist with maintaining workplace safety |
| BSBXCM301 | Engage in workplace communication |
| BSBTEC302 | Design and produce spreadsheets |
| BSBTEC303 | Create electronic presentations |
| BSBPEF301 | Organise personal work priorities |

+ Electives to Specialisation in

BUSINESS ADMINISTRATION

| | |
|------------------|--|
| BSBINS202 | Handle receipt and dispatch of information |
| BSBOPS301 | Maintain business resources |
| BSBOPS303 | Organise schedules |
| BSBPUR301 | Purchase goods and services |

RECORD AND INFORMATION ADMINISTRATION

| | |
|------------------|-----------------------------------|
| BSBINS302 | Organise workplace information |
| BSBINS303 | Use knowledge management systems |
| BSBINS307 | Retrieve information from records |
| BSBINS308 | Control records |

MEDICAL ADMINISTRATION

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|------------------|--|
| BSBMED303 | Maintain patient records |
| BSBMED304 | Assist in controlling stocks and supplies |
| BSBMED305 | Apply the principles of confidentiality, privacy and security within the medical environment |
| BSBMED401 | Manage patient record keeping system |

CUSTOMER ENGAGEMENT

| | |
|-------------------|---|
| BSBOPS304 | Deliver and monitor a service to customers |
| BSBOPS305 | Process customer complaints |
| BSBXDB301 | Respond to the service needs of customers and clients with disability |
| SIRXCEG002 | Assist with customer difficulties |

GENERAL

| | |
|------------------|----------------------------------|
| BSBOPS305 | Process customer complaints |
| BSBWRT311 | Write simple documents |
| BSBINS303 | Use knowledge management systems |
| BSBINS302 | Organise workplace information |

DELIVERY METHOD

Online, Correspondence, Physical, Combination

ACTIVITY TYPE

Accredited Education & Training (Vocational)

ACTIVITY SUB TYPE

Cert III