



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, CHINESE (MANDARIN & CANTONESE),
TURKISH, FARSI, URDU, HINDU, DARI, PASHTU & HAZARE**



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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

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