



# CERT III QUALIFICATIONS WITH LANGUAGE SUPPORT

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE (MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU, HAZARAGI, THAI, KHMER, GERMAN, FRENCH & OTHER LANGUAGES

**STUDENT PROGRESS REPORT WITH TUTOR COMMENT SENT WEEKLY**

CHOOSE ANY OF THE BUSINESS QUALS BELOW

- CERTIFICATE III IN BUSINESS
- CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION)
- CERTIFICATE III IN BUSINESS (RECORD AND INFORMATION MANAGEMENT)
- CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION)
- CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

- ✓ Students accepted from any state nationwide
- ✓ Full time for 26 weeks
- ✓ Rolling start dates
- ✓ COE issued the same day
- ✓ Students assigned to a real person to assist them in the day or evening
- ✓ Course delivery individualized to the student's needs

EASY TO ENROL / COMMENCE

ENROL ONLINE @

**ALO.EDU.AU**

& the COE will be sent you the same day



WANT US TO SPEAK TO YOUR POTENTIAL STUDENT PRIOR TO ENROLMENT?

Simply email us their name and number

**ENROLMENTS@ALO.EDU.AU**

**FLEXIBLE DELIVERY**  
**ONLINE, CORRESPONDENCE, FACE TO FACE OR HYBRID**

AUSTRALIAN LEARNING ORGANISATION | 171 DAVIES RD, PADSTOW NSW 2211

ENROLMENTS@ALO.EDU.AU | ALO.EDU.AU

1800 1800 88



# CERT III QUALIFICATIONS WITH LANGUAGE SUPPORT

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE (MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU, HAZARAGI, THAI, KHMER, GERMAN, FRENCH & OTHER LANGUAGES

## CERT III IN BUSINESS (BSB30120) - COMMON UNITS FOR ALL SPECIALISATIONS

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

## + Electives to Specialise in

### BUSINESS ADMINISTRATION

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

### RECORD & INFO MANAGEMENT

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