

# BSB30120 Certificate III in Business

This qualification reflects the role of individuals in a variety of Business Services job roles.

## Language Support

Our staff speak English, Arabic, Vietnamese, Farsi, Chinese (Mandarin, Cantonese), Urdu, Hindi, Dari, Pashtu, Haza Ragi, Thai, Khmer and other Languages.

## Specialised business courses:

BSB30120 Certificate III in Business (Customer Engagement)

BSB30120 Certificate III in Business (Administration)

BSB30120 Certificate III in Business (Medical Administration)

BSB30120 Certificate III in Business (Records and Information Management).

**Flexible  
Delivery**

Face to Face, Online,  
Correspondence  
or Hybrid



1. Students accepted nationwide
2. Full time study minimum 26 weeks
3. Rolling start dates
4. Confirmation of Enrolment issued on enrolment
5. Students assigned to a learner support officer to assist them during the day or evening
6. Course delivery individualised to student needs

**Certificate is issued on competent outcome.  
Certificates will reflect specialised courses  
where applicable**

- ✓ BSB30120 Certificate III in Business
- ✓ BSB30120 Certificate III in Business (Customer Engagement)
- ✓ BSB30120 Certificate III in Business (Administration)
- ✓ BSB30120 Certificate III in Business (Medical Administration)
- ✓ BSB30120 Certificate III in Business (Records and Information Management).

## Course Electives

Please note electives may change, depending on organisational and student needs.  
Students are advised of the units prior to enrolment.

## To Enrol

Students need to be computer literate and have a basic level of language, literacy and numeracy.

## Assessment

Written, practical and scenario-based assessment.

## Fees

Payable during the course at set stages.

## Duration

– This is a blended course with self-paced online learning (e-Learning) and face-to-face training.

– Before attending the face-to-face training, students will need to complete their e-Learning which can be done over several sessions per unit.

– Duration may be reduced where Credit Transfer or RPL is approved.

– Courses may vary in delivery. Talk to our staff about which delivery best suits your circumstances.

## Enrolment and Access

Access to a device to allow online internet completion of the e-Learning component  
smart phone, tablet, computer.

# BSB30120 Certificate III in Business

## Common units for all specialisations

**BSBPEF201** Support personal wellbeing in the workplace

**BSBPEF301** Organise personal work priorities

**BSBTEC303** Create electronic presentations

**BSBTEC302** Design and produce spreadsheets

**BSBTWK301** Use inclusive work practices

**BSBCRT311** Apply critical thinking skills in a team environment

**BSBXCM301** Engage in workplace communication

**BSBSUS211** Participate in sustainable work practices

**BSBWHS311** Assist with maintaining workplace safety

### 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

#### 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



#### Record and Information 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

#### CALD Specialised

- BSBTEC201** Use business software applications
- BSBTEC202** Use digital technologies to communicate in a work environment
- BSBPEF301** Organise personal work priorities
- BSBXTW301** Work in a team
- FSKLRG011** Use routine strategies for work-related learning
- FSKOCM004** Use oral communication skills to participate in workplace meetings
- FSKRDG010** Read and respond to routine workplace information
- 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



### Languages We Speak

At ALO, we understand that learning in a language you're comfortable with can make all the difference. Our diverse team speaks multiple languages, ensuring you receive the guidance and support you need throughout your educational journey.

