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.

Flexible Delivery
Face to Face, Online, Correspondence or Hybrid

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).

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.