



## Certificate II Courses

### **BSB20120 Certificate II in Workplace Skills**

**Type of roles:** General entry level role

**Topics covered:** Communication, safety, customer service, and time management.

## Certificate III Courses

### **BSB30120 Certificate III in Business**

**Type of roles:** General business support roles

**Topics covered:** Business technology, communication, and planning.

### **BSB30120 Certificate III in Business (Customer Engagement)**

**Type of roles:** Customer service, call centre

**Topics covered:** Customer service, information management, customer complaints, and information systems.

### **BSB30120 Certificate III in Business (Administration)**

**Type of roles:** Administrator, clerk, reception, accounts

**Topics covered:** Business technology, resourcing, scheduling, and project work.

### **BSB30120 Certificate III in Business (Medical Administration)**

**Type of roles:** Medical receptionist, medical secretary

**Topics covered:** Medical terminology, patient record keeping, communication, critical thinking.

### **BSB30120 Certificate III in Business (Records & Information Management)**

**Type of roles:** Administrator, records clerk, receptionist, data entry operator

**Topics covered:** Records management, record controls, communication, digital record systems, knowledge management systems.

### **CPP30321 Certificate III in Cleaning Operations\***

**Type of roles:** Cleaner

**Topics covered:** Customer service, safety, waste, and specialised cleaning techniques.

### **SIR30216 Certificate III in Retail\***

**Type of roles:** Shop assistant, fast food server

**Topics covered:** Customer service, sales, team work, safety, and stock control.

### **TIL30321 Certificate III in Supply Chain Operations \***

**Type of roles:** Picker/packer, receivables, dispatch, planner

**Topics covered:** Safety, manual handling, and chain of responsibility.

### **SIT30622 Certificate III in Hospitality\***

**Type of roles:** Food and Beverage Attendant, Barista, Front Desk Receptionist, Housekeeper

**Topics covered:** customer service, food prep, safety, and cafe skills

### **CHC32015 Certificate III in Community Services\***

**Type of roles:** Care worker, support worker, youth worker

**Topics covered:** safety, communication skills, rights of clients, networking with sector partners

## Certificate IV Courses\*\*

### **BSB40120 Certificate IV in Business**

**Type of roles:** Office manager, executive assistant, project officer, virtual assistant

**Topics covered:** Resource coordination, design and produce documents, safety, risk management, research, meetings, and workplace innovation

### **BSB40520 Certificate IV in Leadership & Management**

**Type of roles:** Front line manager, supervisor, team leader

**Topics covered:** Operational planning, leadership, continuous improvement, customer relationships, and risk management

*\*Practical placement is a requirement of this course*

*\*\* Suitable for students with work experience and an understanding of general business practice.*