



KEY INSTITUTE COURSES



SEP21
RTOID#: 20855

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, project work, and payroll

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, receiving and dispatching, and chain of responsibility

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

*Work placement is a requirement of this course