

BSB30120

Certificate III in Business

training—where knowledge + health meet

AMA Skills Training is a business unit of Australian Medical Association (South Australia) Inc., which is the peak representative body for the medical profession formed in 1879. AMA Skills Training is a Registered Training Organisation (RTO No. 40880) under ASQA Standards for Registered Training Organisations (RTOs) 2015.

We were established to develop and deliver training specifically for the Primary Health Care sector and to issue parchments/certificates and statements of attainment for nationally accredited qualifications and units of competency.

All our courses are based on a blended delivery:-

- ▶ face to face
- ▶ self paced learning
- ▶ workplace learning
- ▶ webinars
- ▶ online
- ▶ RPL

Our flexible delivery focuses on practical components of study as well as real work situations with choices of delivery times.

Our delivery staff include members of the Health workforce who are practitioners with extensive and current experience in the health Industry.

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Occupational Titles

Occupational titles for these workers may include:-

- | | | |
|----------------------------|-----------------------------|-----------------------------------|
| ▶ Receptionist | ▶ Junior Personal Assistant | ▶ Office Administration Assistant |
| ▶ Office Administrator | ▶ Clerk | ▶ Data Entry Operator |
| ▶ Word Processing Operator | | |

Course Scope

This course is nationally recognised and requires 13 units for award of the qualification.

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|----------------|--------------------|
| ▶ 6 core units | ▶ 7 elective units |
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For more information please contact:

Training Manager
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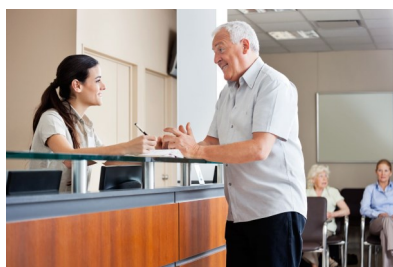
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Units of Competency

Code	Title
Core Units	
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
Elective Units	
BSBOPS303	Organise schedules
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
BSBPEF301	Organise personal work priorities
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBXTW301	Work in a team



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