



**Australian
College**
of Commerce & Management

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Website: www.accm.edu.au



ACCM College

Basic Business Courses Timetables

These Certificate III in Business qualifications are designed to provide the basic skills your staff need to thrive in a range of business and specialty roles.



NATIONALLY RECOGNISED
TRAINING



You can find more information on all available courses by heading over to our website www.accm.edu.au

RTO Code: 1441



IF YOU WANT TO STUDY WE WANT TO HELP

The ACCM College Course Timetables on the following pages outline all of the BSB30120 Certificate III in Business qualifications available through ACCM.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing info@accm.edu.au or call me on 1300 515 321.

As the Director of Client Relations, my role is to ensure your experience and your staff's learning experience is a great one - from sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

Tania Holmes
Director of Client Relations

CERTIFICATE III IN BUSINESS

BSB30120

Give your staff the basic Business skills critical to starting Business careers

COURSE DESCRIPTION:

The BSB30120 Certificate III in Business will ensure that your staff develop the key business skills needed to thrive in any workplace across a wide range of industries. Our course materials are written by industry experts and cover critical areas such as effective communication, workplace safety, sustainability, teamwork and outstanding customer service.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
	• Use inclusive work practices	BSBTWK301	
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	6
	• Support personal wellbeing in the workplace	BSBPEF201	
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Effective Team and Work Practices	• Organise personal work priorities	BSBPEF301	7
	• Develop self-awareness	BSBPEF302	
	• Work effectively in business environments	BSBOPS201	
	• Support effective workplace relationships	BSBLDR301	
Practical Word Processing	• Design and produce business documents	BSBTEC301	5

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CERTIFICATE III IN BUSINESS

BSB30120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Practical Spreadsheets	• Design and produce spreadsheets	BSBTEC302	4
Write Business Letters	• Write simple documents	BSBWRT311	7
Use Business Systems	• Collect and record data • Record stakeholder interactions	BSBDAT201 BSBOPS306	5

CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION)

BSB30120

**An Administration career takes a focused approach
with a deep understanding of core practices**

COURSE DESCRIPTION:

The BSB30120 Certificate III in Business (Business Administration) is a specialist course designed for entry level administrative staff looking to increase and broaden their administration skills.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
	• Use inclusive work practices	BSBTWK301	
Organise Personal Work Priorities	• Organise personal work priorities	BSBPEF301	3
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	5
	• Support personal wellbeing in the workplace	BSBPEF201	
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Purchasing Business Resources	• Purchase goods and services	BSBPUR301	5
	• Maintain business resources	BSBOPS301	

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CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION)

BSB30120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Workplace Mail	<ul style="list-style-type: none">• Handle receipt and dispatch of information	BSBINS202	4
Organise Schedules	<ul style="list-style-type: none">• Organise schedules	BSBOPS303	4
Practical Word Processing	<ul style="list-style-type: none">• Design and produce business documents	BSBTEC301	5
Practical Spreadsheets	<ul style="list-style-type: none">• Design and produce spreadsheets	BSBTEC302	4

CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

BSB30120

Deliver rewarding Customer Service through quality Customer Engagement

COURSE DESCRIPTION:

The BSB30120 Certificate III in Business (Customer Engagement) qualification addresses the skills needed in customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer service experience, and the ability to manage priorities and workplace challenges.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
	• Use inclusive work practices	BSBTWK301	
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	5
	• Support personal wellbeing in the workplace	BSBPEF201	
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Organise Personal Work Priorities	• Organise personal work priorities	BSBPEF301	3
Use Business Systems	• Collect and record data	BSBDAT201	5
	• Record stakeholder interactions	BSBOPS306	

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CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT)

BSB30120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Engage with Customers	<ul style="list-style-type: none"> Deliver and monitor a service to customers 	BSBOPS304	5
Assist Customers with Products and Services	<ul style="list-style-type: none"> Advise on products and services 	SIRXPDK001	4
Resolving Difficult Customer Situations	<ul style="list-style-type: none"> Process customer complaints Assist with customer difficulties 	BSBOPS305 SIRXCEG002	5
Practical Word Processing	<ul style="list-style-type: none"> Design and produce business documents 	BSBTEC301	5

CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION)

BSB30120

A specialist Medical Administration course is key to starting a rewarding career in Medical Reception

COURSE DESCRIPTION:

The BSB30120 Certificate III in Business (Medical Administration) focusses on the specialist skills needed to work as a Medical Receptionist. Your staff will learn about medical terminology, Medicare accounts, skills to manage medical supplies and how to manage patient appointments.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Work Effectively in Medical Administration	<ul style="list-style-type: none"> Apply the principles of confidentiality, privacy and security within the medical environment Assist in controlling stocks and supplies Organise personal work priorities 	BSBMED305 BSBMED304 BSBPEF301	6
Key Communication Skills in Medical Administration	<ul style="list-style-type: none"> Engage in workplace communication Use digital technologies to communicate in a work environment Use inclusive work practices Interpret and apply medical terminology appropriately 	BSBXCM301 BSBTEC202 BSBTWK301 BSBMED301	9
Maintain Medical Records	<ul style="list-style-type: none"> Collect and record data Maintain patient records 	BSBDAT201 BSBMED303	7
Maintain Workplace Safety and Wellbeing	<ul style="list-style-type: none"> Assist with maintaining workplace safety Support personal wellbeing in the workplace 	BSBWHS311 BSBPEF201	6
Contribute to Sustainable Work Practices	<ul style="list-style-type: none"> Participate in sustainable work practices Apply critical thinking skills in a team environment 	BSBSUS211 BSBCRT311	5

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CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION)

BSB30120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Process and Action Medical Accounts	<ul style="list-style-type: none"> Prepare and process medical accounts 	BSBMED302	7
Practical Word Processing	<ul style="list-style-type: none"> Design and produce business documents 	BSBTEC301	6
Practical Spreadsheets	<ul style="list-style-type: none"> Design and produce spreadsheets 	BSBTEC302	4

CERTIFICATE III IN BUSINESS (RECORDS AND INFORMATION MANAGEMENT)

BSB30120

Effective Recordkeeping requires specific training to ensure access, safekeeping and compliance

COURSE DESCRIPTION:

Large organisations have sophisticated records management systems. Start your staffs' career in this specialist professional field with the BSB30120 Certificate III in Business (Records and Information Management). They will quickly learn about the control, retrieval and disposal of records, as well as the legislation and codes that apply to the record keeping sector.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Effective Workplace Communication	• Engage in workplace communication	BSBXCM301	7
	• Use digital technologies to communicate in a work environment	BSBTEC202	
		BSBTWK301	
	• Use inclusive work practices		
Business Records Systems and Information	• Organise workplace information	BSBINS302	7
	• Maintain business records	BSBINS309	
Maintain Workplace Safety and Wellbeing	• Assist with maintaining workplace safety	BSBWHS311	5
	• Support personal wellbeing in the workplace	BSBPEF201	
Organise Personal Work Priorities	• Organise personal work priorities	BSBPEF301	3
Key Recordkeeping Functions	• Retrieve information from records	BSBINS307	9
	• Securely manage personally identifiable information and workplace information	BSBXCS303	
		BSBINS308	
	• Control records		

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CERTIFICATE III IN BUSINESS (RECORDS AND INFORMATION MANAGEMENT)

BSB30120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Contribute to Sustainable Work Practices	• Participate in sustainable work practices	BSBSUS211	5
	• Apply critical thinking skills in a team environment	BSBCRT311	
Practical Word Processing	• Design and produce business documents	BSBTEC301	5
Practical Spreadsheets	• Design and produce spreadsheets	BSBTEC302	4

GLOSSARY OF SUBJECTS

Subject Description

Assist Customers with Products and Services

This subject focuses on the crucial skills and knowledge required to develop a strong understanding of products and services. This vital knowledge is key to working with customers in a service role or inbound/ outbound sales and support. This subject will require staff to undertake product research and complete specific case studies to demonstrate their skills across these topics.

Contribute to Sustainable Work Practices

Significant cost savings can be made by managing workplace processes and technology in a sustainable way. This subject looks at ways to encourage team members to think innovatively and apply critical thinking skills to generate solutions to workplace problems in a team environment. This subject involves working collaboratively with our ACCM Student Advisers on a project based assessment that addresses the two required problems as the performance evidence.

Effective Team and Work Practices

Being able to organise personal work priorities is an essential job skill. Your staff will learn how to set and meet work priorities through time management and planning work schedules. Skills to identify potential problems and prevent stress in the workplace are also covered, including how to contribute to the effectiveness of the work team. Finally, your staff will learn the importance of professional development activities.

Effective Workplace Communication

Staff will learn to develop a strong writing style for creating standard business documents such as basic letters, invoices, memos, messages and emails. This includes tips on reviewing, proofreading and editing documents, as well as how to safely save and store them. Practical activities ensure learners have the necessary skills to organise information, communicate with work colleagues responding to and working effectively with individual differences.

Engage with Customers

Supportive Customer Service is a key function in all job roles and engagement of internal and external customers is a critical skill. This subject looks at the essential service skills to identify the customer's needs and deliver strong customer service. As well as skills practicals, there is a component that looks at how to receive customer feedback positively.

Subject Description

Maintain Workplace Safety and Wellbeing

Work, Health & Safety policies, procedures and compliance are the focus of this core subject. Key safety practices in a workplace, workplace evacuations, identifying relevant safety training and procedures that may be required are thoroughly covered. It also covers a foundation in legal obligations and is a solid basis for understanding safety responsibilities. Finally, practical workplace activities like a safety inspection and hazard report form are used to demonstrate skills.

Organise Personal Work Priorities

Being able to organise personal work priorities is an essential job skill in every industry. This subject will teach your staff how to set and meet work priorities through effective time management and planning their work schedule. Finally, staff will learn the importance of professional development activities to plan and chart career growth.

Organise Schedules

This subject looks at the processes to determine when work colleagues are available for appointments and accepting invitations from customers. It also addresses expectations when taking appointments for professional staff and managers. Finally, this subject provides an overview of the many features and functions of Microsoft Outlook to schedule appointments and meeting requests.

Practical Spreadsheets

In this introductory subject, staff will learn the fundamentals of working with Excel, working with tables and using formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create meaningful graphs or charts. Note this subject only supports the Microsoft Office application Excel.

Purchasing Business Resources

Significant cost savings can be made by better managing the entire purchasing process. This important subject looks at ways to efficiently cost equipment replacement, consumables and maintenance, while closely following your company's purchasing procedures.

Resolving Difficult Customer Situations

Complaint handling skills can be improved by an awareness of how to best respond to problems and by adopting an appropriate communication approach. In this subject staff will learn about typical procedures that businesses apply to most complaints received and how to best adapt their communication style to the specific needs of the customer.

Subject Description

Use Business Systems

Most work roles require the effective use of computers and equipment to input, collect and manage data and information. This subject looks at the technology available to accomplish those roles, and ways to use computer software to more effectively organise information and data.

Workplace Mail

This subject covers the handling and receipt of incoming and outgoing mail in accordance with Australia Post guidelines. Critical topics address other delivery systems such as using couriers and DX mail. A key learning focus is the ability to find the most cost effective delivery option that meets your organisation's required time frame for delivery.












Write Business Letters

Developing a good writing style for creating standard business documents such as basic letters, invoices, memos, messages and emails is essential. Learners will gain skills in reviewing, proofreading and editing documents, as well as how to safely save and store them. Practical activities ensure your staff have the necessary skills to organise information, communicate with work colleagues and write clearly in their roles.

THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN
ENROLMENT LINK
TO YOU UPON
NOTIFICATION

	ONCE YOU REVIEW THE AGREEMENT JUST FORWARD LINK TO YOUR TRAINEE
	YOUR TRAINEE ENROLS ONLINE IN LESS THAN 10 MINUTES
	OUR SERVICE ONE TEAM WILL MAKE A WELCOME CALL TO YOUR TRAINEE AND SCHEDULE THEIR INDUCTION
	YOUR TRAINEE LOGS ON TO WEBCLASS AND WATCHES OUR WELCOME VIDEO THAT EXPLAINS WHAT COMES NEXT
	YOUR TRAINEE COMPLETES THE INITIAL SKILLS ASSESSMENT ON WEBCLASS AND SUBMITS THEIR ID
	OUR SERVICE ONE TEAM COMPLETES THE INDUCTION BY PHONE AND CONFIRMS LLN* AND COURSE SUITABILITY
	YOU AND YOUR TRAINEE DETERMINE ELECTIVE CHOICES (IF REQUIRED)
	SERVICE ONE SENDS THE GOVERNMENT TRAINING PLAN TO BE SIGNED BY YOU AND YOUR TRAINEE
	TRAINEE STARTS COURSE WORK ON THEIR FIRST SUBJECT
	SERVICE ONE MONITORS PROGRESS AND CONTACTS TRAINEE WEEKLY FOR FIRST 3-4 WEEKS TO OFFER SUPPORT
	YOUR TRAINEE'S PRIMARY TRAINING ADVISER TAKES OVER AT 4-5 WEEKS OFFERING SUPPORT AND COACHING UNTIL COMPLETION

* LLN - to determine Language, Literacy and Numeracy suitability

KEEPING YOU IN THE LOOP

EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO
SEE OUR EMPLOYER
DASHBOARD IN
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

Cherie McGregor
Director of RTO Operations

TRAINEESHIPS - GETTING STARTED

The process is straight-forward and help is waiting

What is an Apprentice Connect Australia Provider?

Your Apprentice Connect
Australia Provider and ACCM
College are there to help you

The Provider you choose is contracted by the government to be the official “go-between” for you, government agencies and ACCM College. Your Provider will help with course selection, completing the training contract, registration with state/territory governments and supporting the Traineeship until completion.



1. CONTACT YOUR PROVIDER*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.



2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your Provider and ACCM College can help you with any and all questions.



3. SIGN THE TRAINING CONTRACT

Your Provider will help you and your Trainee complete the Training Contract. They will submit this to State/Territory Training for you.



4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.



5. RECEIVE ON-GOING PROVIDER SUPPORT

Your Apprentice Connect Australia Provider will check in on your Trainee during their Traineeship and will always be available for assistance.



6. FINALISING THE TRAINING CONTRACT

When the time comes, your Provider will help you finalise the Traineeship Contract with the government.

* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within 3 months of commencing work, or within 12 months for part-time employees.