ACCM
Australian College
of Commerce & Management

Certificate III in Legal Services

BSB30320

START YOUR LEGAL ADMINISTRATIVE CAREER AND WORK TOWARDS A RESPONSIBLE ROLE AS A LEGAL SECRETARY

April 2024

About This Course

The Certificate III in Legal Services is the ideal course to kick-start your legal administration career towards that ideal Legal Secretary role. This qualification provides an essential background into how the legal sector operates and ensures that you are aware of the etiquette and legal terminology needed to carry out legal administration tasks.

Legal Secretaries and Legal Assistants fulfil responsible roles in a growing and interesting sector . The specialist legal studies subjects in the Certificate III in Legal Services will skill you to undertake legal searches and complete legal documents.

Subject Choices

- Professional Conduct in Legal Services
- Key Communication Skills for Legal Services
- Legal Documents and Searches
- Mid Course Survey
- Organise Personal Work Priorities
- Engage with Customers
- Being Safe at Work
- Practical Word Processing
- Write Business Letters

Key Course Facts

Start Date:

Start immediately

Delivery Options:

On-line/Correspondence

Duration:

Complete within 48 weeks

Group Training:

Contact the College for Availability

Course Fees: $3,750 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
$1,450	$0	N/A	$885	$1,945	$1,391	$3,750	$3,750

Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	$885	N/A	$1,391	N/A	N/A

School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	$0	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	$1,320	N/A	$1,812	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.
** Subject to eligibility and availability at the time of enrolment

Entry Requirements

Literacy Skills

Reading Skills

You must be able to:

Read basic texts relevant to workplace requirements (ie policies and procedures)
Read and evaluate information and ideas to extract meaning relevant to the topic
Use different reading comprehension strategies as needed (ie identifying, questioning, previewing)

As a guide - you should have completed Year 10 schooling, or have proven workplace reading skills.

Writing Skills

You must be able to:

Write clear sequenced instructions for using routine/everyday activities
Draft short emails and letters to convey required information
Complete a range of forms requiring routine and factual data

As a guide - you must have completed Year 10 schooling, or have proven workplace written communication skills.

Language Skills (Spoken English)

You must be able to:

Demonstrate language use appropriate to different circumstances
Make enquiries or seek clarification as needed to perform tasks
Explain routine procedures and give clear sequenced instructions to others

As a basic guide - you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

You must be able to:

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

You must be able to:

Open and use a computer application (such as your Web Browser)
Navigate a website by following instructions and follow website "links"
Type and edit text eg for short answer assessment questions
Select the appropriate answers in a multiple choice list (select the correct option(s))
Download, save, edit and upload documents or files

Write, edit, send, receive and save emails
Open and use a word processing application (such as Microsoft Word or Google Docs)
Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:
Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.
Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.
Microsoft Office 2010 Word (or higher)
Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).
Note: We do not support other applications like Pages or Numbers.

Subject Descriptions

Core Subjects:

Professional Conduct in Legal Services

This introductory subject about the role of a legal receptionist looks at the skills involved in scheduling client appointments and the requirements for confidentiality in legal roles. It will assist learners in the identification, understanding and use of legal terms within a legal context. The use of case scenarios help to demonstrate the requirements to protect confidential client information.

Unit(s):

BSBLEG314 - Protect information in a legal services environment

BSBOPS303 - Organise schedules

Key Communication Skills for Legal Services

This subject looks at an important skill that is needed in all job roles, as well as in life in general. Communication is at the heart of how we interact with one another. Understanding how to communicate effectively can therefore have positive benefits in your work and life. Reception staff also need to have a positive approach to their role as they create first impressions with clients.

Unit(s):

BSBXCM301 - Engage in workplace communication

BSBLEG311 - Work in a legal services environment

BSBTWK301 - Use inclusive work practices

Legal Documents and Searches

Working in the legal profession requires the effective use of computers and equipment to input, collect and manage data and information for clients and the practice. This subject looks at the technology available to you, and ways to use computer software to better organise information and data. Online searches are an important tool to find and check information needed to undertake many legal tasks. This subject also covers how to complete forms and request searches. It requires students to create user accounts for online services.

Unit(s):

BSBTEC201 - Use business software applications

BSBLEG312 - Carry out search of the public record

BSBDAT201 - Collect and record data

Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

Organise Personal Work Priorities

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

Unit(s):

BSBPEF301 - Organise personal work priorities

Engage with Customers

Customer Service is a key function in all job roles, and so engagement of the customer is a critical skill. This subject looks at essential service skills to identify the customers needs and delivering good customer service. As well as skill practicals, there is a small component that looks at how to receive customer feedback positively.

Unit(s):

BSBOPS304 - Deliver and monitor a service to customers

Being Safe at Work

This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):

BSBWHS211 - Contribute to the health and safety of self and others

Practical Word Processing

In this introduction to word processing you will learn/develop key word processing skills that will allow you to create, style and prepare business documents. You will gain the experience to move and add text and using formatting techniques through practical activities. You will use Microsoft Word to prepare required documents using specific word processing features.

Unit(s):

BSBTEC301 - Design and produce business documents

Write Business Letters

Learn to develop a good writing style for creating standard business documents such as basic letters, invoices, memos, messages and emails. You will also get tips on reviewing, proofreading and editing documents, as well as how to safely save and store them. Practical activities ensure that you have the necessary skills to organise information, communicate with work colleagues and write clearly.

Unit(s):

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!
For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.
They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.
For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.
Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.
The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.