



BSB30407

CERTIFICATE III IN BUSINESS ADMINISTRATION

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team.

ENTRY REQUIREMENTS

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification
- or
- Provide sufficient evidence of relevant vocational experience . A current or previous job role that involves or has involved the application of the above competencies would be a satisfactory indicator for entry. A determination need not involve a formal process of measuring, evaluating or recording performance against the units of competency.

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Team Leader, Account Manager or Office Manager.



TARGET TRAINING

Adelaide

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OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Administration Assistant
- Data entry operator
- Office junior
- Clerical Worker
- Information desk clerk
- Receptionist



SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units.

Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES

Gain the skills required to:

- Clearly communicate workplace information to others and communicate sensitively in a cross-cultural context
- Use business technology such as software programs for word processing, spreadsheets, presentation and scheduling
- Apply knowledge of own role to complete activities efficiently to support team activities and tasks
- Write to audience needs
- Read and interpret workplace related information
- Be proactive and creative in responding to workplace problems, changes and challenges
- Identify risk factors and take action to minimise risk
- Allocate resources to workplace tasks and requirements
- Utilise or determine required resources
- Follow workplace documentation such as codes of practice and operating procedures
- Project a professional image when representing the organisation
- Take personal responsibility at the appropriate level
- Develop practical responses to common breakdowns in workplace information systems and procedures and rectify discrepancies or errors in documentation and transactions
- Interpret the needs of clients and communicate with people who speak languages other than English
- Communicate with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to information requests.
- Work with a team of diverse individuals and groups to provide office administration services
- Take action to resolve concerns
- Adapt to new emerging situations in the workplace
- Organise meeting schedules for clients and colleagues and negotiate alternative arrangements
- Collect, analyse and organise workplace data
- Plan information and documentation requirements
- Plan for contingencies
- Maintain continuous learning by seeking out opportunities for improvement and developing new skills
- Set own work program and manage time to ensure tasks are done on time
- Work ethically when dealing with financial transactions
- Use business related technology safely (OH&S)
- Seek assistance and expert advice



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COURSE STRUCTURE (Packaging Rules)

To achieve a Certificate III in Business Administration we have listed below the Core and Elective Units to choose in line with your current business career structure and requirements.

- 2 core units must be completed (nb: OH&S is not negotiable)
- 11 elective units.
 - ∨ Choose 7 electives from “Group A”
 - ∨ Choose 2 electives from “Group B”
 - ∨ Alternatively, 2 units may be selected from Certificate IV qualification offered by Target Training Adelaide.

NB: Elective units must be relevant to work outcome, local industry requirements and the qualification level.

CORE UNITS

BSBOHS201A Participate in OHS processes

Work safely.

Implement workplace safety requirements

Participate in OHS consultative processes

Follow safety procedures

BSBITU307A Develop keyboarding speed and accuracy

Use safe work practices

Identify and develop keyboard skills

Check accuracy



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ELECTIVE UNITS – Group A

BSBFIA304A Maintain a general ledger

Process journal entries

Prepare a trial balance

BSBADM307B Organise schedules

Establish schedule requirements

Manage schedules

BSBITU302A Create electronic presentations

Prepare to create presentation

Create presentation

Finalise presentation

BSBITU303B Design and produce text documents

Prepare to produce word processed documents

Design word processed documents

Add tables and other data

Produce text documents

BSBITU304A Produce spreadsheets

Select and prepare resources

Plan spreadsheet design

Create spreadsheet

Produce simple charts

Finalise spreadsheets

BSBITU306A Design and produce business documents

Select and prepare resources

Design document

Produce document

Finalise document

BSBITU309A Produce desktop published documents

Prepare to produce desktop published documents

set up desktop published document

Create desktop published document

Finalise desktop published document

BSBWRT301A Write simple documents

Plan document

Draft document

Review document

Write final document



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ELECTIVE UNITS – Group B

BSBCUS301A Deliver and monitor a service to customers

Identify customer needs

Deliver a service to customers

Monitor and report on service delivery

BSBDIV301A Work effectively with diversity

Recognise individual differences and respond appropriately

Work effectively with individual differences

BSBFIA301A Maintain financial records

Maintain daily financial records

Maintain general ledger

Monitor cash control

BSBADM311A Maintain business resources

Advise on resource requirements

Monitor resource usage and maintenance

Acquire resources

BSBINM301A Organise workplace information

Collect and assess information

Organise information

Review information needs

BSBINM302A Utilise a knowledge management system

Access and use knowledge management system

Input to knowledge management system

Review and improve work practices

BSBINN201A Contribute to workplace innovation

Identify opportunities to do things better

Discuss and develop ideas with others

Address the practicalities of change

BSBCMM301A Process customer complaints

Respond to complaints

Refer complaints

Exercise judgement to resolve customer service issues

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ELECTIVE UNITS – Group B

BSBITU301A Create and use databases

Create a simple database

Create reports and queries

Use database

BSBOHS407A Monitor a safe workplace

Provide information to the workgroup about OHS policies and procedures

Implement and monitor participative arrangements for the management of OH&S

Implement and monitor the organisation's procedures for providing OH&S training

Implement and monitor procedures for identifying hazards and assessing risks

Implement and monitor the organisation's procedures for controlling risks

Implement and monitor the organisation's procedures for maintaining OHS records for the tea

BSBPRO301A Recommend products and services

Develop and maintain knowledge of products and services

Recommend products and services

Advise on promotional activities

BSBSUS201A Participate in environmentally sustainable work practices

Identify current resource use

Comply with environmental regulations

Seek opportunities to improve resource efficiency

BSBWOR204A Use business technology

Select and use technology

Process and organise data

Maintain technology

BSBWOR301A Organise personal work priorities and development

Organise and complete own work schedule

Monitor own work performance

Coordinate personal skill development and learning

BSBWOR302A Work effectively as an off-site worker

Negotiate off site working arrangements

Organise off site work environment

Plan off-site work schedules

Complete off-site work

Monitor and improve off-site work performance



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EMPLOYMENT OPPORTUNITIES

- Individuals with this qualification are able to perform roles, such as:
- Organising workplace information on behalf of themselves and/or others
- communicating to team and clients and using technology
- producing written correspondence and reports
- Contributing to planning processes and identifying priorities

