

Course Outline

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.

Job Roles

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

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk
- Data Entry Operator
- Junior Personal Assistant
- Receptionist
- Office Administration Assistant
- Office Administrator
- Word Processing Operator.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification. Flexibility

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

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or call 03 6344 3747 to talk to a
Work Plus Development + Training representative today**

Certificate III in Business Administration – the qualification rules

Requiring 13 units for the qualification.

Two core units:

- BSBITU307A Develop keyboarding speed and accuracy
- BSBOHS201A Participate in OHS processes

Eleven Elective units

7 administration units selected from the administration units listed below plus...
...4 electives selected from the remaining administration units, the generic business elective units listed below or from an equivalent AQF qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 2 electives may be selected from a Certificate II or Certificate IV qualification.

Administration Units

Financial Administration

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302A Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Generic Business Units

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Pathways from the qualification

After achieving the BSB30407 Certificate III in Business Administration, candidates may undertake the BSB40507 Certificate IV in Business Administration, a qualification for those who work in a range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Certificate IV qualifications.

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