

BUSINESS SERVICES



BSB20115 Certificate II in Business SoA BSB30415 Certificate III in Business Administration

NATIONALLY RECOGNISED TRAINING

COURSE DETAILS

Hours	240 hours
Type	BSSS Course
Duration	2 years
Unit Value	4.0 Standard units.
Extension	Yes: Certificate III SoA
Workplacement	A Structured Workplace Learning placement is highly recommended. Students have the opportunity to undertake a Work placement at RoboCup
ASBA	Opportunity to complete a School Based Traineeship
RECOGNITION	National Qualification and Year 12 Certificate

ASSESSMENT

Assessment strategies may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

FURTHER STUDY

- Certificate III Business qualifications
- Certificate IV qualifications, for example:
 - Administration
 - Marketing
 - Human Resources
 - Business Sales
 - Diploma and Degree

CAREER PATHWAYS

Administration Officer, Administrative Assistant, Clerical Officer, Data Entry Operator, Information Desk Clerk, Office Assistant, Receptionist, Small Business

ABOUT

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

The course will also assist students to develop higher level skills in the following areas:

- Communication
- Teamwork in a business environment
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)

Deliver customer service

JOB ROLES

Individuals with this qualification are able to perform roles, such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance.



DUTIES AND TASKS OF A ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos using word processing programmes
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
- Operate a range of office machines such as photocopiers, computers and faxes
- File papers and documents
- Undertake other duties such as banking, credit control or payroll functions



MySkills website



training.gov