

BSB30115 Certificate III in Business and BSB30415 Certificate III in Business Administration

COURSE DETAILS

Hours	240 hours
Type	BSSS Course
Unit Value	12 Units Certificate II 6 Units Statement of Attainment Certificate III
Extension	Yes: Certificate III
Structured Workplace Learning	Highly recommended
ASBA	Opportunity to complete a School Based Apprenticeship
Recognition	National Qualification and Year 12 Certificate

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

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

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
- Business Entrepreneur

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 AN ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

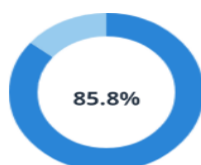
- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos using word processing programmes
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with 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



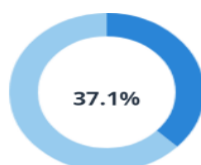
STUDENT OUTCOMES for Certificate II in Business

These are the outcomes of graduates surveyed six months after completing their training for Certificate II in Business.

Satisfied with Training



Improved Employment Status



Enrolled in Further Study

