



# School of Business

BSB30407 Certificate III in Business Administration

## CORE UNITS

BSBITU307A Develop keyboarding speed and accuracy  
BSBOHS201A Participate in OHS processes

## GROUP A UNITS

BSBADM307B Organise schedules  
BSBFIA304A Maintain a general ledger  
BSBITU306A Design and produce business documents  
BSBITU302B Create electronic presentations  
BSBFIA302A Process payroll  
BSBITU303A Design and produce text documents  
BSBFIA303A Process accounts payable and receivable  
BSBITU304A Produce spreadsheets

## GROUP B UNITS

BSBCUS301A Deliver and monitor a service to customers  
BSBCMM301A Process customer complaints

## OTHER UNITS

BSBCMM201A Communicate in the workplace



### Descriptor

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.

### Employment opportunities:

Upon successful completion of this qualification, possible job roles for individuals may include Accounts Receivable Clerk, Accounts Payable Clerk, Clerk, Data Entry Operator, Junior Personal Assistant, Receptionist, Office Administration Assistant, Office Administrator and Word Processing Operator.

### Nominal Hours: 540

### Mode of delivery:

This course will be delivered face to face for 20 hours per week.

### Assessment and learning materials:

Assessment for this qualification is by written reports, case studies, projects, role plays and written assessments. You will receive more information about assessment in the Student Assessment Kit for each unit after enrolment. You will need to buy workbooks for this qualification. Information about course fees and associated charges is contained in the Course Fee flyer available on our website and will be set out in detail in your Letter of Offer.

**Maximum Course Duration:** 31 weeks (27 weeks tuition plus 4 weeks holiday).

### Target Groups:

International Students who wish to enter a career in business administration.  
(International Students must hold an approved visa & study on a full-time basis)

### Other Important Information:

Further important information (including the availability of Course Credit and entry requirements) is available on the College website under *Studying with us*.



### ***Pathways into the qualification***

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB20107 Certificate II in Business or other relevant qualification/s; or
- providing evidence of competency in the majority of units required for the BSB20107 Certificate II in Business or other relevant qualification/s; or
- some vocational experience in providing administrative or operational support to individuals and/or teams but without a formal business administration qualification. Examples of indicative job roles for candidates seeking entry based on their experience include Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist.

***Pathways from the qualification*** Students who complete this qualification are eligible to gain entry to BSB40507 Certificate IV in Business Administration.

### ***Employability Skills for BSB30407 Certificate III in Business Administration***

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill Industry/enterprise requirements for this qualification include:

#### ***Communication***

- clearly communicating workplace information to others (verbal and non-verbal)
- communicating sensitively in a cross-cultural context
- communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information
- communicating with people who speak languages other than English
- interpreting needs of clients (internal or external)
- interpreting the needs of customers
- reading and interpreting workplace related documentation
- writing to audience needs

#### ***Teamwork***

- applying knowledge of own role to complete activities efficiently to support team activities and tasks
- working in a team of people to provide office administration services
- working with diverse individuals and groups

#### ***Problem solving***

- developing practical responses to common breakdowns in workplace systems and procedures
- rectifying discrepancies or errors in documentation and transactions
- taking action to resolve concerns

#### ***Initiative and enterprise***

- adapting to new and emerging situations in the workplace
- being proactive and creative in responding to workplace problems, changes and challenges

#### ***Planning and organising***

- allocating resources to workplace tasks and requirements
- collecting, analysing and organising workplace data
- identifying risk factors and taking action to minimise risk
- organising meeting schedules for clients and colleagues and negotiating alternative arrangements
- planning for contingencies
- planning information and documentation requirements
- utilising or determining required resources

#### ***Self management***

- following workplace documentation such as codes of practice or operating procedures
- projecting a professional image when representing the organisation
- setting own work program and managing time to ensure tasks are done on time
- taking personal responsibility at the appropriate level
- working ethically when dealing with financial transactions

#### ***Learning***

- maintaining continuous learning by seeking out opportunities for improvement and developing new skills
- seeking assistance and expert advice

#### ***Technology***

- using business related technology safely (OHS)
- using business technology such as software programs for word processing spreadsheets, presentation and scheduling

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.