



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

There are no pre-requisites for entry into this qualification.

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification
- OR
- With vocational experience assisting in a range of support roles without a formal business qualification.

OCCUPATIONAL NAMES

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

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

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

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.

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



TARGET TRAINING

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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 (OHS)

Seek assistance and expert advice



Course Structure

To complete this qualification, the student is required to complete 13 Units. This comprises of 2 core units and 11 elective units. At least 7 of the elective units must be chosen from the elective list A below. The remaining 4 elective units may be chosen from either the elective list A or B. Alternatively the remaining 4 elective units may be chosen from any other Certificate III level qualification offered by Target Training. If not listed below, 2 elective units may be chosen from a certificate II level qualification or certificate IV level qualification offered by Target Training.

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



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CORE UNITS

BSBOHS201A	Participate in OHS processes
BSBITU307A	Develop keyboarding speed and accuracy

ELECTIVE UNITS

BSBFIA304A	Maintain a general ledger
BSBADM307B	Organise schedules
BSBITU302B	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU304A	Produce spreadsheets
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWRT301A	Write simple documents

ADDITIONAL ELECTIVE UNITS

BSBCUS301A	Deliver and monitor a service to customers
BSBDIV301A	Work effectively with diversity
BSBFIA301A	Maintain financial records
BSBADM311A	Maintain business resources
BSBINM301A	Organise workplace information
BSBINM302A	Utilise a knowledge management system
BSBINN201A	Contribute to workplace innovation
BSBCMM301A	Process customer complaints
BSBITU301A	Create and use databases
BSBOHS407A	Monitor a safe workplace
BSBPRO301A	Recommend products and services
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker

Learning Outcomes:

Core Units:

BSBOHS201A Participate in OHS processes

1. Work safely
2. Implement workplace safety requirements
3. Participate in OHS consultative processes
4. Follow safety procedures

BSBITU307A Develop keyboarding speed and accuracy

1. Use safe work practices
2. Identify and develop keyboard skills
3. Check accuracy



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Elective Units:

BSBFIA304A Maintain a general ledger

1. Process journal entries
2. Prepare a trial balance

BSBADM307B Organise schedules

1. Establish schedule requirements
2. Manage schedules

BSBITU302A Create electronic presentations

1. Prepare to create presentation
2. Create presentation
3. Finalise presentation

BSBITU303B Design and produce text documents

1. Prepare to produce word processed documents
2. Design word processed documents
3. Add tables and other data
4. Produce text documents

BSBITU304A Produce spreadsheets

1. Select and prepare resources
2. Plan spreadsheet design
3. Create spreadsheet
4. Produce simple charts
5. Finalise spreadsheets

BSBITU306A Design and produce business documents

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document

BSBITU309A Produce desktop published documents

1. Prepare to produce desktop published documents
2. Set up desktop published document
3. Create desktop published document
4. Finalise desktop published document

BSBWRT301A Write simple documents

1. Plan document
2. Draft document
3. Review document
4. Write final document



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Additional Elective Units:

BSBCUS301A Deliver and monitor a service to customers

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

BSBDIV301A Work effectively with diversity

1. Recognise individual differences and respond appropriately
2. Work effectively with individual differences

BSBFIA301A Maintain financial records

1. Maintain daily financial records
2. Maintain general ledger
3. Monitor cash control

BSBADM311A Maintain business resources

1. Advise on resource requirements
2. Monitor resource usage and maintenance
3. Acquire resources

BSBINM301A Organise workplace information

1. Collect and assess information
2. Organise information
3. Review information needs

BSBINM302A Utilise a knowledge management system

1. Access and use knowledge management system
2. Input to knowledge management system
3. Review and improve work practices

BSBINN201A Contribute to workplace innovation

1. Identify opportunities to do things better
2. Discuss and develop ideas with others
3. Address the practicalities of change

BSBCMM301A Process customer complaints

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues



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BSBITU301A Create and use databases

1. Create a simple database
2. Create reports and queries
3. Use database

BSBOHS407A Monitor a safe workplace

1. Provide information to the workgroup about OHS policies and procedures
2. Implement and monitor participative arrangements for the management of OHS
3. Implement and monitor the organisation's procedures for providing OHS training
4. Implement and monitor procedures for identifying hazards and assessing risks
5. Implement and monitor the organisation's procedures for controlling risks
6. Implement and monitor the organisation's procedures for maintaining OHS records for the tea

BSBPRO301A Recommend products and services

1. Develop and maintain knowledge of products and services
2. Recommend products and services
3. Advise on promotional activities

BSBSUS201A Participate in environmentally sustainable work practices

1. Identify current resource use
2. Comply with environmental regulations
3. Seek opportunities to improve resource efficiency

BSBWOR204A Use business technology

1. Select and use technology
2. Process and organise data
3. Maintain technology

BSBWOR301A Organise personal work priorities and development

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

BSBWOR302A Work effectively as an off-site worker

1. Negotiate off site working arrangements
2. Organise off site work environment
3. Plan off-site work schedules
4. Complete off-site work
5. Monitor and improve off-site work performance

