

# BSB30407

## Certificate III in Business Administration



### Your Course Guide

#### BSB30407 Certificate III in Business Administration

**Australian Salesmasters Training Company (RTO #6854)**

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This qualification reflects the role of individuals who apply a broad range of administrative competencies in various work contexts, using some discretion and judgment. They may provide technical advice and support to a team. The Certificate III in Business Administration includes general administrative and IT competencies such as word processing, keyboarding, scheduling and utilising a range of software packages to produce documents and databases.

## WHAT WILL YOU ACHIEVE FROM THIS COURSE?

This qualification will prepare you for a role within a business unit, working under direct supervision. It will

- Provide you with the skills required to perform common business-related tasks such as producing documents and building customer relationships.
- Introduce you to a range of standard business software packages includes word processing, layout and database software.
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

The Certificate III in Business Administration will prepare you for a future role as:

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

## EMPLOYABILITY SKILLS

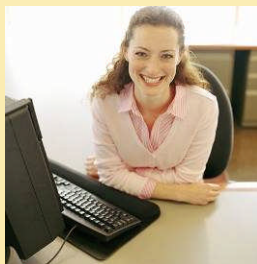
The following is a summary of the employability skills for this qualification.

This 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.

### • 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



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## HOW LONG DOES THE COURSE TAKE?

### Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

### Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

### Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

## HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

## ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

## EMPLOYABILITY SKILLS CONT.

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

## COURSE STRUCTURE

You are required to complete 13 units of this qualification. All modules are customised to your specific needs.

| UNIT CODE                | UNIT NAME                                  | DESCRIPTION  |
|--------------------------|--|--|
| BSBITU307A<br>(Core)     | Develop keyboarding speed and accuracy     | This unit describes the performance outcomes, skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.  |
| BSBOHS201A<br>(Core)     | Participate in OH&S processes              | This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.               |
| BSBADM307B<br>(Elective) | Organise schedules                         | This unit describes the performance outcomes, skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. |
| BSBCUS301A<br>(Elective) | Deliver and monitor a service to customers | This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.  |
| BSBINM301A<br>(Elective) | Organise workplace information             | This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.               |
| BSBCMM301A<br>(Elective) | Process customer complaints                | This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.   |
| BSBPRO301A<br>(Elective) | Recommend products and services            | This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.                          |

## COURSE STRUCTURE CONT.

| UNIT CODE                | UNIT NAME                             | DESCRIPTION  |
|--------------------------|---------------------------------------|--|
| BSBITU302A<br>(Elective) | Create electronic presentations       | This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.  |
| BSBITU303A<br>(Elective) | Design and produce test documents     | This unit describes the performance outcomes, skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software.  |
| BSBITU304A<br>(Elective) | Produce spreadsheet                   | This unit describes the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.   |
| BSBITU306A<br>(Elective) | Design and produce business documents | This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. |
| BSBITU309A<br>(Elective) | Product desktop published documents   | This unit describes the performance outcomes, skills and knowledge required to design and produce desktop published documents.   |
| BSBWRT301A<br>(Elective) | Write simple documents                | This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.   |

## ASSESSMENT

ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –

and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

ASTC's assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:

- Multiple choice and/or short answer questionnaires
- Third party supervisor demonstration reports
- Projects/case studies
- Holistic Assessments

## - OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

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