



## - FACT SHEET -

# BSB 30407 Certificate III in Business (Administration)

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing business administration staff should possess.

These competencies relate to the areas of:

- Communication
- Workplace safety
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships.

### Purpose

The purpose of the training program is to develop the skills and knowledge of administration staff.

### Program Benefits

- Improved productivity
- Increased innovation
- Development of management competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

### Units/Modules covered

- BSBOHS201A Participate in the OHS process
- BSBITU307A Develop keyboarding speed and accuracy
- BSBADM307B Organise schedules
- BSBADM311A Maintain business resources
- BSBADM302B Produce texts from notes
- BSBADM303B Produce texts from audio transcripts
- BSBWOR301A Organise personal work priorities and development
- BSBCMM301A Process customer complaints
- BSBINM301A Organise workplace information
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU306A Design and produce business documents

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



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**The training you need to excel in Business Administration.**

