



HEAD OFFICE

9 Darling St Ipswich Qld 4305

BRISBANE OFFICE

4/621 Coronation Dr Toowong 4066

CONTACT DETAILS

Phone 07 3812 2920

Fax 07 3812 3552

Email skills@topoffice.com.au

Web www.topoffice.com.au

*Discover
yourself...*

WE SPECIALISE IN

NATIONALLY RECOGNISED CERTIFICATES

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

Nationally Recognised Course Outline

BSB30407

Certificate III in Business Administration

TRAINING DELIVERY MODE

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

The Certificate III in Business (Administration) has been developed for people wishing to gain specialist administrative skills, linked to positions providing support in areas such as administration, finance, personal assistant and customer service environments.

JOB ROLES

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

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

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate II in Business.
- Some vocational experience assisting in a range of support roles without a formal business qualification.
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB30407 Certificate III in Business Administration, candidates may undertake the BSB40507 Certificate IV in Business Administration, a qualification for those who work in a range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Certificate IV qualifications.

UNITS OF COMPETENCY

Certificate III in Business (Administration) requires completion of 13 units of competency to attain the qualification. They can consist of:

- Two core units listed below.
- Seven Administration units from the **Administration** units listed on the next page.
- Four elective units from the remaining administration units, provided that they do not duplicate each other. *Two units may be selected from lower or higher levels of the Business Services Training Package if a similar unit is not available at this level.*

Core Units

IT Use

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB30407 Certificate III in Business Administration

Administration Units

Financial Administration

BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger

General Administration

BSBADM307B	Organise schedules
------------	--------------------

IT Use

BSBITU302A	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU304A	Produce spreadsheets
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents

Writing

BSBWRT301A	Write simple documents
------------	------------------------

Generic Business Elective Units

Customer Service

BSBCUS301A	Deliver and monitor a service to customers
------------	--

Diversity

BSBDIV301A	Work effectively with diversity
------------	---------------------------------

Financial Administration

BSBFIA301A	Maintain financial records
------------	----------------------------

General Administration

BSBADM302B	Produce texts from notes
BSBADM303B	Produce texts from audio transcription
BSBADM311A	Maintain business resources

Information Management

BSBINM301A	Organise workplace information
BSBINM302A	Utilise a knowledge management system

Innovation

BSBINN201A	Contribute to workplace innovation
------------	------------------------------------

Interpersonal Communication

BSBCMM301A	Process customer complaints
------------	-----------------------------

IT Use

BSBITU301A	Create and use databases
BSBITU305A	Conduct online transactions

Occupational Health and Safety

BSBOHS407A	Monitor a safe workplace
------------	--------------------------

Product Skills and Advice

BSBPRO301A	Recommend products and services
------------	---------------------------------

Sustainability

BSBSUS201A	Participate in environmentally sustainable work practices
------------	---

Workplace Effectiveness

BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development