BSB30415
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 / EXISTING SKILLS & KNOWLEDGE
There is no formal entry requirement to enter in the qualification.
Under the traineeship program students will need to meet the Selection Criteria requirements to be eligible to enter into this course. Evidence of the student meeting the Selection Criteria will be collected as part of the Enrolment process.
  ➤ 15 years or older
  ➤ An Australian Citizen, permanent resident, or humanitarian VISA holder
  ➤ Relevant prior training and/or employment
  ➤ Current employment relevant to this qualification
  ➤ Numeracy, literacy & language to be able to communicate at a confident level.

Preferred pathways for candidates considering this qualification include:
  ➤ BSB20115 Certificate II in Business or other relevant qualification
                        ➤ OR
  ➤ With vocational experience assisting in a range of support roles without a formal business qualification.

TARGET CLIENT GROUP
  ➤ Existing workers who have at least 2 months experience in the existing job
  ➤ Existing workers who may have worked previously in an admin role for a another industry or organisation
  ➤ Existing workers who wish to have their current skills and knowledge recognised

EMPLOYMENT OPPORTUNITIES / OCCUPATIONAL NAMES
Job roles and titles vary across different industry sectors.   Possible job titles relevant to this qualification include:

  ➤ Accounts Receivable Clerk
  ➤ Data entry operator
  ➤ Junior Personal Assistant
  ➤ Office Administrator

  ➤ Accounts Payable Clerk
  ➤ Clerk
  ➤ Receptionist
  ➤ Word Processing Operator.

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

COURSE OUTCOMES

Gain the skills required to:

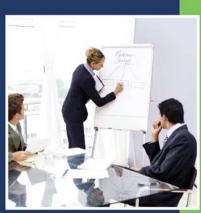|	
Clearly communicate workplace information to others and communicate sensitively in a cross-cultural context	Interpret the needs of clients and communicate with people who speak languages other than English
Use business technology such as software programs for word processing, spreadsheets, presentation and scheduling	Communicate with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to information requests.
Apply knowledge of own role to complete activities efficiently to support team activities and tasks	Work with a team of diverse individuals and groups to provide office administration services
Write to audience needs	Take action to resolve concerns
Read and interpret workplace related information	Adapt to new emerging situations in the workplace
Be proactive and creative in responding to workplace problems, changes and challenges	Organise meeting schedules for clients and colleagues and negotiate alternative arrangements

DELIVERY ARRANGEMENTS

The Certificate III program is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed approximately 1200 hours for volume of learning at Certificate III level. The qualification can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 26 hours of face-to-face group training sessions (2hrs per unit) for Certificate III. In this way learners can learn from each other while being guided by the experienced facilitator.

DELIVERY METHODS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 1200 hours to complete the qualification in this format regardless; however, this is assuming that they are able to provide sufficient and current evidence.

Contact us today for more details and assistance with qualifying staff

Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 13 session ideal structure for Certificate III however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 1200 hours regardless.

Blended Approach: You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

ASSESSMENT METHODS

Demonstration/Practical Skills – A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. This gives the student the opportunity to demonstrate their skills applicable to their job role and workplace.

Written Questioning – The student will be asked to complete a series of written short answer questions based on their knowledge of the unit. Their assessor will ask them a series of verbal questions to confirm their written responses. This usually occurs during an on-site observation/demonstration, where students explain their knowledge based on workplace application.

Written Project – A written assessment tool is provided to the student to gather evidence using a range of methods, these could include research and evidence gathering before documenting the project. The project is normally scenario-based or specific to the learner's workplace. In some cases, the student is required to collect a portfolio of evidence to demonstrate their competency against the relevant units.

Observation and Third Party Reports – a Third Party Report is provided to a supervisor or employer to gather evidence of the students' competency on the job. This Report is then reviewed and signed off by the Assessor.

A language/literacy/numeracy test is carried out prior to commencement of your course to ensure that every student is capable of completing the course in which they have enrolled. The LLN test also helps us to identify those students who may need additional support during their learning journey.

COURSE FEES

RPL: There is an RPL fee of $220 plus GST per unit.

Group sessions: Two hour training sessions are $1200 plus GST for up to 20 people. The cost of the qualification is $2500 per person.

Flexible Work Based: $2500 inclusive of all learning materials, assessment tasks, communication with trainer/assessor and issuing of qualification upon successful completion.

REFUND POLICY:
In the case of cancellations, Target Training will refund full amount paid if 14 days notice [before work is due to commence] is provided, otherwise a cancellation fee of $500.00 will apply.

MONEY BACK GUARANTEE:
Target Training offers a full money back guarantee on all services, if you are not fully satisfied.

COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION:
This information is found in a separate document. Contact us for more details.

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.

CORE UNITS

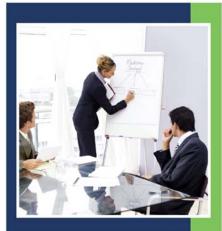| BSBWHS201	Contribute to health and safety of self and others
BSBITU307	Develop keyboarding speed and accuracy

GROUP A ELECTIVE UNITS

BSBFIA304	Maintain a general ledger
BSBADM307	Organise schedules
BSBITU312	Create electronic presentations
BSBITU313	Design and produce digital text documents
BSBITU314	Design and produce spreadsheets
BSBITU306	Design and produce business documents
BSBITU309	Produce desktop published documents
BSBWRT301	Write simple documents

GROUP B ELECTIVE UNITS

BSBADM311	Maintain business resources
BSBCUS301	Deliver and monitor a service to customers
BSBCMM301	Process customer complaints
BSBDIV301	Work effectively with diversity
BSBFIA301	Maintain financial records
BSBINM301	Organise workplace information
BSBINM302	Utilise a knowledge management system
BSBINN201	Contribute to workplace innovation
BSBPRO301	Recommend products and services
BSBSUS201	Participate in environmentally sustainable work practices
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWOR204	Use business technology
BSBWOR301	Organise personal work priorities and development
BSBWOR302	Work effectively as an off-site worker

tarGET **T** training

Contact us today for more details and assistance with qualifying staff

LEARNING OUTCOMES

CORE UNITS

BSBWHS201   Contribute to health and safety of self and others

1. Work safely
2. Implement workplace safety requirements
3. Participate in WHS consultative processes

BSBITU307   Develop keyboarding speed and accuracy

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

ELECTIVE UNITS – GROUP A

BSBFIA304   Maintain a general ledger

1. Process journal entries
2. Prepare a trial balance

BSBADM307   Organise schedules

1. Establish schedule requirements
2. Manage schedules

BSBITU312   Create electronic presentations

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

BSBITU313   Design and produce digital text documents

1. Prepare to produce documents
2. Design documents digitally
3. Produce text documents digitally

BSBITU314   Design and produce spreadsheets

1. Select and prepare resources
2. Plan spreadsheet design
3. Create spreadsheet
4. Produce intermediate-level charts
5. Finalise and present spreadsheets

BSBITU306   Design and produce business documents

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

TARGET TRAINING

Australia Wide

P. 1300 736 005

E. info@targettraining.com.au

W. www.targettraining.com.au

NATIONALLY RECOGNISED TRAINING

BSBITU309   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

BSBWRT301   Write simple documents

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

ELECTIVE UNITS – GROUP B

BSBADM311   Maintain business resources

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

BSBCUS301   Deliver and monitor a service to customers

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

BSBCMM301 Process customer complaints

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

BSBDIV301   Work effectively with diversity

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

BSBFIA301   Maintain financial records

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

BSBINM301   Organise workplace information

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

BSBINM302   Utilise a knowledge management system

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

Contact us today for more details and assistance with qualifying staff

BSBINN201   Contribute to workplace innovation

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

BSBPRO301   Recommend products and services

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

BSBSUS201   Participate in environmentally sustainable work practices

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

BSBWHS401   Implement and monitor WHS policies, procedures and programs to meet legislative requirements

1. Provide information to the work team about WHS policies and procedures
2. Implement and monitor participation arrangements for managing WHS
3. Implement and monitor organisational procedures for providing WHS training
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
5. Implement and monitor organisational procedures for maintaining WHS records for the team

BSBWOR204   Use business technology

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

BSBWOR301   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

BSBWOR302   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