

# Certificate III in Business Administration

BSB30407

## Overview

Training for Work's Certificate III in Business Administration is designed for students who currently work in an administrative support type role such as receptionist, administration assistants, accounts clerk, etc. The qualification provides training in document development, workplace safety, meeting and travel coordination and customer service.

The Certificate III in Business Administration is delivered one-on-one over a period of 12 to 24 months with up to 10 x 1 hour training and assessment visits at the student's workplace by a qualified and experienced Industry Training Consultant.

## Entry Criteria

To enrol in Training for Work's Certificate III in Business Administration, students must be:

- an Australian citizen or permanent resident; and
- currently employed in the business administration sector as a receptionist, or office assistant.

People with disabilities are encouraged to enrol.

## Programme Structure

Students are required to complete all units listed below.

BSBADM307B

Organise schedules

BSBCMM301B

Process customer complaints

BSBCUS301B

Deliver and monitor a service to customers

BSBFIA303A

Process accounts payable and receivable

BSBINM301A

Organise workplace information

BSBINM302A

Utilise a knowledge management system

BSBITU302B

Create electronic presentations

BSBITU303A

Design and produce text documents

BSBITU304A

Produce spreadsheets

BSBITU306A

Design and produce business documents

BSBITU307A

Develop keyboarding speed and accuracy

BSBOHS201A

Participate in OHS processes

BSBWRT301A

Write simple documents

*Please note: The units of competency listed are in alphabetical/numerical order based on code.*

*A summary of the employability skills students will develop through this qualification can be downloaded from <http://employabilityskills.training.com.au/>*

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## Recognition of Prior Learning (RPL)

Training for Work will offer all students RPL. Students may be eligible to receive recognition of prior learning for units based on their work experience and training they have previously undertaken.

## Credit Transfer

Training For Work will offer all students Credit Transfer. Students may be eligible for credit transfer when they have previously completed the identical unit or a unit deemed equivalent by the training package author / developer.

## Assessment

Students will be assessed in each unit using a combination of assessment tasks. The combination of assessment tasks will include:

- written assessment activities;
- practical skills observation;
- a final assessment/project; and
- a manager/peer review.

Students are required to satisfactorily complete all assessment tasks for each unit.

For each unit students will receive an outcome of satisfactory (i.e. competent) or unsatisfactory (i.e. not yet competent). Students who do not satisfactorily complete a unit will be provided feedback and the opportunity to review and resubmit assessment tasks. No additional fees are charged for students who resubmit assessment tasks.

## Support Services

Students may contact their allocated Industry Training Consultant at any time via telephone or email to request support. Support may include, but is not limited to, assistance with assessment tasks and language, literacy

and numeracy.

## Pathways

Students who successfully complete Training for Work's Certificate III in Business Administration have the opportunity to further their studies and undertake higher qualifications.



## Fees and Charges

### For students located in New South Wales

This training is funded by the NSW Government in partnership with the Commonwealth Government.

### For students located in all other Australian States / Territories

Dependent on individual student circumstances, Training for Work in conjunction with the relevant State / Territory and the Commonwealth Government may be able to access a subsidy or incentive to cover the cost of training.



**Government funded  
places available**

Call 1300 885 720  
for further information