

CERTIFICATE III IN BUSINESS ADMINISTRATION



OVERVIEW

This program provides practical skills and knowledge to support the development of administration skills that can be applied across a range of business environments. Through the customisation of electives (see over), training can be focussed to a range of job roles, including:

- Receptionists
- Administration Assistants
- Data Entry Operators
- Customer Service Officers
- Accounts Payable/Receivable Officers

It is ideal for trainees and new entrants, as well as those with experience in the above areas that are seeking professional development and/or the opportunity to have their skills and experiences formally recognised.

TRAINING DELIVERY MODE

Skills@Top offers enrolment in this program through self-paced online learning. Students are provided with an E-Learning student portal (and login details) with 24/7 access, together with learning and assessment materials for each unit of competency. Our educators are available to provide one-on-one tailored assistance and support for the duration of the Training Plan (during business hours) through our Student Help Desk.

A customised Training Plan will be developed upon enrolment, outlining unit selection (and sequencing), support periods and due dates for assessment submission.

DURATION

Skills@Top offers online training support and assessment services for a period of up to 12 months from the date of enrolment in this qualification. As online learning is self-paced, the duration can vary based on individual learning needs (and unit selection), however, it is recommended that students allocate a study schedule of up to 10-12 hours per week to ensure that the goals of the Training Plan can be achieved. *Previous relevant experience and/or qualifications may allow you to apply for Recognition of Prior Learning or Credit Transfer which can reduce the cost and shorten the study and support period that will apply (this will be identified in your Training Plan).*

COURSE PRE-REQUISITES

- Evidence, through either training or work experience, of performance equivalent to Certificate II in Business.
- Sufficient literacy, numeracy and technical skills to complete training program in an online learning environment.
- Computer with compatible operating system (Windows 10 or higher), together with:
 - Web browser (such as Chrome, Firefox or Internet Explorer)
 - Email address and stable internet connection with reliable speed (at least 5mbps)
 - Microsoft Office (including MS Word, MS Excel and MS PowerPoint) and Adobe Reader

FEES AND CHARGES

Please contact Skills@Top on 3812 2920 or email skills@topoffice.com.au for a training quotation to be emailed. *Please note that Queensland Government is currently subsidising the cost of training for eligible Queenslanders that have not yet received their first Certificate III (or higher level) qualification OR are undertaking a traineeship and further information on these funding programs can be provided upon request.*

Skills@Top (Registered Training Organisation 0653)

9 Darling Street (PO Box 607), Ipswich Qld 4305

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UNIT SELECTION

To attain this Nationally Recognised qualification (Certificate III in Business Administration), you are required to complete 13 units of competency. Skills@Top can offer this as follows:

- **2 core units** (listed below); plus
- **7 elective units** from the Group A units listed below; plus
- The remaining **4 elective units** may be selected from the Group A or Group B elective units listed below, or imported from another qualification that Skills@Top has within scope as outlined below.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid,

CORE UNITS	IT Use	BSBITU307	Develop keyboarding speed and accuracy
	Workplace Health and Safety	BSBWH5201	Contribute to health and safety of self and others
ELECTIVE UNITS GROUP A	General Administration	BSBADM307	Organise schedules
	Financial Administration	BSBFIA302	Process payroll
		BSBFIA303	Process accounts payable and receivable
		BSBFIA304	Maintain a general ledger
	IT Use	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	
	Writing	BSBWRT301	Write simple documents
ELECTIVE UNITS GROUP B	General Administration	BSBADM302	Produce text from notes
	Interpersonal Communication	BSBCMM301	Process customer complaints
	Customer Service	BSBCUS301	Deliver and monitor a service to customers
	Diversity	BSBDIV301	Work effectively with diversity
	Financial Administration	BSBFIA301	Maintain financial records
	Information Management	BSBINM301	Organise workplace information
		BSBINM302	Utilise a knowledge management system
	Innovation	BSBINN201	Contribute to workplace innovation
	IT Use	BSBITU315	Purchase goods and services online
	Product Skills and Advice	BSBPRO301	Recommend products and services
	Sustainability	BSBSUS201	Participate in environmentally sustainable work practices
	Workplace Effectiveness	BSBWOR204	Use business technology
BSBWOR301		Organise personal work priorities and development	
IMPORTED UNITS	Frontline Management	BSBFML303	Contribute to effective workplace relationships
		BSBFML305	Support operational plan
		BSBFML309	Support continuous improvement systems and processes
	Purchasing	BSBPUR301	Purchase goods and services

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