



A division of Top Office Personnel Pty Ltd
Nationally Recognised Provider # 0653

LOCATIONS AND CONTACT

9 Darling St, Ipswich Qld 4305
4/621 Coronation Dr, Toowong 4066
P: 07 3812 2920
F: 07 3812 3552
E: skills@topoffice.com.au
W: www.topoffice.com.au

REGISTERED TRAINING ORGANISATION

Nationally Recognised Qualifications

Certificate | Diploma

- Business Services
 - Business
 - Business Administration
 - Customer Engagement
 - Recordkeeping
 - Marketing
 - Management
 - Small Business Management
- Financial Services
 - Bookkeeping
 - Accounting

Computer Training

- Microsoft Office
 - Word
 - Excel
 - PowerPoint
 - Publisher
- 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

Established 1989

Proud to be a Queensland owned family business!

Nationally Recognised Course Outline

BSB30415

Certificate III in Business Administration

TRAINING DELIVERY MODE

E-Learning (Online) / Correspondence

LENGTH OF STUDY

This qualification is to be completed over a 12 month period, during which time students will have full access to training program and support.

COURSE DESCRIPTION

This qualification applies to a range of administrative roles in varied contexts. Individuals in these positions use some discretion and judgement and may provide technical advice and support to a team.

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate II in Business (or other relevant qualification); OR
- Vocational experience in assisting in a range of support roles but without a formal business qualification. *Indicative job roles include Administration Assistant, Data Entry Operator, Receptionist, Information Desk Clerk, Office Junior, etc.*
- Sufficient literacy, numeracy and computer skills to complete the course.
- Access to an internet connection and computer.

UNITS OF COMPETENCY

Certificate III in Business Administration requires completion of 13 units of competency to attain the qualification. Skills at Top can offer this as follows:

- **2 core units** listed on the following page; plus
- **7 elective units** from the **Group A** units listed on the following page; plus
- The remaining **4 elective units** may be selected from the Group A or Group B elective units listed on the following page, or from any other Certificate III qualification that Skills at Top currently offers. If not listed on the following page, 2 elective units may be selected from a Certificate II or Certificate IV qualification.
- *Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.*

Learn to suit your lifestyle and work commitments...

BSB30415

Certificate III in Business Administration

Certificate III in Business Administration requires completion of 13 units of competency to attain the qualification. Skills at 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 from any other Certificate III qualification that Skills at Top currently offers. If not listed below, 2 elective units may be selected from a Certificate II or Certificate IV qualification.
- *Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.*

CORE UNITS	IT Use	BSBITU307 – Develop keyboarding speed and accuracy
	Workplace Health and Safety	BSBWHS201 – Contribute to health and safety of self and others
ELECTIVE UNITS GROUP A	Financial Administration	BSBFIA302 – Process payroll BSBFIA303 – Process accounts payable and receivable BSBFIA304 – Maintain a general ledger
	General Administration	BSBADM307 – Organise schedules
	IT Use	BSBITU302 – Create electronic presentations BSBITU303 – Design and produce text documents BSBITU304 – Produce spreadsheets BSBITU306 – Design and produce business documents BSBITU309 – Produce desktop published documents
	Writing	BSBWRT301 – Write simple documents
ELECTIVE UNITS GROUP B	Customer Service	BSBCUS301 – Deliver and monitor a service to customers
	Diversity	BSBDIV301 – Work effectively with diversity
	Financial Administration	BSBFIA301 – Maintain financial records
	General Administration	BSBADM302 – Produce text from notes BSBADM311 – Maintain business resources
	Information Management	BSBINM301 – Organise workplace information BSBINM302 – Utilise a knowledge management system BSBINM303 – Handle receipt and despatch of information
	Innovation	BSBINN201 – Contribute to workplace innovation
	Interpersonal Communication	BSBCMM301 – Process customer complaints
	IT Use	BSBITU305 – Conduct online transactions
	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
	Workplace Health and Safety	BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Other elective units available for selection at Certificate III level with Skills at Top (following packaging rules above) include:

OTHER	Contact Centre Operations	BSBCUE304 – Provide sales solutions to customers
	Frontline Management	BSBFLM312 – Contribute to team effectiveness BSBFLM309 – Support continuous improvement systems and processes
	Sustainability	BSBSUS301 – Implement and monitor environmentally sustainable work practices