



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

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#### 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.*

<b>CORE UNITS</b>	<b>IT Use</b>	BSBITU307 – Develop keyboarding speed and accuracy
	<b>Workplace Health and Safety</b>	BSBWHS201 – Contribute to health and safety of self and others
<b>ELECTIVE UNITS GROUP A</b>	<b>Financial Administration</b>	BSBFIA302 – Process payroll BSBFIA303 – Process accounts payable and receivable BSBFIA304 – Maintain a general ledger
	<b>General Administration</b>	BSBADM307 – Organise schedules
	<b>IT Use</b>	BSBITU302 – Create electronic presentations BSBITU303 – Design and produce text documents BSBITU304 – Produce spreadsheets BSBITU306 – Design and produce business documents BSBITU309 – Produce desktop published documents
	<b>Writing</b>	BSBWRT301 – Write simple documents
<b>ELECTIVE UNITS GROUP B</b>	<b>Customer Service</b>	BSBCUS301 – Deliver and monitor a service to customers
	<b>Diversity</b>	BSBDIV301 – Work effectively with diversity
	<b>Financial Administration</b>	BSBFIA301 – Maintain financial records
	<b>General Administration</b>	BSBADM302 – Produce text from notes BSBADM311 – Maintain business resources
	<b>Information Management</b>	BSBINM301 – Organise workplace information BSBINM302 – Utilise a knowledge management system BSBINM303 – Handle receipt and despatch of information
	<b>Innovation</b>	BSBINN201 – Contribute to workplace innovation
	<b>Interpersonal Communication</b>	BSBCMM301 – Process customer complaints
	<b>IT Use</b>	BSBITU305 – Conduct online transactions
	<b>Product Skills and Advice</b>	BSBPRO301 – Recommend products and services
	<b>Sustainability</b>	BSBSUS201 – Participate in environmentally sustainable work practices
	<b>Workplace Effectiveness</b>	BSBWOR204 – Use business technology BSBWOR301 – Organise personal work priorities and development
	<b>Workplace Health and Safety</b>	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:

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