

BSB30407 Certificate III in Business Administration

Descriptor

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.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk
- Data Entry Operator
- Junior Personal Assistant
- Receptionist
- Office Administration Assistant
- Office Administrator
- Word Processing Operator.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB20107 Certificate II in Business or other relevant qualification/s

OR

- providing evidence of competency in the majority of units required for the BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with some vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving the BSB30407 Certificate III in Business Administration, candidates may undertake the BSB40507 Certificate IV in Business Administration, a qualification for those who work in a range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Certificate IV qualifications.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

<p>Qualification Rules</p> <p>Total number of units = 13</p> <p>2 core units plus</p> <p>7 administration units selected from the administration units listed below plus</p> <p>4 electives selected from the remaining administration units, the generic business elective units listed below or from an equivalent AQF qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 2 electives may be selected from a Certificate II or Certificate IV qualification.</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level.</p> <p>Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.</p> <p>Where the packaging rules of this qualification meet the rules of a specialist qualification, the specialist qualification and not the generic qualification must be awarded.</p>
<p>Core Units</p>
<p>IT Use</p> <p>BSBITU307A Develop keyboarding speed and accuracy</p> <p>Occupational Health and Safety</p> <p>BSBOHS201A Participate in OHS processes</p>
<p>Administration Units</p>
<p>Financial Administration</p> <p>BSBFIA302A Process payroll</p> <p>BSBFIA303A Process accounts payable and receivable</p> <p>BSBFIA304A Maintain a general ledger</p> <p>General Administration</p> <p>BSBADM307B Organise schedules</p> <p>IT Use</p> <p>BSBITU302A Create electronic presentations</p>

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Generic Business Elective Units

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Intellectual Property

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Employability Skills for BSB30407 Certificate III in Business Administration

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • interpreting the needs of customers • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office administration services • working with diverse individuals and groups
Problem solving	<ul style="list-style-type: none"> • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none"> • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies • planning information and documentation requirements • utilising or determining required resources
Self management	<ul style="list-style-type: none"> • following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time

- taking personal responsibility at the appropriate level
- working ethically when dealing with financial transactions

Learning

- maintaining continuous learning by seeking out opportunities for improvement and developing new skills
- seeking assistance and expert advice

Technology

- using business related technology safely (OHS)
- using business technology such as software programs for word processing spreadsheets, presentation and scheduling