



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB30907 Certificate III in Business Administration (Education)**

**Revision Number: 2**

## BSB30907 Certificate III in Business Administration (Education)

### Modification History

Release	Comments
Release 2	<p>New release of this Qualification released with <i>version 6 of BSB07 Business Services Training Package</i>.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCMM301A now BSBCMM301B</li><li>• BSBCUS301A now BSBCUS301B</li><li>• BSBWOR301A now BSBWOR301B</li></ul>

### Description

#### Descriptor

This qualification reflects the role of individuals who apply a broad range of administrative competencies in an educational or school support work context, using some discretion and judgement. They may provide technical advice and support to a team.

#### Job Roles

- Education Program Support Worker
- School Support Officer
- Student Recruitment and Admissions Assistant
- Student Services Officer
- Student Support Assistant.
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### Pathways Information

#### Qualification Pathways

##### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

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

OR

- with 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 this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.
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## **Licensing/Regulatory Information**

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.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

### BSB30907 Certificate III in Business Administration (Education)

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>communicating with colleagues and clients to handle verbal inquiries such as enrolment advice, payroll questions or records enquiries</li> <li>interpreting the needs of customers</li> <li>clearly communicating workplace information to others (verbal and non-verbal)</li> <li>communicating sensitively in a cross-cultural context</li> <li>communicating with people who speak languages other than English</li> <li>interpreting needs of students and clients (internal or external)</li> <li>reading and interpreting workplace related documentation</li> <li>writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>working in a team of people to provide general office and educational administration and/or record keeping services</li> <li>working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>developing practical responses to common breakdowns in workplace systems and procedures</li> <li>rectifying discrepancies or errors in documentation and transactions</li> <li>taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>adapting to new and emerging situations in the workplace</li> <li>being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>allocating resources to workplace tasks and requirements</li> <li>collecting, analysing and organising workplace data</li> <li>identifying risk factors and taking action to minimise risk</li> <li>organising meeting schedules for clients and colleagues and negotiating alternative arrangements</li> <li>planning for contingencies</li> <li>planning information and documentation requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• projecting a professional image when representing the organisation</li> <li>• setting own work program and managing time to ensure tasks are done on time</li> <li>• taking personal responsibility at the appropriate level</li> <li>• working ethically when dealing with financial transactions</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining continuous learning by seeking out opportunities for improvement and developing new skills</li> <li>• seeking assistance and expert advice</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business related technology safely (OHS)</li> <li>• using business technology such as software programs for word processing spreadsheets, presentation and scheduling</li> </ul>

## Packaging Rules

**Total number of units = 13**

**2 core units** plus

**5 elective** units selected from the **Group A** units listed below including:

BSBIND301A Work effectively in an educational environment

**4 elective units** must be selected from the **Group B** units listed below.

The remaining **2 elective units** may be selected from the **Group A**, **Group B** or **Group C** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level lower or higher.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### Core units

#### IT Use

BSBITU307A Develop keyboarding speed and accuracy

**Occupational Health and Safety**

BSBOHS201A Participate in OHS processes

OR

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

**Elective units****Group A units****Industry Context**

BSBIND301A Work effectively in an educational environment

**General Administration**

BSBADM405B Organise meetings

BSBADM406B Organise business travel

**Customer Service**

BSBCUS301B Deliver and monitor a service to customers

**E-Business**

BSBEBU401A Review and maintain a website

**Marketing**

BSBMKG408B Conduct market research

**Imported Units**

CHCCS2C Deliver and develop client service

CHCCS407A Operate referral procedures

CULMS207C Assist with the presentation of public activities and events

HLTFA301B Apply first aid

ICAU1204B Locate and use relevant on-line information

PSPETHC301B Uphold the values and principles of public service

PSPGOV314A Contribute to conflict management

PSPLEGN301B Comply with legislation in the public sector

**Group B units****Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

**General Administration**

BSBADM307B Organise schedules

**IT Use**

BSBITU302B Create electronic presentations

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

**Group C units****Customer Service**

BSBCUS301B 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

**Interpersonal Communication**

BSBCMM301B 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

BSBWOR301B      Organise personal work priorities and development

BSBWOR302A      Work effectively as an off-site worker