



Australian Government

BSB30912 Certificate III in Business Administration (Education)

Release: 1

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Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB30907 Certificate III in Business Administration (Education).</p> <p>Updated units:</p> <ul style="list-style-type: none">• Core unit BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others• Elective unit BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

Description

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.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20112 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.

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

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"> communicating with colleagues and clients to handle verbal inquiries such as enrolment advice, payroll questions or records enquiries interpreting the needs of customers clearly communicating workplace information to others (verbal and non-verbal) communicating sensitively in a cross-cultural context communicating with people who speak languages other than English interpreting needs of students and clients (internal or external) 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 general office and educational administration and/or record keeping 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	<ul style="list-style-type: none">• maintaining continuous learning by seeking out opportunities for improvement and developing new skills• seeking assistance and expert advice
Technology	<ul style="list-style-type: none">• using business related technology safely (OHS)• using business technology such as software programs for word processing, spreadsheets, presentation and scheduling

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

BSBITU307A Develop keyboarding speed and accuracy

BSBWHS201A Contribute to health and safety of self and others

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

CHCCS412E Deliver and develop client services

CHCCS407C Operate referral procedures

ICAICT103A Use, communicate and search securely on the internet

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

BSBCM301B Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Work Health and Safety

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

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