Australian Government

Department of Education, Employment and Workplace Relations

BSB30407 Certificate III in Business Administration

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB30407 Certificate III in Business Administration

Modification History

Not applicable.

Innovation and Business Skills Australia

Description

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

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

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

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

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.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Qualification Code and Title 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	• 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	• 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	• 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	• adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	• 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

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	• planning for contingencies • planning information and documentation requirements • utilising or determining required resources
Self-management	• 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

Packaging Rules

Packaging Rules
Total number of units = **13** **2 core units** plus **11 elective** units **7 elective units** must be selected from the **Group A** units listed below. The remaining **4 elective units** may be selected from the **Group A** or **Group B** elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level.   If not listed below **2 of the electives units** may be selected from a Certificate II or Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Packaging Rules

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.

Core Units

IT Use

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A   Participate in OHS processes

Elective units

Group A 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 B units

Customer Service

BSBCUS301A   Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Packaging Rules

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