**Australian Government**

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

# BSB31007 Certificate III in Business Administration (Legal)

**Revision Number: 2**

## BSB31007 Certificate III in Business Administration (Legal)

## Modification History

| Release | Comments |
|---------|----------|
| **Release 2** | New release of this Qualification released with *version 6 of BSB07* Business *Services Training Package*.<br><br>Updated unit codes:<br><br>• BSBCMM301A now BSBCMM301B<br>• BSBCUS301A now BSBCUS301B<br>• BSBWOR301A now BSBWOR301B |

## Description

**Descriptor**

This qualification reflects the role of individuals who apply a broad range of administrative competencies in a legal office work environment, using some discretion and judgement. They may provide technical advice and support to a team.

**Job Roles**

• Legal Receptionist.
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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:

- BSB41207 Certificate IV in Legal Services.
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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

**BSB31007 Certificate III in Business Administration (Legal)**

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)<br>• communicating sensitively in a cross-cultural context<br>• communicating with colleagues and clients to handle verbal inquiries such as requests for legal documents, schedules or records enquiries<br>• communicating with people who speak languages other than English<br>• interpreting needs of clients (internal or external)<br>• reading and interpreting workplace related documentation<br>• writing to audience needs |
| Teamwork | • applying knowledge of own role to complete activities efficiently to support team activities and tasks<br>• working in a team of people to provide legal administration including record keeping services<br>• working with diverse individuals and groups |
| Problem-solving | • developing practical responses to common breakdowns in workplace systems and procedures<br>• rectifying discrepancies or errors in documentation and transactions<br>• taking action to resolve concerns |
| Initiative and enterprise | • adapting to new and emerging situations in the workplace<br>• being proactive and creative in responding to workplace problems, changes and challenges |
| Planning and organising | • allocating resources to workplace tasks and requirements<br>• collecting, analysing and organising workplace data<br>• identifying risk factors and taking action to minimise risk<br>• organising meeting schedules for clients and colleagues and negotiating alternative arrangements<br>• planning for contingencies<br>• planning information and documentation requirements<br>• utilising or determining required resources |

| Self-management | • following workplace documentation such as codes of practice or operating procedures<br>• projecting a professional image when representing the organisation<br>• setting own work program and managing time to ensure tasks are done on time<br>• taking personal responsibility at the appropriate level<br>• working ethically when dealing with financial transactions |
|---|---|
| Learning | • maintaining continuous learning by seeking out opportunities for improvement and developing new skills<br>• seeking assistance and expert advice |
| Technology | • using business related technology safely (OHS)<br>• 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

**11 elective** units

**5 elective units** must be selected from the **Group A** units listed below.

**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 higher or lower.

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

Innovation and Business Skills Australia

## 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

## Legal Services Administration

BSBLEG301A            Apply knowledge of the legal system to complete tasks

BSBLEG302A            Carry out search of the public record

BSBLEG303A            Deliver court documentation

BSBLEG304A            Apply the principles of confidentiality and security within the legal environment

BSBLEG305A            Use legal terminology in order to carry out tasks

BSBLEG306A            Maintain records for time and disbursements in a legal practice

BSBLEG308A            Assist in prioritising and planning activities in a legal practice

## Information Management

BSBINM303A            Handle receipt and despatch of information


## 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

BSBITU304A Produce spreadsheets

BSBITU303A Design and produce text documents

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

**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

　　　　　　　　　　Innovation and Business Skills Australia