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A Guide For New Entrants

Getting Qualified

IN

CERTIFICATE III IN BUSINESS ADMINISTRATION

BSB30407

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A Guide for New Entrants

Table of Contents

Certificate III in Business Administration BSB30407	3
How long will the Certificate III in Business Administration program will take?	3
Units Required for Certificate III in Business Administration – BSB30407	4
Sample Pathways	10
Information For The Candidate	11

A Guide for New Entrants

Certificate III in Business Administration BSB30407

Description

Certificate III in Business Administration BSB30407 is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal recognition.

The Connect Asia Pacific (CAP) Certificate III in Business Administration is designed to meet the competency requirements of work, family and study. Our distance education and/or e-learning programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of frontline management competencies including leading teams or group in a work environment and in monitoring the work performance of others and yourself.

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

How long will the Certificate III in Business Administration program will take?

Certificate III in Business Administration BSB30407 consists of 13 units of competence, however by applying for RPL this can be reduced. Ordinarily we expect that each unit of competence can be completed in approximately 30 hours. Because the program is self paced and work based the amount of effort and subsequent time to completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.

A Guide for New Entrants

Units Required for Certificate III in Business Administration – BSB30407

Qualification Rules:

Total number of units = 13

- **2 core units plus 11 elective units**
- **11 of the elective units** must be selected from the elective units listed below

<p>CORE UNIT</p> <p>IT Use</p> <p>BSBITU307A</p>	<p>Develop keyboarding speed and accuracy</p>	<p>This unit covers the skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.</p>
<p>Occupational Health & Safety</p> <p>BSBOHS201A</p>	<p>Participate in OHS processes</p>	<p>This unit covers the skills and knowledge required to exercise imitative and influences others in a business environment. It includes making decisions in accordance with organisational requirements.</p>
<p>ELECTIVE UNITS</p> <p>Financial Administration</p> <p>BSBFIA302A</p>	<p>Process payroll</p>	<p>This unit covers the skills and knowledge required to process payroll from provided data using manual and computerised payroll systems.</p>
<p>Financial Administration</p> <p>BSBFIA303A</p>	<p>Process accounts payable and receivable</p>	<p>This unit covers the skills and knowledge required to maintain accounts payable and accounts receivable records, including processing payments to creditors and handling overdue accounts receivable.</p>



A Guide for New Entrants

Financial Administration BSBFIA304A	Maintain a general ledger	This unit covers the performance outcomes, skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance.
General Administration BSBADM307B	Organise schedules	This unit covers the performance outcomes, skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems.
IT Use BSBITU302A	Create electronic presentations	This unit covers the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.
IT Use BSBITU303A	Design and produce text documents	This unit covers the performance outcomes, skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software.
IT Use BSBITU304A	Produce spreadsheets	This unit covers the performance outcomes, skills and knowledge required to develop spreadsheets through the use of spreadsheet software.



A Guide for New Entrants

IT Use BSBITU306A	Design and produce business documents	This unit covers the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.
Writing BSBWRT301A	Write simple documents	This unit covers the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version.
Elective Units – Generic Business Customer Service BSBCUS301A	Deliver and monitor a service to customers	This unit covers the skills and knowledge required to identify customer's needs and monitor a service provided to customers.
Diversity BSBDIV301A	Work effectively with diversity	This unit covers the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.



A Guide for New Entrants

Financial Administration BSBFIA301A	Maintain financial records	This unit covers the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes.
General Administration BSBADM302B	Produce texts from notes	This unit covers the performance outcomes, skills and knowledge required to take notes from oral or printed sources to produce accurate text.
BSBADM303B	Produce texts from audio transcription	This unit covers the performance outcomes, skills and knowledge required to transcribe from an audio source using keyboarding techniques and to produce accurate texts.
BSBADM311A	Maintain business resources	This unit covers the performance outcomes, skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.
Information Management BSBINM301A	Organise workplace information	This unit covers the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.



A Guide for New Entrants

Information Management BSBINM302A	Utilise a knowledge management system	This unit covers the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices.
Innovation BSBINN201A	Contribute to workplace innovation	This unit covers the performance outcomes, skills and knowledge required to make a pro active and positive contribution to workplace innovation.
Interpersonal Communication BSBCMM301A	Process customer complaints	This unit covers the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.
IT Use BSBITU301A	Create and use databases	This unit covers the performance outcomes, skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information.
BSBITU305A	Conduct online transactions	This unit covers the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.



A Guide for New Entrants

Occupational Health and Safety BSBOHS407A	Monitor a safe workplace	This unit covers the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
Sustainability BSBSUS201A	Participate in environmentally sustainable work practices	This unit covers the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices.
Workplace Effectiveness BSBWOR204A	Use business technology	This unit covers the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data.
BSBWOR301A	Organise personal work priorities and development	This unit covers the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.

A Guide for New Entrants

Sample Pathways

All pathways require the completion of 2 core units plus 11 extra units for a total of 13 units.

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

Human Resources Assistant	Administrative Coordinator
<p>Jaclyn works as a HR Assistant for a large transport and distribution company. She has a support role in the training and on-going development of the staff. Part of this involves supporting and facilitating their work.</p> <p>Jaclyn is often involved with contributing to decisions regarding process and procedures for troubleshooting customer complaints and reporting of potential system failures.</p> <p>A suggested choice of units for Jaclyn may be:</p>	<p>Peter works as a valued member of a successful and influential national professional association. This is a key administrative position, with medium to high levels of administration and initiative required. There is considerable emphasis on providing highly professional services to members of the association, ensuring that appropriate support is given.</p> <p>Peter is involved in the on-going administrative services of the organisation, in relation to customer service and contributing to the improvement systems and processes within the organisation.</p>
BSBITU307A - Develop keyboarding speed and accuracy	BSBADM302B - Produce texts from notes
BSBOHS201A - Participate in OHS processes	BSBADM303B - Produce texts from audio transcription
BSBFIA302A - Process payroll	BSBADM311A - Maintain business resources
BSBFIA303A - Process accounts payable and receivable	BSBINM301A - Organise workplace information
BSBFIA304A - Maintain a general ledger	BSBINM302A - Utilise a knowledge management system
BSBADM307B - Organise schedules	BSBINN201A - Contribute to workplace innovation
BSBITU302A - Create electronic presentations	BSBCMM301A - Process customer complaints
BSBITU303A - Design and produce text documents	BSBITU301A - Create and use databases
BSBITU304A - Produce spreadsheets	BSBITU305A - Conduct online transactions
BSBITU306A - Design and produce business documents	BSBOHS407A - Monitor a safe workplace
BSBWRT301A - Write simple documents	BSBPRO301A - Recommend products and services

A Guide for New Entrants

BSBCUS301A - Deliver and monitor a service to customers	BSBSUS201A - Participate in environmentally sustainable work practices
BSBDIV301A - Work effectively with diversity	BSBWOR204A - Use business technology
BSBFIA301A - Maintain financial records	BSBWOR301A - Organise personal work priorities and development

Information For The Candidate Answers to common questions about assessment

What is an assessment?

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

How do I know if I am competent?

Being competent means you can consistently do your job to the standard your workplace needs. The competency standards clearly describe the level of skill required.

How will I be assessed?

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

Do I get a pass or fail?

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

Where will I be assessed?

You will be assessed in your workplace.

What is evidence?

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is the best form of assessment, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.

Evidence can include:

- Demonstration of your work on the job
- Demonstration of skills in another workplace



A Guide for New Entrants

- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary