

## **BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION**

This qualification applies to a range of administrative roles in varied contexts. Individuals in these positions use some discretion and judgement and may provide technical advice and support to a team.

- 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.

### **BENEFITS TO THE EMPLOYEE AND EMPLOYER**

- Staff can obtain a nationally accredited qualification which is recognised Australia wide
- Staff are gaining valuable work skills which then can be applied within the work place
- Employers gain supervisory employees who understand the role of management and their own responsibility for achieving goals.
- Increased effectiveness of staff who have participated in the training

### **DURATION OF THE LEARNING**

- These programs are competency based, which means they can be completed once all competencies have been achieved and your employer considers that you are competent at this level.
- Participants should complete their qualification within 24 months
- Assessments are set following the delivery of each unit of competency
- Participants will have a specified time in which they are expected to complete the set assessments. Specific deadlines for completion will be explained in the training agreement at the start of the course. Typically assessments are due between four and six weeks from the date that they are set.

### **HOW IS THE LEARNING CONDUCTED**

- The learning is a combination of both on and off job delivery and assessment.
- Learning is supervised and supported by Supervisors and Managers within your organisation
- Access to phone and email support is available from the facilitator or representative of Municipal Training
- Participants will also communicate with Municipal Training on the Municipal Training MOODLE site on-line where they can access course learning and assessment materials and course information.

- Recognition of prior learning (RPL) is encouraged and we will work with you to determine what RPL may be available to you, prior to the commencement of the course
- 13 units in total are required to obtain this qualification
- You will have access to training support notes and assessment tasks.
- Flexibility in learning will be attained through consultation with the lead facilitators and program managers employed by Municipal Training.

### **ON THE JOB ELEMENT**

Between face to face sessions your employer will be involved and will work with you in completing the qualification. Municipal Training encourages the employer to participate in the learning process by allowing each participant to apply their new skill sets to their job roles and use workplace examples as tools for their assessments.

It is a requirement of Municipal Training facilitators and representatives to inform the employer/ supervisor / and or Manager of the organisation on the assessment process and requirements.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

Candidates who have at least one year's experience in working in local government will normally be eligible for RPL in the three local government units indicated in the following list of units of competency.

### **CAREER PATHWAYS**

For further information on career opportunities please visit [www.careersincouncils.sa.gov.au](http://www.careersincouncils.sa.gov.au) where you can explore the possibilities.

### **TRAINING PATHWAYS**

Participants who have completed the Certificate III in Business Administration can then enrol into the Certificate IV in Business Administration.

**BSB30415 Certificate III In Business Administration**  
**Units Of Competency**  
*To complete this qualification the participant must complete all 13 units*

<b>BSBITU307</b>	<b>Develop Keyboarding Speed And Accuracy</b> <i>THIS IS A CORE UNIT</i> <i>This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques.</i>
<b>BSBWHS201</b>	<b>Contribute To Health And Safety Of Self And Others</b> <i>THIS IS A CORE UNIT</i> <i>This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.</i>
<b>BSBADM307</b>	<b>Organise Schedules A</b> <i>This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems.</i>
<b>BSBCUS301</b>	<b>Deliver And Monitor A Service To Customers B</b> <i>This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.</i>
<b>BSBITU302</b>	<b>Create Electronic Presentations A</b> <i>This unit describes the performance outcomes, skills and knowledge required to design and produce electronic presentations for speakers, for self access and for online access.</i>
<b>BSBITU303</b>	<b>Design And Produce Text Documents A</b> <i>This unit describes the skills and knowledge required to design and develop text-based documents using advanced features of word processing software.</i>
<b>BSBITU304</b>	<b>Produce Spreadsheets A</b> <i>This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.</i>
<b>BSBITU306</b>	<b>Design And Produce Business Documents A</b> <i>This unit describes the 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.</i>
<b>BSBITU309</b>	<b>Produce Desktop Published Documents A</b> <i>This unit describes the skills and knowledge required to design and produce desktop published documents.</i>

**BSB30415 Certificate III In Business Administration**  
**Units Of Competency**  
*To complete this qualification the participant must complete all 13 units*

<b>BSBWOR301</b>	<b>Organise Personal Work Priorities And Development B</b> <i>This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.</i>
<b>BSBWRT301</b>	<b>Write Simple Documents A</b> <i>This unit describes the skills and knowledge required to plan, draft and finalise a basic document.</i>
<b>LGACORE104B</b>	<b>Work Effectively In Local Government Imp</b> <i>This unit covers working effectively in a local government context, including accepting responsibility for own work. It requires an understanding of and support for local government priorities. The unit is appropriate for all council staff particularly those entering local government for the first time.</i>
<b>LGACORE105B</b>	<b>Work With Others In Local Government Imp</b> <i>This unit addresses the promotion of effective work relationships within local government. The importance of building relationships, fulfilling own tasks and responding to constructive feedback when working within a team setting is recognised.</i>