



## CATHOLIC SCHOOLS OFFICE, LISMORE DIOCESE 7054

THE INFORMATION PROVIDED IS CORRECT AT 6 APRIL 2017

# BUSINESS SERVICES

This qualification is nationally recognised entry-level qualification for employment in the Business Services industry. This course would suit students who are interested in a career in the office or business environment and in other personal contact & service occupations such as legal or medical secretary, business management, marketing, advertising and finance. The knowledge, skills and attitudes acquired by students in this course will also be of value in future study and daily life.

### COURSE DETAILS

|                                      |   |
|--------------------------------------|---|
| <b>QUALIFICATION OUTCOMES</b>        | Students who demonstrate competency in the required units of competency will be eligible for Certificate II in Business BSB20115          |
| <b>HOURS</b>                         | 240 hours   |
| <b>DELIVERY</b>                      | Face-to-face by qualified staff   |
| <b>TYPE</b>                          | Board Developed Course Category B   |
| <b>DURATION</b>                      | 2 years   |
| <b>UNIT VALUE</b>                    | 2 unit Preliminary<br>2 unit HSC  |
| <b>SPECIALISATION</b>                | Yes   |
| <b>HSC EXAM</b>                      | Yes   |
| <b>ATAR</b>                          | Yes   |
| <b>WORKPLACEMENT</b>                 | Mandatory 70 hours  |
| <b>RECOGNITION</b>                   | National AQF and HSC Qualification  |
| <b>SBAT</b>                          | Opportunity to complete a School Based Apprenticeships or a Traineeship and gain credit towards the HSC                                   |
| <b>ENTRY REQUIREMENTS</b>            | There are no formal entry requirements for this qualification   |
| <b>COURSE FEES</b>                   | A course fee is generally charged by schools to cover consumable materials. Your school will provide further information.                 |
| <b>RESOURCES REQUIRED</b>            | The school will provide details of any other resources required.  |
| <b>RECOGNITION OF PRIOR LEARNING</b> | RPL is available for students who have previously gained the skills and knowledge required. Your school will provide further information. |

### UNITS OF COMPETENCY

|   |           |
|---|-----------|
| • Contribute to health and safety of self and others        | BSBWHS201 |
| • Communicate electronically                                | BSBITU203 |
| • Develop keyboarding speed and accuracy                    | BSBITU307 |
| • Produce simple word processed documents                   | BSBITU201 |
| • Use business technology                                   | BSBWOR204 |
| • Work effectively in a business environment                | BSBIND201 |
| • Deliver a service to customers                            | BSBCUS201 |
| • Contribute to workplace innovation                        | BSBINN201 |
| • Participate in environmentally sustainable work practices | BSBSUS201 |
| • Process and maintain workplace information                | BSBINM201 |
| • Organise and complete daily work activities               | BSBWOR202 |
| • Prepare and process financial documents                   | TLIP2029  |
| • Create and use spreadsheets                               | BSBITU202 |
| • Handle mail   | BSBINM202 |

### ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

## PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance.

## CAREER PATHWAYS

- Administration Officer,
- Administrative Assistant,
- Clerical Officer,
- Data Entry Operator,
- Information Desk Clerk,
- Office Assistant,
- Receptionist

## JOB ROLES

Individuals with this qualification are able to perform roles, such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

## DUTIES & TASKS OF AN ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos using word processing programmes
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
- Operate a range of office machines such as photocopiers, computers and faxes
- File papers and documents
- Undertake other duties such as banking, credit control or payroll functions

## FURTHER STUDY

- Certificate III Business qualifications
- Certificate IV qualifications, for example:
  - Administration
  - Marketing
  - Human Resources
  - Business Sales
  - Diploma and Degree

For further information: <http://www.myskills.gov.au/>

Type the qualification code into the search bar, then click on the qualification title.

Explore Career Pathways and Student Outcomes including Employment, Salary, Occupations



BUSINESS SERVICES



FOR MORE INFORMATION CONTACT:  
REGISTERED TRAINING ORGANISATION - 7054  
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