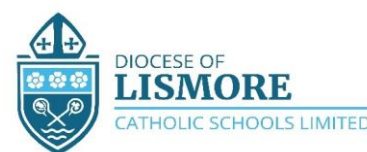


BUSINESS SERVICES

BSB30120 Certificate III in Business



RTO 45649

This highly regarded qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They may provide technical advice and support to a team.

Students will develop skills in the areas of communication, teamwork, problem solving, innovation, enterprise, planning and organising (prioritising).

Hours	240 hours	Training Package	BSB
Type	VET Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 Unit Preliminary 2 Unit HSC	SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
Specialisation	No	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

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

DUTIES AND TASKS OF AN ADMINISTRATION ASSISTANT

- 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, printers and computers
- File paper and electronic documents
- Undertake other duties such as banking, credit control or payroll functions

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

FURTHER STUDY

- Bachelor of Business
- Certificate IV and Diploma qualifications, for example:
 - Entrepreneurship and New Business
 - Marketing and Communication
 - Human Resources Management
 - Leadership and Management
 - Project Management Practice

JOB ROLES IN THE BUSINESS INDUSTRY

Individuals with this qualification can perform roles such as:

- Administration Assistant
- Junior Personal Assistant
- Office Assistant
- Clerical Worker
- Receptionist

