**BUSINESS SERVICES**

BSB20112 and BSB20115 Certificate II in Business

BSB30115 Certificate III in Business and BSB30415 Certificate III in Business Administration

Version 15/1

**COURSE DETAILS** **ABOUT**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Hours** | 240 hours | |  | This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.  The course will also assist students to develop higher level skills in the following areas:   * Communication * Teamwork in a business environment * Problem solving * Innovation and enterprise * Planning and organising (prioritising)   Deliver customer service  **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 | | |
| **Type** | Board Developed Course | |  |
| **Duration** | 2 years | |  |
| **Unit** **Value** | 2-unit Preliminary  2 unit HSC | |  |
| **Extension** | Yes: Certificate III; 2 Unit in Year 12 | |  |
| **HSC Exam** | Yes | |  |
| **ATAR** | Yes | |  |
| **Workplacement** | Mandatory 70 hours | |  |
| **SBAT** | Opportunity to complete a School Based Traineeship and gain credit towards the HSC | |  |
| **RECOGNITION** | National and HSC Qualification | |
| **ASSESSMENT**  Assessment strategies may include:   * Observation * Student Demonstration * Questioning * Written tasks * Tests   **FURTHER STUDY**   * Certificate III Business qualifications * Certificate IV qualifications, for example: * Administration * Marketing * Human Resources * Business Sales * Diploma and Degree   **CAREER PATHWAYS**  Administration Officer, Administrative Assistant, Clerical Officer, Data Entry Operator, Information Desk Clerk, Office Assistant, Receptionist | | |  |
|  | **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. | | |
| **DUTIES AND TASKS OF A 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 | | | | | | |
| **STUDENT OUTCOMES for Certificate II in Business**  These are the outcomes of graduates surveyed six months after completing their training for Certificate II in Business.  *All statistics are supplied by the*[*National Centre for Vocational Education Research*](http://www.ncver.edu.au/) | | | | | | |
| **Business: Top Occupations** | | **Business: Starting Salary** | | | | **Business: Employment Outcomes** |
| <http://www.myskills.gov.au/> | | | | | http://training.gov.au | |