**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**

|  |  |  |  |
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| **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
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| **Type** | Board Developed Course |  |
| **Duration** | 2 years |  |
| **Unit** **Value** | 2-unit Preliminary2 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.

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| **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
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| **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 |