

# BSB30415 CERTIFICATE III IN BUSINESS ADMINISTRATION

## Office Administrator or Receptionist

Do you want to have one of the most in-demand roles in a business? Completing this nationally recognised qualification with the LASA Q Education Institute will equip you with the skills and knowledge required to be a business administrator. You will gain solid skills in a range of areas to prepare you for employment in any business or if you currently work in administration and need some formal qualifications this is the qualification for you.

### Entry requirements

- Good English Language, Literacy and Numeracy skills (or completion of English to Year 10)
- Access to a computer with audio, video and internet capabilities
- Computer proficiency
- Students will be required to complete a student survey

### FUNCTIONS

You will gain a wide range of office skills including organising workplace information and schedules, preparing documents, creating spreadsheets, maintaining financial records, providing customer service and developing professional presentations.

This qualification can be your first step to possible job roles/titles across different industry sectors:

- Accounts Receivable Clerk
- Administration Officer
- Roster Clerk
- Receptionist
- Data Entry Operator
- Word Processing Operator
- Payroll Officer

### COURSE DURATION

This course is delivered through a blended model combining online, face-to-face classes and monthly webinars.

Our program is part-time and flexible to support existing workers in the aged care industry. The course can take up to 12 months to complete. This will be based on your prior knowledge and experience and the amount of time you can commit to your studies.

Our trainers will make two (2) scheduled visits to your workplace (if required), depending on your location. Further unlimited support will be provided via telephone, email support and GoToMeeting (virtual classroom via web cam) to provide students with tuition, learning support, assessment completion and conduct workplace observations.



### FOR MORE INFORMATION

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## ONGOING TRAINING AND LEARNING SUPPORT

Extra learning support is also available by our Study Assistance Service. For more information, please refer to the Study Assistance Support flyer available on the Education Institute website.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is offered to all students on commencement. RPL provides an opportunity for a range of skills relevant to this qualification and the job role to be recognised before formal training commences.

RPL will require you to discuss your experience with our Course Coordinator, gather evidence to support the RPL, and participate in a workplace observation visit with one of our trainers.

## ADDITIONAL INFORMATION

Students and employers are to make individual arrangements regarding release time/shift scheduling, or leave to attend training or vocational placement (if required). Resources will be provided for each unit of competency.

## COURSE COSTS

This program is funded under the Queensland Government Certificate 3 Guarantee Program.

Student co-contribution fee:

Non-concessional	\$1,235 (\$95.00 per unit of competency)
Concessional	\$682.50 (\$52.50 per unit of competency)

To be eligible for a concession you must provide proof at the time of application you are a card holder of a commonwealth health card, pensioner concession card or veterans gold card to pay a lesser fee.

To be eligible for the Certificate 3 Guarantee program students must:

- provide a copy of their green Medicare Card and Driver's Licence
- be 15 years or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident, temporary resident with the necessary visa and work permits on the pathway to permanent residency or a New Zealand Citizen
- not hold, and not be enrolled in, a Certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

## QUALIFICATIONS

This qualification is nationally recognised and is based on curriculum developed by the business industry. Thirteen (13) units of competency are required to complete the full qualification, made up of core and elective units as listed below.

UNIT CODE	UNIT TITLE
CORE	
BSBWHS201	Contribute to health and safety of self and others
BSBITU307	Develop keyboarding speed and accuracy
ELECTIVES	
BSBCUS301	Deliver and monitor a service to customers
BSBFLM312	Contribute to team effectiveness
BSBDIV301	Work effectively with diversity
BSBITU302	Create electronic presentations
BSBITU303	Design and produce text documents
BSBITU304	Produce spreadsheets
BSBITU306	Design and produce business documents
BSBITU309	Produce desktop published documents
BSBWRT301	Write simple documents
BSBADM307	Organise schedules
BSBWOR301	Organise personal work priorities and development



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