



Australian Government

Department of Education, Employment and Workplace Relations

BSB20107 Certificate II in Business

Revision Number: 1

BSB20107 Certificate II in Business

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Job Roles

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

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB10107 Certificate I in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of work settings without a formal business qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB30107 Certificate III in Business.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating verbally with clients and colleagues drafting routine correspondence that meets the organisational standards of style, format and accuracy
Teamwork	<ul style="list-style-type: none"> working in a team environment to promote team commitment and cooperation
Problem-solving	<ul style="list-style-type: none"> choosing appropriate methods for communication and transferring information dealing with client enquiries and complaints
Initiative and enterprise	<ul style="list-style-type: none"> raising occupational health and safety issues with designated personnel
Planning and organising	<ul style="list-style-type: none"> planning and organising own work schedule for the day planning the layout of simple documents using appropriate software
Self-management	<ul style="list-style-type: none"> dealing sensitively with client needs and cultural, family and individual differences obtaining feedback on work performance and identifying opportunities for improvement
Learning	<ul style="list-style-type: none"> encouraging, acknowledging and acting on constructive feedback from team members using manuals, training booklets and online help to overcome difficulties
Technology	<ul style="list-style-type: none"> selecting, maintaining and using business technology appropriate to the task

Packaging Rules

Packaging Rules

Packaging Rules

Total number of units = 12

1 core unit plus

11 elective units

7 elective units must be selected from the elective units listed below.

The remaining **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **2 of the 4 elective units** may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core unit

Occupational Health and Safety

BSBOHS201A	Participate in OHS processes	Unit code	Unit title
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Elective units

Customer Service

BSBCUS201A	Deliver a service to customers
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Industry Context

BSBIND201A	Work effectively in a business environment
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Information Management

BSBINM201A	Process and maintain workplace information
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BSBINM202A	Handle mail
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Innovation

BSBINN201A	Contribute to workplace innovation
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Interpersonal Communication

BSBCMM201A	Communicate in the workplace
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IT Use

BSBITU201A	Produce simple word processed documents
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Packaging Rules

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

Small and Micro Business

BSBSMB201A Identify suitability for micro business

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

Imported Units

FNSICGEN305B Maintain daily financial/business records

Unit Grid

BSBCMM201A Communicate in the workplace

BSBCUS201A Deliver a service to customers

BSBIND201A Work effectively in a business environment

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

BSBINN201A Contribute to workplace innovation

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

BSBOHS201A Participate in OHS processes

BSBSMB201A Identify suitability for micro business

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

FNSICGEN305B Maintain daily financial_business records



Australian Government

Department of Education, Employment and Workplace Relations

BSB30110 Certificate III in Business

Revision Number: 1

BSB30110 Certificate III in Business

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Job roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.
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Pathways Information

Qualification pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification

- BSB40207 Certificate IV in Business, or a range of other Certificate IV qualifications
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Licensing/Regulatory Information

Licensing, legislative, regulatory or certification considerations

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

BSB30110 Certificate III in Business

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry or enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating verbally with others in negotiation, training and questioning • writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none"> • completing individual tasks to support team goals • conveying workplace procedures and work instructions to team members
Problem-solving	<ul style="list-style-type: none"> • resolving issues and conflicts with team members • using manuals and other documentation to overcome problems with information technology or other office equipment
Initiative and enterprise	<ul style="list-style-type: none"> • demonstrating individual responsibility for completing tasks • suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none"> • contributing to planning processes with team members to meet expected outcomes • gathering, organising and applying workplace information for the organisation's work processes and information systems
Self-management	<ul style="list-style-type: none"> • identifying development needs and seeking training to fill needs • monitoring and recording the performance of own work area
Learning	<ul style="list-style-type: none"> • developing a comprehensive knowledge and understanding of products and services • identifying priorities and pursuing personal work goals according to organisational objectives
Technology	<ul style="list-style-type: none"> • using information communication technology to communicate with team members or clients • using word processing packages, spreadsheets or databases to produce written correspondence and reports

Packaging Rules

Packaging Rules

Total number of units = 12

1 core unit *plus*

11 elective units

7 of the elective units must be selected from the elective units listed below.

4 elective units may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed below, **1 elective unit** may be selected from a Certificate II qualification and **2 elective units** may be taken from a Certificate IV qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core unit

BSBOHS301B Apply knowledge of OHS legislation in the workplace

Elective units

Customer service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial administration

BSBFIA301A Maintain financial records

General administration

BSBADM311A Maintain business resources

Information management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBFLM306C Provide workplace information and resourcing plans

Innovation

BSBINN301A Promote innovation in a team environment

Intellectual property

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

Interpersonal communication

BSBCMM301A Process customer complaints

IT use

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Management

BSBFLM309C Support continuous improvement systems and processes

BSBFLM305C Support operational plan

Product skills and advice

BSBPRO301A Recommend products and services

Purchasing and contracting

BSBPUR301B	Purchase goods and services
Sustainability	
BSBSUS301A	Implement and monitor environmentally sustainable work practices
Workplace effectiveness	
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker
BSBFLM303C	Contribute to effective workplace relationships
BSBFLM312C	Contribute to team effectiveness
BSBFLM311C	Support a workplace learning environment
Writing	
BSBWRT301A	Write simple documents

Unit Grid

BSBADM311A Maintain business resources
 BSBCMM301A Process customer complaints
 BSBCUS301A Deliver and monitor a service to customers
 BSBDIV301A Work effectively with diversity
 BSBFIA301A Maintain financial records
 BSBFLM303C Contribute to effective workplace relationships
 BSBFLM305C Support operational plan
 BSBFLM306C Provide workplace information and resourcing plans
 BSBFLM309C Support continuous improvement systems and processes
 BSBFLM311C Support a workplace learning environment
 BSBFLM312C Contribute to team effectiveness
 BSBINM301A Organise workplace information
 BSBINM302A Utilise a knowledge management system
 BSBINN301A Promote innovation in a team environment
 BSBIPR301A Comply with organisational requirements for protection and use of intellectual property
 BSBITU301A Create and use databases
 BSBITU302B Create electronic presentations
 BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets
BSBITU305A Conduct online transactions
BSBITU306A Design and produce business documents
BSBITU309A Produce desktop published documents
BSBOHS301B Apply knowledge of OHS legislation in the workplace
BSBPRO301A Recommend products and services
BSBPUR301B Purchase goods and services
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWOR301A Organise personal work priorities and development
BSBWOR302A Work effectively as an off site worker
BSBWRT301A Write simple documents



Australian Government

Department of Education, Employment and Workplace Relations

BSB30407 Certificate III in Business Administration

Revision Number: 1

BSB30407 Certificate III in Business Administration

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team.

Job Roles

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk
- Data Entry Operator
- Junior Personal Assistant
- Receptionist
- Office Administration Assistant
- Office Administrator
- Word Processing Operator.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • interpreting the needs of customers • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office administration services • working with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none"> • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> • planning for contingencies • planning information and documentation requirements • utilising or determining required resources
Self-management	<ul style="list-style-type: none"> • following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice
Technology	<ul style="list-style-type: none"> • using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Packaging Rules
<p>Total number of units = 13</p> <p>2 core units plus</p> <p>11 elective units</p> <p>7 elective units must be selected from the Group A units listed below.</p> <p>The remaining 4 elective units may be selected from the Group A or Group B elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below 2 of the electives units may be selected from a Certificate II or Certificate IV qualification.</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level.</p>

Packaging Rules

Where the packaging rules of this qualification meet the rules of a specialist qualification, the specialist qualification and not the generic qualification must be awarded.

Core Units**IT Use**

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

Elective units**Group A units****Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Group B units**Customer Service**

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Packaging Rules**Financial Administration**

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Intellectual Property

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Unit Grid

BSBADM302B Produce texts from notes
BSBADM303B Produce texts from audio transcription
BSBADM307B Organise schedules
BSBADM311A Maintain business resources
BSBCMM301A Process customer complaints
BSBCUS301A Deliver and monitor a service to customers
BSBDIV301A Work effectively with diversity
BSBFIA301A Maintain financial records
BSBFIA302A Process payroll
BSBFIA303A Process accounts payable and receivable
BSBFIA304A Maintain a general ledger
BSBINM301A Organise workplace information
BSBINM302A Utilise a knowledge management system
BSBINM303A Handle receipt and despatch of information
BSBINN201A Contribute to workplace innovation
BSBIPR301A Comply with organisational requirements for protection and use of intellectual property
BSBITU301A Create and use databases
BSBITU302B Create electronic presentations
BSBITU303A Design and produce text documents
BSBITU304A Produce spreadsheets
BSBITU305A Conduct online transactions
BSBITU306A Design and produce business documents
BSBITU307A Develop keyboarding speed and accuracy
BSBITU309A Produce desktop published documents
BSBOHS201A Participate in OHS processes
BSBOHS407A Monitor a safe workplace
BSBPRO301A Recommend products and services
BSBSUS201A Participate in environmentally sustainable work practices
BSBWOR204A Use business technology
BSBWOR301A Organise personal work priorities and development
BSBWOR302A Work effectively as an off site worker
BSBWRT301A Write simple documents



Australian Government

Department of Education, Employment and Workplace Relations

BSB31007 Certificate III in Business Administration (Legal)

Revision Number: 1

BSB31007 Certificate III in Business Administration (Legal)

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who apply a broad range of administrative competencies in a legal office work environment, using some discretion and judgement. They may provide technical advice and support to a team.

Job Roles

- Legal Receptionist.
-

Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB41207 Certificate IV in Legal Services.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal inquiries such as requests for legal documents, schedules or records enquiries • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide legal administration including record keeping services • working with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none"> • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> • planning information and documentation requirements • utilising or determining required resources
Self-management	<ul style="list-style-type: none"> • following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice
Technology	<ul style="list-style-type: none"> • using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Packaging Rules
<p>Total number of units = 13</p> <p>2 core units plus</p> <p>11 elective units</p> <p>5 elective units must be selected from the Group A units listed below.</p> <p>4 elective units must be selected from the Group B units listed below.</p> <p>The remaining 2 elective units may be selected from the Group A, Group B or Group C units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level higher or lower.</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level.</p>

Packaging Rules**Core units****IT Use**

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

OR

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Elective units**Group A units****Legal Services Administration**

BSBLEG301A Apply knowledge of the legal system to complete tasks

BSBLEG302A Carry out search of the public record

BSBLEG303A Deliver court documentation

BSBLEG304A Apply the principles of confidentiality and security within the legal environment

BSBLEG305A Use legal terminology in order to carry out tasks

BSBLEG306A Maintain records for time and disbursements in a legal practice

BSBLEG308A Assist in prioritising and planning activities in a legal practice

Information Management

BSBINM303A Handle receipt and despatch of information

Group B units**Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302B Create electronic presentations

Packaging Rules

BSBITU304A Produce spreadsheets

BSBITU303A Design and produce text documents

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Group C units**Customer Service**

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Packaging Rules**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Unit Grid

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM307B Organise schedules

BSBADM311A Maintain business resources

BSBCMM301A Process customer complaints

BSBCUS301A Deliver and monitor a service to customers

BSBDIV301A Work effectively with diversity

BSBFIA301A Maintain financial records

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

BSBINN201A Contribute to workplace innovation

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

BSBITU307A Develop keyboarding speed and accuracy

BSBITU309A Produce desktop published documents

BSBLEG301A Apply knowledge of the legal system to complete tasks

BSBLEG302A Carry out search of the public record

BSBLEG303A Deliver court documentation

BSBLEG304A Apply the principles of confidentiality and security within the legal environment

BSBLEG305A Use legal terminology in order to carry out tasks

BSBLEG306A Maintain records for time and disbursements in a legal practice

BSBLEG308A Assist in prioritising and planning activities in a legal practice

BSBOHS201A Participate in OHS processes

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

BSBOHS407A Monitor a safe workplace

BSBPRO301A Recommend products and services

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off site worker

BSBWRT301A Write simple documents



Australian Government

Department of Education, Employment and Workplace Relations

BSB31107 Certificate III in Business Administration (Medical)

Revision Number: 1

BSB31107 Certificate III in Business Administration (Medical)

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team.

Job Roles

- Medical Receptionist
- Medical Records Clerk
- Medical Secretary.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal inquiries such as payroll questions, medical appointments or records enquiries • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office and medical administration services • working with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none"> • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> • planning information and documentation requirements • utilising or determining required resources
Self-management	<ul style="list-style-type: none"> • following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice
Technology	<ul style="list-style-type: none"> • using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Packaging Rules
<p>Total number of units = 13</p> <p>2 core units plus</p> <p>11 elective units</p> <p>5 elective units must be selected from the Group A units listed below.</p> <p>4 elective units must be selected from the Group B units listed below.</p> <p>The remaining 2 elective units may be selected from Group A, Group B or Group C units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level higher or lower.</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level.</p>

Packaging Rules**Core units****IT Use**

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

OR

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Elective units**Group A units****Medical Services Administration**

BSBMED301B Interpret and apply medical terminology appropriately

BSBMED302B Prepare and process medical accounts

BSBMED303B Maintain patient records

BSBMED304B Assist in controlling stocks and supplies

BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment

BSBMED401B Manage patient record keeping system

Group B units**Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

Packaging Rules

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Group C Units**Customer Service**

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Packaging Rules**Workplace Effectiveness**

BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker

Unit Grid

BSBADM302B Produce texts from notes
 BSBADM303B Produce texts from audio transcription
 BSBADM307B Organise schedules
 BSBADM311A Maintain business resources
 BSBCMM301A Process customer complaints
 BSBCUS301A Deliver and monitor a service to customers
 BSBDIV301A Work effectively with diversity
 BSBFIA301A Maintain financial records
 BSBFIA302A Process payroll
 BSBFIA303A Process accounts payable and receivable
 BSBFIA304A Maintain a general ledger
 BSBINM301A Organise workplace information
 BSBINM302A Utilise a knowledge management system
 BSBINM303A Handle receipt and despatch of information
 BSBINN201A Contribute to workplace innovation
 BSBITU301A Create and use databases
 BSBITU302B Create electronic presentations
 BSBITU303A Design and produce text documents
 BSBITU304A Produce spreadsheets
 BSBITU305A Conduct online transactions
 BSBITU306A Design and produce business documents
 BSBITU307A Develop keyboarding speed and accuracy
 BSBITU309A Produce desktop published documents
 BSBMED301B Interpret and apply medical terminology appropriately
 BSBMED302B Prepare and process medical accounts
 BSBMED303B Maintain patient records
 BSBMED304B Assist in controlling stocks and supplies
 BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment
 BSBMED401B Manage patient record keeping system
 BSBOHS201A Participate in OHS processes
 BSBOHS306B Contribute to implementing emergency prevention activities and response procedures
 BSBOHS407A Monitor a safe workplace
 BSBPRO301A Recommend products and services

BSBSUS201A Participate in environmentally sustainable work practices
BSBWOR204A Use business technology
BSBWOR301A Organise personal work priorities and development
BSBWOR302A Work effectively as an off site worker
BSBWRT301A Write simple documents