

Certificate III in Business Administration [BSB30407]



About this Qualification

An efficient office requires highly skilled administrative staff.

The efficiency of an office can be greatly improved by up-skilling staff so they can use computer programmes to maximum effectiveness.

The modern office also needs administrative staff who can draft documents, prioritise and schedule time effectively, and who have accurate keyboard skills.

The Certificate III in Business Administration qualification will ensure that staff will develop the competencies and skills to make an effective contribution to any business office.

Course Suitability

This course has a strong focus on computer applications and so is suitable for new employees in a computerised office, or for experienced staff who need to up-skill with PC and computer application skills.

The qualification is delivered with two "streams" to allow specialisations in:

- Word processing or
- Accounts clerical

The job roles that may suit this course include:

- Office Assistants
- Receptionists
- Administrative Assistants
- Bookkeepers
- Accounts Payable/ Receivable Clerks

Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment*
*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

Course Fees

The course fees for eligible New Worker Traineeship enrolments* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

Course Duration

The qualification is timetabled to be completed in one year over a 38 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months but 24 months in some States).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



Australian College
of Commerce & Management



College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

The College provides a Typing Tutorial computer programme and a Desktop Publishing CD.

Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy office – with small periods of time being able to be used effectively.

Entry Requirements

A computer with Microsoft Office applications (Word, Excel, PowerPoint and Outlook) and basic PC skills are essential in this course.

Average level literacy skills are required for both streams and average numeracy skills or above are necessary for the accounts clerical “stream”.

Note the accounts clerical stream covers manual accounting so accounting computer packages are not required.

Course Subjects and Electives

The word processing stream includes the following modules:

- Producing text from notes
- Using business technology
- Designing and developing text documents
- Touch typing skills
- Creating Power Point presentations
- Creating and using spreadsheets
- Writing business letters and memos
- Using Outlook effectively
- Maintaining workplace safety
- Desktop Publishing

The accounts clerical stream includes the following modules:

- Use business technology
- Processing journals
- Touch typing skills
- Process accounts payable & receivable
- Maintaining general ledgers
- Using Outlook effectively
- Process accounts receivable
- Writing simple business documents

Electives for this stream include:

- Word processing
- Creating and using spreadsheets
- Processing payroll
- Creating Power Point presentations

Additional modules can be added to either stream as suited to the workplace needs eg:

- Customer service
- Sales
- Complaint management
- Time Management

Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

After completion of this qualification students have a range of opportunities to continue their studies at Certificate IV level including:

- Frontline Management
- Business
- or continue with Business Administration

Careers paths include opportunities as:

- Administrative Officers
- Secretaries
- Accounts Clerks
- Personal Assistants
- Word processor operators
- Accounts Payable / Receivable Officers
- Medical Records Officer
- Office Manager