



**Certificate III in  
Business Administration**  
BSB30415

Course Guide



**HALEY**  
COLLEGE

**Thank you for your interest in the BSB30415 Certificate III in Business Administration!**

This Course Guide is designed to provide you with detailed course information to support making a decision about whether this course is the most suitable and appropriate for your career goals and individual needs.

**Course Details**

- *Code name:* Certificate III in Business Administration
- *Course code:* BSB30415
- *Release Number:* 1
- *Currency:* Current

This course applies to a range of administrative roles in varied industry contexts. Individuals in these positions use some discretion and judgement and may provide technical advice and support to a team.

**Target Participants**

Haley College key participant target group for this course are existing employees in administration roles across industry sectors.

Participants must be employed in a role allowing relevant administrative work to be completed, and study via a workplace supported pathway.

Participants may undertake the course via traineeship arrangements.

**Location**

Delivery of all training and assessment activities for this course is undertaken in each participants' workplace.

**Course Duration & Timelines**

The course can be delivered over a range of course durations, depending on the needs and characteristics of the participant and their employer where relevant.

The standard course duration is 12 months.

For employees on traineeship arrangements the following jurisdictional durations apply:

Victoria

- 12 months for full-time employees
- 18 months for part-time employees

Participants may complete the program earlier than these timelines through achievement of RPL or credit transfer. Please refer to the Haley College Student Handbook for further information.

Delivery Mode	Course Arrangements
Standard course duration	<p>Participants should expect to undertake on average 37 hours study per unit (10 hours per week) for the standard duration of the course.</p> <p>Participants are engaged with Haley College personnel for on-the-job individual coaching sessions and assessment activities on at least an eight weekly basis – on average for 18 hours over the duration of the program. Typically participants receive 6 x 3 hour workplace visits over the course duration. These mentoring sessions are undertaken at times negotiated with each workplace.</p>
Traineeships	<p>Participants should expect to undertake on average 37 hours course activities per unit (average 6.5 - 10 hours per week depending on traineeship duration).</p> <p>Participants are engaged with Haley College personnel for on-the-job individual coaching sessions and assessment activities on at least an eight weekly basis – on average for 18 hours over the duration of the program. Typically participants receive 6 x 3 hour workplace visits over the course duration. These mentoring sessions are undertaken at times negotiated with each workplace.</p>

Participants should note that actual study hours for each unit of competency may vary depending on the volume of learning and assessment required to meet the requirements of the unit. The Course Schedule provided at the end of this Guide provides further indication as to the number of weeks a student may be studying each specific unit of competency given the average allocated weekly study hours provided above.

### Specific Industry / Stakeholder Needs

Depending on the industry area where course delivery occurs, Haley College will customise delivery activities for workplaces to support industry licensing requirements or the specific employer needs for employees undertaking the course.

There are no licensing requirements for this course. Participants undertaking this training are required to successfully complete a language, literacy and numeracy (LLN) test to demonstrate a reasonable level of English in both written and verbal, at ACSF Level 2, to be able to communicate effectively in the workplace.

### Course Organisation & Delivery Modes

The delivery environment is a real workplace. Through course delivery, all participants operate in a workplace environment involving administrative work.

Course delivery including mentoring activities typically occurs during weekdays and standard working hours. Weekend or out of standard hours' sessions may however be negotiated on a client by client basis.

The delivery approaches used are self-directed study with one-to-one coaching/mentoring support, with Haley College personnel undertaking the mentoring role in conjunction with the participant's workplace supervisor.

As the learning topics are a mix of theory and practical content, this approach is most suitable to provide the individual, customised program required for participants.

These flexible delivery options are offered to participants, recognising the fact that the target group for the delivery of this course is employed participants.

Flexible delivery options include the use of blended and/or self-paced materials to allow participants the flexibility to complete their skill gap learning where they have other commitments.

While a recommended Course Schedule is provided (as below) the course units can be studied in any order, with exact program schedules negotiated with participants and documented in their individual Training Plan.

The delivery model with a Haley College personnel and workplace supervisor mentors facilitates the opportunity to negotiate program structures with participants. This negotiated pathway allows participants to align the learning program to their individual and workplace needs.

### Workplace Mentoring

Working directly with workplace supervisors allows Haley College to ensure that each participant is achieving the real world, workplace based skills and knowledge required to achieve competency during the course.

The role of the participant's workplace supervisor includes:

- Providing opportunities for the participant to develop knowledge and skills;
- Participating in the development of the training plan;
- Providing access to facilities and expertise to assist in the training of the participant in course requirements (this may include on-the-job training, supervision, mentoring, or time off for off-the-job training);
- Ensuring that a record of training is maintained; and
- Participating in some assessment approaches, such as the completion of Third Party Reports on the participant's performance.

### Pathways for Participants

#### Training Pathways

Pathways for participants considering this course include:

- Certificate II in business or other industry related qualifications;
- Direct entry; and/or
- Relevant vocational training and/or work experience.

After achieving this qualification, participants may undertake a Certificate IV, Diploma or higher qualification in business related fields. This may include generic, technical or supervisory course streams.

These qualifications represent a logical pathway regardless of whether Haley College offers the qualifications.

### Employment Pathways

Employment pathways for this course include:

- Accounts Clerk;
- Accounts Payable Clerk;
- General Clerk;
- Junior Personal Assistant;
- Office Assistant;
- Receptionist; and
- Word Processor.

### Course Requirements -Core and Elective Units

The BSB30415 Certificate III in Business Administration requires completion of thirteen (13) units made up of:

- 2 core units; plus
- 11 elective units, of which:
  - 7 units must be from the qualification packaging rules specified Group A elective units; and
  - 4 units may be from the qualification packaging rules specified Group A, or Group B, or any currently endorsed Training Package or accredited course at Certificate III level.
  - Up to 2 units may be selected from a Certificate II or Certificate IV qualification, where the units are not already listed in the qualification packaging rules specified elective units list.

#### Core Units

- BSBITU307 Develop keyboarding speed and accuracy
- BSBWHS201 Contribute to health and safety of self and others

#### Elective Units

##### Group A

- BSBADM307 Organise schedules
- BSBFIA303 Process accounts payable and receivable
- BSBITU302 Create electronic presentations
- BSBITU303 Design and produce text documents
- BSBITU304 Produce spreadsheets
- BSBITU306 Design and produce business documents
- BSBWRT301 Write simple documents

##### Group B

- BSBCUS201 Deliver a service to customers
- BSBCUS301 Deliver and monitor a service to customers
- BSBINM301 Organise workplace information
- BSBWOR204 Use business technology

The elective unit options listed represent the only approved elective unit options offered that have been selected and approved for delivery by Haley College. This is a reduced list from the qualification packaging rules specified electives list.

Elective units selected are relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

#### Course Nominal Hours

Total course nominal hours, depending on the state jurisdiction of delivery and elective units selected, are in the range of **485 hours**.

Nominal hours are an allocation to describe how long a participant who does not hold any of the competencies identified in the relevant units of competency would take to develop all the required skills and



knowledge. This nominal duration includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities.

The amount of training provided by Haley College is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

### Course Entry Requirements

Nil mandatory requirements specified.

### Haley College Course Admission Requirements

Participants must:

- Be at least 17 years of age;
- Have completed Year 10 in the Australian school system or equivalent;
- Have language, literacy and numeracy skills equivalent to ASCF Level 2;
- Have access to a computer, laptop or tablet device with an internet connection;
- Have access to the following software applications:
  - MS Office 2013 / MS Office 365; and
  - MYOB or Xero online accounting package; and
- Be employed in an administrative role allowing relevant administrative work to be completed, and study via a workplace supported pathway.

### Language literacy and numeracy assessment (LLN)

To work in a business environment, participants must demonstrate suitable LLN skills which are assessed when applying for enrolment. The assessment relates to the Australian Core Skills Framework (ACSF) and is a required part of applying for enrolment.

Selection criteria takes into account various factors when deciding upon which participants will be offered places in the course including;

- The participants' needs and desired outcomes;
- The ability and commitment of the participant to complete the course;
- Eligibility requirements listed in the national Training Package;
- Participants existing ability in the ACSF core skills - learning, reading, writing, oral communication and numeracy;
- Any areas where participants may need additional support (e.g. if they have low English levels) and to identify whether participants' physical attributes may influence their ability to complete the training and assessment (e.g. if heavy lifting is required).

Participants are advised the minimum identification requirements must be met prior to enrolment:

- Provision of the participant's Unique Participant Identifier (USI);
- Provision of Australian legal photo identification for assessment purposes.

If participants do not have a USI they can create one at [www.usi.gov.au](http://www.usi.gov.au) or ask Haley College for assistance.

### Loss of employment / workplace

Where a participant loses their employment and access to their workplace for course delivery, the following arrangements apply:

- If the participant is on a National Training Contract (traineeship arrangements), the participant's enrolment will be withdrawn as the national training contract also ceases to operate.
- Participants are able to undertake an up to three month deferment of their course program while alternate employment is sought in a similar administrative role. Should a further time period be required, an additional three month deferment of studies may also be undertaken.
- Once participants find suitable employment in an administrative role allowing relevant administrative work to be completed, and study via a workplace supported pathway, course delivery can resume.
- If a participant is unable to obtain suitable employment after up to 6 months of deferment of studies, the participants course enrolment will be withdrawn. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.
- At any stage the participant may withdraw from their course enrolment. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.

## Work Placement Arrangements

No work placements are applicable.

Participation in this course is only open to participants employed, with access to project based work, studying via a workplace supported program.

## Licensing Requirements

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

## Participant Resources, Texts, Materials, Equipment Requirements

### IT Requirements

The following shows the technical requirements for using the system.

#### Computer

Any current or 2-3 years old computer, laptop or tablet device with an internet connection is typically suitable.

Participants must also have access to the following software applications:

- MS Office 2013 / MS Office 365; and
- MYOB or Xero accounting package.

### Other Resources

No other resources or equipment is required to be provided by the participant – all other resource needs for this course are provided to participants by Haley College.

### Fees

Course tuition and related fees may vary depending on unit selections and individual participant preferences. Please refer to Haley College's Schedule of Tuition Fees for further information and to determine the course fees for your course engagement: [www.haleycollege.vic.edu.au](http://www.haleycollege.vic.edu.au)

## Support Services

A *Training Plan* is completed with all participants prior to enrolment to identify any individual need, resource requirements, delivery unit schedule and support options.

Participants are asked to identify their individual needs, but are sometimes reluctant to do so. Haley College personnel monitor the progress of all participants and their readiness for assessment as they progress through their course.

Delivery materials and methods may be adapted for the special needs of clients. Some examples may include enlarging print materials for vision requirements, provision of ICT equipment and support, accessing interpreter services or using individual delivery methods. A range of support services, including LL&N training, may be accessed as required for participant needs.

## Assessment Arrangements

The assessment environment is the participant's workplace. Workplace and case study projects are employed for summative assessment, where workplace application of all competencies can be observed by an Assessor.

For on-the-job assessment observations, the Assessor organises to visit the participant on-site at a mutually convenient time.

Recognition documentation and applications is available for all units of competency for those participants who have extensive experience in the unit areas. RPL applications will be offered and processed as per Haley College's Participant Advice and Selection Policy.

At all times, the assessment approaches planned will be compliant with Haley College's Assessment Policy, and when implemented will meet the Code of Conduct requirements. All assessment approaches used are compliant with the requirements of the Assessment Guidelines from the national Training Package or accredited course curriculum.

For each unit of competency (and each element within the unit), a range of evidence will be collected.

Resources are often specified that must be used in assessment at a unit of competency level. All specific resources for each unit of competency are listed within Haley College's Assessment Workbook for each unit. Information within each unit resource includes:

- Specific assessment resources required;
- Assessment methods available to be used;
- Plan for and timing of assessment; and
- Any adjustments that may be needed to cater for different participant characteristics.

### **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Recognition documentation and applications is available for all units of competency for those participants who have extensive experience in the unit areas. RPL applications will be offered and processed as per Haley College's Participant Advice and Selection Policy.

Haley College recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). Participants may use Qualifications and Statements of Attainment to gain credit towards programs offered by Haley College.

Please refer to Haley College's *Student Handbook* for further information.

### **Reasonable Adjustment**

There may be times and situations in which a participant may require 'reasonable adjustment' of the training and assessment methods implemented by Haley College to meet their specific individual needs.

Reasonable adjustments to the way in which evidence of performance is gathered (e.g. in terms of the information to be provided to the candidate and the type of evidence to be collected from the candidate) can only occur where the adjustments do not alter the expected performance standards for learning and assessment.

The reasonable adjustments to the training and assessment process may include a variety of modifications to the methods of delivery and assessment to assist the participant undertake the course. The adjustments may include actions such as:

- Assistance in the form of the training location to allow easier access
- Accessing relevant equipment or aids to assist the participant adjustments to the assessment methods to cater for any special needs (without effecting the integrity of the outcome)

### **Course Specific Withdrawal Information**

No specific withdrawal requirements are relevant for this course.

For general information about the grounds on which the participant's enrolment may be deferred, suspended or cancelled, please refer to Haley College's *Student Handbook*.

### **Unit Outlines**

#### **BSBITU307 Develop keyboarding speed and accuracy**

This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques.

It applies to individuals operating in a range of environments who are required to enter text and data with speed and accuracy. Individuals may provide administrative support within an organisation, or may be technical/knowledge experts responsible for production of their own word processed documents.

#### **BSBWHS201 Contribute to health and safety of self and others**

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

It applies to individuals who require a basic knowledge of WHS to carry out work in a defined context under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

#### **BSBADM307 Organise schedules**

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems.

It applies to individuals employed in a range of work environments who provide administrative support to teams and individuals.

### **BSBFIA303 Process accounts payable and receivable**

This unit describes skills and knowledge required to maintain accounts payable and accounts receivable records, including processing payments to creditors and handling overdue accounts receivable.

It applies to individuals employed in a range of work environments supporting the accounting functions and aspects of an enterprise. They may provide administrative support within an enterprise, or may be members of staff who have been delegated accounting responsibilities.

### **BSBITU302 Create electronic presentations**

This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access.

It applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

### **BSBITU303 Design and produce text documents**

This unit describes the skills and knowledge required to design and develop text-based documents using advanced features of word processing software.

It applies to individuals who possess fundamental skills in computer operations and keyboarding, and basic skills in operation of word processing software. They may work as individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own word processed documents.

### **BSBITU304 Produce spreadsheets**

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet software.

It applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision.

### **BSBITU306 Design and produce business documents**

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

It applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

### **BSBWRT301 Write simple documents**

This unit describes the skills and knowledge required to plan, draft and finalise a basic document.

It applies to individuals who apply a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of workplace documentation.

### **BSBCMM301 Process customer complaints**

This unit describes skills and knowledge required to handle formal and informal negative feedback and complaints from customers.

It applies to individuals who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

### **BSBCUS301 Deliver and monitor a service to customers**

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.



It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

#### **BSBINM301 Organise workplace information**

This unit describes the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems.

It applies to individuals who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.

#### **BSBWOR204 Use business technology**

This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data.

It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

### **Next Steps!**

Thank you again for your interest in this course program. Please contact Haley College's Participant Support team on (03) 9015 9803 or [info@haleycollege.vic.edu.au](mailto:info@haleycollege.vic.edu.au) to commence the application process!

## Recommended Course Schedule

<b>Unit of competency</b>	<b>Study Weeks</b>
BSBWHS201 Contribute to health and safety of self and others	Weeks 1 - 4
BSBCUS201 Deliver and a service to customers	Weeks 5 - 8
BSBCUS301 Deliver and monitor a service to customers	
BSBINM301 Organise workplace information	Weeks 9 - 14
BSBWOR204 Use business technology	
BSBADM307 Organise schedules	Weeks 15 - 18
BSBWRT301 Write simple documents	Weeks 19 - 26
BSBITU303 Design and produce text documents	
BSBITU306 Design and produce business documents	
BSBFIA303 Process accounts payable and receivable	Weeks 27 - 35
BSBITU304 Produce spreadsheets	
BSBITU302 Create electronic presentations	Weeks 36 - 42
BSBITU307 Develop keyboarding speed and accuracy	Weeks 43 - 52

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