

skillup australia™



Business Administration

Nationally Recognised Training

(BSB30407) Certificate III in Business Administration
(BSB40507) Certificate IV in Business Administration



Skill up now and fast track your career



*Skill up now
and fast track your career*

Certificates III and IV in Business Administration

Case study

Skillup Australia's Business Administration students have used risk management, communication and document development skills to implement a new procedure in their workplace for handling the internal communication of customer feedback.

This new system resulted in an increase in positive customer feedback overall and referrals of new business from the company's existing client base.

Overview

Individuals in a Business Administration role undertake a vast range of functions to make sure the administration activities within an organisation run smoothly.

They may be responsible for the management of budgets, customer service, dealing effectively with complaints, mail handling, payment of accounts, data entry, preparation of business documents, word processing, filing and bookkeeping to name only a few.

The Certificate III or IV in Business Administration is a Nationally Recognised Qualification that can be customised to cover the areas in your business that your Business Administration staff cover.

The Skillup Approach

Skillup Australia is a leader in workplace training programs in the primary, secondary and service industries. We achieve results by ensuring that our training programs are:

- Interesting and engaging
- Driven by workplace projects and outcomes
- Monitored by Key Performance Indicators (KPIs)
- Relevant and work-based
- Flexible, innovative and most importantly,
- A partnership between the trainee, trainer and employer

Call 1300 398 005
or visit:
skillupaustralia.com



Training Program Design

Before commencement of any training program, we undertake an extensive design and development phase which includes:

- Training Needs Assessments
- Business Needs Analysis
- Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC)
- Integration of existing workplace systems and programs
- Development and facilitation of workplace projects
- Linking of assessment to project outcomes
- Identifying goals and KPIs for the program
- Ensuring that improvements can be sustained

Key Learning Outcomes

Personal

- Communicating effectively in the workplace
- Managing work priorities
- Demonstrating individual responsibility for completing tasks
- Applying skills and knowledge to problem solving

People

- Contributing to team effectiveness
- Resolving issues and conflicts with team members
- Dealing with internal and external clients
- Linking individual goals with team goals

Organisational

- Contributing effectively to workplace planning
- Supporting continuous improvement practices
- Using technology in the workplace
- Championing safety in the workplace

The Certificates III and IV in Business Administration can be customised to best suit your organisation.

An example of a Certificates III and IV in Business Administration is shown below:

Certificates III

CORE UNITS (2 required)

- Develop keyboarding speed and accuracy
- Participate in OHS processes

ADMINISTRATION UNITS (7 required)

- Process accounts payable and receivable
- Maintain a general ledger
- Organise schedules
- Design and produce business documents
- Write simple documents
- Produce spreadsheets
- Process payroll

ELECTIVE UNITS (4 required)

- Process customer complaints
- Organise workplace information
- Maintain financial records
- Handle receipt and dispatch of information

Certificates IV

ADMINISTRATION UNITS (5 required)

- Organise meetings
- Write complex documents
- Prepare financial reports
- Implement workplace information system
- Design and develop complex text documents OR
- Develop and use complex spreadsheets

ELECTIVE UNITS (5 required)

- Establish networks
- Administer projects
- Promote innovation in a team environment
- Monitor a safe workplace
- Identify risk and apply risk management processes

Please note: We deliver a wide range of elective units from the Business training package.

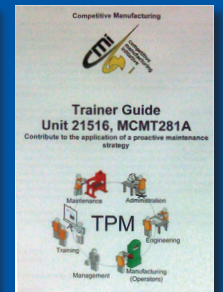
Please see our website for AQTF policy and procedures.

Contact one of our Industry Skills Advisors to discuss your needs.

Training Materials

At Skillup Australia we develop our own training material for many key areas. This ensures that our programs are interesting and effective. We ensure that our training material meets the learning needs of our clients by using easy to understand visuals and everyday examples.

Skillup Australia's work / resources have been published externally by Aspire and CMI.



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National Number

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