



Rochdale Institute

Registered Training Organisation No. 21432

Certificate III in Business Administration (BSB30407)

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

Core Units

- Develop keyboarding speed and accuracy
- Participate in OHS processes

Select 7 units from the list below:

- Process payroll
- Process accounts payable and receivable
- Maintain a general ledger
- Organise schedules
- Create electronic presentations
- Design and produce text documents
- Produce spreadsheets
- Design and produce business documents
- Produce desktop published documents
- Writing simple documents

Select 4 units from the list below:*

- Deliver and monitor a service to customers
- Work effectively with diversity
- Maintain financial records
- Produce text from notes
- Produce text from audio transcription
- Maintain business records
- Organise workplace information
- Utilise a knowledge management system
- Handle receipt and despatch information
- Contribute to workplace innovation
- Process customer complaints
- Create and use databases
- Conduct online transactions
- Monitor a safe workplace
- Recommend products and services
- Participate in environmentally sustainable work practices
- Use business technology
- Organise personal work priorities and development
- Work effectively as an off-site worker

* Note: 4 units may be selected from any other Certificate III qualification in the BSB07 training Package or any other endorsed national Training Package. A maximum of 2 electives may be selected from a Certificate II or Certificate IV qualification.