

## BSB30145

### Certificate III in Business Administration

BSB30415 Certificate III in Business Administration		
Code Number	Course Name	Face to Face Days
BSBITU307	Develop keyboarding speed and accuracy	Integrated
BSBWOR301	Organise personal work priorities and development	Monday, Tuesday
BSBADM307	Organise schedules	Monday, Tuesday
BSBWHS201	Contribute to health and safety of self and others	Monday, Tuesday
BSBCUS301	Deliver and monitor a service to customers	Monday, Tuesday
BSBCMM301	Process customer complaints	Monday, Tuesday
BSBITU313	Design and produce digital text documents	Monday, Tuesday
BSBITU306	Design and produce business documents	Monday, Tuesday
BSBWRT301	Write simple documents	Monday, Tuesday
BSBITU312	Create electronic presentations	Monday, Tuesday
BSBITU309	Produce desktop published documents	Monday, Tuesday
BSBITU314	Design and produce spreadsheets	Monday, Tuesday
BSBFIA301	Maintain financial records	Monday, Tuesday

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## **BSBITU307**

### **Develop keyboarding skill and accuracy**

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#### **Use safe work practices**

- Adjust workspace, furniture and equipment to suit ergonomic requirements
- Ensure work meets organisational and work health and safety (WHS) requirements for computer operation

#### **Identify and develop keyboard skills**

- Identify and apply keyboard functions for both alpha and numeric strokes
- Apply touch-typing technique to complete tasks
- Develop speed and accuracy in accordance with workplace requirements for level of responsibility

#### **Monitor and report on service delivery**

- Proofread document carefully to identify errors
- Amend document, correct errors and complete a final accuracy check

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## **BSBCUS301**

Deliver and monitor a service to customers

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### **Identify customer needs**

- Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations
- Assess customer needs for urgency to determine priorities for service delivery according to organisational and legislative requirements
- Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options
- Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals

### **Deliver a service to customers**

- Provide prompt service to customers to meet identified needs in accordance with organisational and legislative requirements
- Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery
- Sensitively and courteously handle customer complaints in accordance with organisational and legislative requirements
- Provide assistance or respond to customers with specific needs according to organisational and legislative requirements
- Identify and use available opportunities to promote and enhance services and products to customers

### **Monitor and report on service delivery**

- Regularly review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements
- Identify opportunities to enhance the quality of service and products, and pursue within organisational and legislative requirements
- Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements
- Regularly seek customer feedback and use to improve the provision of products and services
- Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery

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## **BSBADM307**

### **Organise Schedules**

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#### **Establish schedule requirements**

- Identify organisational requirements and protocols for diaries and staff planning tools
- Identify organisational procedures for different types of appointments
- Determine personal requirements for diary and schedule items for individual personnel
- Establish appointment priorities and clarify in discussion with individual personnel

#### **Manage schedules**

- Identify recurring appointments and deadlines, and schedule these in accordance with individual and organisational requirements
- Establish availability of attendees, and schedule new appointments in accordance with required timelines and diary commitments
- Negotiate alternative arrangements and confirm when established appointments are changed
- Record appointments and manage schedules in accordance with organisational policy and procedures

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## **BSBCMM301**

### **Process customer complaints**

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#### **Respond to complaints**

- Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice
- Obtain, document and review reports relating to customer complaints
- Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes
- Negotiate resolution of the complaint and obtain agreement where possible
- Maintain a register of complaints/disputes
- Inform customer of the outcome of the investigation

#### **Refer complaints**

- Identify complaints that require referral to other personnel or external bodies
- Make referrals to appropriate personnel for follow-up in accordance with individual level of responsibility
- Forward all documents and investigation reports
- Follow-up appropriate personnel to gain prompt decisions

#### **Exercise judgement to resolve customer service issues**

- Identify implications of issues for customer and organisation
- Analyse, explain and negotiate appropriate options for resolution with customer
- Propose viable options in accordance with appropriate legislative requirements and enterprise policies
- Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel

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## **BSBFIA301**

### **Maintain financial records**

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#### **Maintain daily financial records**

- Correctly maintain daily financial records in accordance with organisational and legislative requirements for accounting purposes
- Identify and rectify or refer discrepancies or errors in documentation or transactions to designated persons in accordance with organisational and legislative requirements
- Accurately credit and debit transactions and promptly enter into journals in accordance with organisational and legislative requirements

#### **Maintain general ledger**

- Maintain general ledger in accordance with organisational and legislative requirements
- Post transactions into general ledger in accordance with organisational and legislative reporting requirements
- Reconcile systems for accounts payable and receivable with general ledger
- Accurately prepare trial balance from general ledger in accordance with organisational and legislative requirements

#### **Monitor cash control**

- Ensure cash flow is accurately accounted for in accordance with organisational and legislative requirements
- Make and receive payments in accordance with organisational and legislative requirements
- Collect or follow up outstanding accounts within designated timelines
- Check payment documentation for accuracy of information and despatch to creditors within designated timeline

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## **BSBITU306**

### **Design and produce business document**

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#### **Select and prepare resources**

- Select and use appropriate technology and software applications to produce required business documents
- Select layout and style of publication according to information and organisational requirements
- Ensure document design is consistent with company and/or client requirements, using basic design principles
- Discuss and clarify format and style with person requesting document/ publication

#### **Design document**

- Identify, open and generate files and records according to task and organisational requirements
- Design document to ensure efficient entry of information and to maximise presentation and appearance of information
- Use a range of functions to ensure consistency of design and layout
- Operate input devices within designated requirements

#### **Produce document**

- Complete document production within designated timelines according to organisational requirements
- Check document produced to ensure it meets task requirements for style and layout
- Store document appropriately and save document to avoid loss of data
- Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production

#### **Finalise document**

- Proofread document for readability, accuracy and consistency of language, style and layout prior to final output
- Make any modifications to document to meet requirements
- Name and store document in accordance with organisational requirements and exit application without data loss/damage
- Print and present document according to requirements

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## **BSBITU309**

### **Produce desktop published documents**

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#### **Prepare to produce desktop published documents**

- Use safe work practices including addressing ergonomic requirements and using work organisation strategies
- Use energy and resource conservation techniques
- Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required
- Identify organisational and task requirements for desktop published documents to ensure consistency of style and image

#### **Set up desktop published document**

- Design content structure and layout to ensure information and graphics are arranged according to related topics and in logical sequences
- Select appropriate formatting and create templates or master pages to ensure consistency of design and layout
- Confirm layout with appropriate person

#### **Create desktop published document**

- Prepare, format and enter required text
- Import text from other applications and resolve any formatting issues
- Scan or import graphics from other applications and resolve any formatting issues
- Arrange text and graphics according to organisational and task requirements

#### **Finalise desktop published document**

- Review text for possible errors and omissions, and resolve any issues
- Check page order, structure and linkages
- Produce completed document in required format
- Name and store text documents, in accordance with organisational requirements and exit application without information loss/damage
- Prepare text documents within designated timelines and organisational requirements for speed and accuracy
- Use manuals, user documentation and online help to overcome problems with document design and production



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## **BSBITU312**

### **Create electronic presentations**

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#### **Prepare to create presentation**

- Organise personal work environment (including furniture and equipment) in accordance with ergonomic requirements
- Identify purpose, audience and mode of presentation in consultation with content author or presenter
- Identify presentation requirements in terms of supporting documents and equipment
- Identify organisational and task requirements relating to supporting documents and equipment
- Select most appropriate application or platform to produce presentation, in accordance with available resources and organisational policies

#### **Create presentation**

- Plan and prepare slides, notes and handouts according to organisational and task requirements and image and style requirements
- Use application functions for consistency of design and layout, to meet identified presentation requirements
- Balance presentation features for visual impact and emphasis
- Use advanced application features to streamline and customise presentation for different audiences

## **BSBITU313**

### **Design and produce digital text documents**

#### **Prepare to produce documents**

- Adjust workspace, furniture and equipment to suit user ergonomic environments
- Ensure workspace meets organisational requirements related to work health and safety, and energy and resource conservation, taking into account the type of digital device to be used
- Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required
- Identify organisational and task requirements for text-based business documents to ensure consistency of style and image
- Select most appropriate word processing application to produce document, in accordance with available resources and organisational policies

#### **Design documents digitally**

- Design document structure and layout to suit purpose, audience and information requirements of task
- Design document to enhance readability and appearance, and to meet organisational and task requirements for style and layout
- Use available application functions to ensure consistency of design and layout, adhering to organisational and task requirements
- Insert a standard table into document, changing cells, columns, and rows as necessary to meet information requirements
- Insert and format visual elements (including, for example, images or icons) to meet organisational and task requirements for style and layout

#### **Produce text documents digitally**

- Use intermediate-level application functions to enable efficient production of digital text documents
- Enter or import, and edit text and other data to meet required specifications
- Preview, adjust and prepare documents for delivery in accordance with organisational and task requirements
- Name and store document, in accordance with organisational requirements and exit application without information loss/damage
- Deliver document within designated timelines and organisational requirements for speed and accuracy
- Use relevant help functions to overcome intermediate issues with document design and production

## **BSBITU314**

### **Design and produce spreadsheets**

#### **Select and prepare resources**

- Identify spreadsheet task purpose and audience
- Identify task requirements in relation to data entry, storage, output, timeline and presentation format
- Select most appropriate application to produce spreadsheet, in accordance with available resources and organisational policies

#### **Plan spreadsheet design**

- Ensure spreadsheet design suits purpose, audience and information requirements of task
- Ensure spreadsheet design enhances readability and appearance, and meets organisational and task requirements for style and layout
- Use available application functions to ensure consistency of design and layout, adhering to organisational and task requirements

#### **Create spreadsheet**

- Enter data, check and amend to maintain consistency of design and layout, in accordance with organisational and task requirements
- Format spreadsheet using application functions to adjust page and cell layout to meet information requirements, in accordance with organisational style and presentation requirements
- Ensure formulae are tested and used to confirm output meets task requirements, in consultation with appropriate personnel as required
- Use relevant help functions to overcome intermediate-level issues with spreadsheet design and production

#### **Produce intermediate-level charts**

- Select chart type and design that offers analysis of numerical data, and meets organisational and task requirements
- Create charts using appropriate data range in spreadsheet
- Modify chart type and layout using formatting features, adhering to organisational and task requirements

#### **Finalise and present spreadsheets**

- Review and edit final spreadsheet and any accompanying charts, and prepare for delivery in accordance with task requirements
- Deliver document to relevant audience within designated timelines and in accordance with organisational requirements for speed and accuracy
- Name and store spreadsheet appropriately in accordance with organisational requirements and exit application without data loss/damage

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## **BSBWHS201**

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

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#### **Work safely**

- Follow provided safety procedures and instructions when working
- Carry out pre start systems and equipment checks according to workplace procedures
- Follow workplace procedures for responding to emergency incidents

#### **Implement work safety requirements**

- Identify designated persons to whom queries and concerns about safety in the workplace should be directed
- Identify existing and potential hazards in the workplace, report them to designated persons and record them according to workplace procedures
- Identify and implement WHS procedures and work instructions
- Identify and report emergency incidents and injuries to designated persons according to workplace procedures
- Identify WHS duty holders and their duties for own work area

#### **Participate in WHS consultative processes**

- Contribute to workplace meetings, inspections and other WHS consultative activities
- Raise WHS issues with designated persons according to organisational procedures
- Take actions to eliminate workplace hazards and reduce risks

## **BSBWOR301**

### **Organise personal work priorities and development**

#### **Organise and complete own work schedule**

- Ensure that work goals, objectives or Key Performance Indicators (KPIs) are understood, negotiated and agreed in accordance with organisational requirements
- Assess and prioritise workload to ensure tasks are completed within identified timeframes
- Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans
- Use business technology efficiently and effectively to manage and monitor scheduling and completion of tasks

#### **Monitor own work performance**

- Accurately monitor and adjust personal work performance through self-assessment to ensure achievement of tasks and compliance with legislation and work processes or KPIs
- Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirement
- Routinely identify and report on variations in the quality of and products and services according to organisational requirements
- Identify signs of stress and effects on personal wellbeing
- Identify sources of stress and access appropriate supports and resolution strategies

#### **Co-ordinate personal skill development and learning**

- Identify personal learning and professional development needs and skill gaps using self-assessment and advice from colleagues and clients in relation to role and organisational requirements
- Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel
- Access, complete and record professional development opportunities to facilitate continuous learning and career development
- Incorporate formal and informal feedback into review of further learning needs

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## **BSBWRT301**

### **Write simple documents**

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#### **Plan document**

- Determine audience and purpose for the document
- Determine the format and structure
- Establish key points for inclusion
- Identify organisational requirements
- Establish method of communication
- Establish means of communication

#### **Draft document**

- Develop draft document to communicate key points
- Obtain and include any additional information that is required

#### **Review Document**

- Check draft for suitability of tone for audience, purpose, format and communication style
- Check draft for readability, grammar, spelling, and sentence and paragraph construction
- Check draft for sequencing and structure
- Check draft to ensure it meets organisational requirements
- Ensure draft is proofread, where appropriate, by supervisor or colleague

#### **Write final document**

- Make and proofread necessary changes
- Ensure document is sent to intended recipient
- File copy of document in accordance with organisational policies and procedures