



Descriptor

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Possible Job Titles

- Administrative Assistant
- Clerical Officer
- Data Entry Operator
- Information Desk Clerk
- Receptionist
- Legal Receptionist

Mode of delivery

This course is delivered to domestic students in face-to-face classes of 20 hours per week or mixed mode (face-to-face and online and on-the-job).

Assessment

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments and third party reports as well as portfolios of evidence and workplace reports.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Conditions apply. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

Target Groups

Students wishing to pursue roles as receptionists and general office workers.

COURSE DURATION

27 weeks

UNITS OF COMPETENCY:

CORE UNIT

- BSBWHS201 Contribute to health and safety of self and others

ELECTIVE UNITS

- BSBCUS201 Deliver a service to customers
- BSBINM201 Process and maintain workplace information
- BSBINM202 Handle mail
- BSBCMM201 Communicate in the workplace
- BSBITU211 Produce digital text documents
- BSBITU212 Create and use spreadsheets
- BSBITU213 Use digital technologies to communicate remotely
- BSBSUS201 Participate in environmentally sustainable work practices
- BSBWOR202 Organise and complete daily work activities
- BSBWOR203 Work effectively with others
- BSBWOR204 Use business technology

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