



## Descriptor

This qualification is suited to those working as administrators and project officers.

In this role, individuals use well developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## Possible Job Titles

- Office Administrator
- Customer Service Advisor
- E-business Practitioner
- Project Officers
- Office Administration Supervisor

## 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 who wish to work in a variety of businesses in a supervisory positions or to further their career or promotional prospects.

## COURSE DURATION

52 weeks

## UNITS OF COMPETENCY:

### CORE UNIT

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### ELECTIVE UNITS

- BSBADM405 Organise meetings
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS402 Address customer needs
- BSBCUS501 Manage quality customer service
- BSBITA411 Design and develop relational databases
- BSBITS411 Maintain and implement digital technology
- BSBITU401 Design and develop complex text documents
- BSBITU404 Produce complex desktop published documents
- BSBMKG413 Promote products and services

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