



## Descriptor

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## Possible Job Titles

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk, Data Entry Operator
- Receptionist
- Office Administrator

## Mode of delivery

### DOMESTIC STUDENTS

This course is delivered to domestic students via online/distance education.

### INTERNATIONAL STUDENTS

This course is delivered to international students @ 20 hours per week for 4 terms of 10 weeks each. Additional study is required to complete unsupervised, independent work in your own time.

## Assessment and Monitoring

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments. Monitoring will take the form of monitoring of online activities and telephone/Skype consultation.

## 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.

International students are advised that their student visa duration may be impacted if applying for and granted RPL.

## Target Groups

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

International Students must hold an approved student visa and study according to their visa conditions.

## COURSE DURATION

52 weeks

## UNITS OF COMPETENCY:

### CORE UNIT

- BSBCRT311 Apply critical thinking skills in a team environment
- BSBPEF201 Support personal wellbeing in the workplace
- BSBSUS211 Participate in sustainable work practices
- BSBTWK301 Use inclusive work practices
- BSBWHS311 Assist with maintaining workplace safety
- BSBXCM301 Engage in workplace communication

### ELECTIVE UNITS

- BSBTEC301 Design and produce business documents
- BSBTEC302 Design and produce spreadsheets
- BSBTEC303 Create electronic presentations
- BSBOPS305 Process customer complaints
- BSBOPS303 Organise schedules
- BSPMG430 Undertake project work
- BSBWRT311 Write simple documents

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