



## Thinking about employing a **Business Services Trainee?**

Business qualifications provide a wealth of transferrable skills to work in an office environment. They prepare individuals to work as part of a team, guide them into leadership roles, or equip them to meet the safety requirements within the workplace.

With the extension of some financial incentives for employers, there has never been a better time to hire a trainee, and these factsheets outline the aspects employers should consider when engaging a Business Services Trainee in their organisation.

## Business Services Traineeships



This document includes factsheets covering the following traineeships:

- Business Services – Level 3
- Business Services – Level 4
- Occupational Health & Safety Officer
- Leadership & Management – Level 4
- Manager



# Business Services Traineeships - Level 3



## The qualification

The **Certificate III in Business** leads to a variety of Business Services job roles.

It develops knowledge and skills for a range of administrative duties in various business contexts, as demonstrated by the 6 core units:

1. Apply critical thinking skills in a team environment
2. Support personal wellbeing in the workplace
3. Participate in sustainable work practices
4. Use inclusive work practices
5. Assist with maintaining workplace safety
6. Engage in workplace communication

A total of 13 units must be completed, including two *Technology* electives, one *Business Competence* elective, and four electives from those listed for the **Certificate III in Business** (selection is dependent on specialisation, if applicable. See "Traineeship streams" overleaf).

If not listed, up to three electives may be selected from a Certificate II, III, or IV from any currently endorsed Training Package.



## Duties

With this qualification, the worker will be equipped to perform a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills.

They are most likely to work within the customer service or business administration function of an organisation.

The worker may provide support to a team.



## Workplaces

This traineeship is suitable for workers in an office of commercial businesses, Local Government, or Educational institutions, or in the reception of an Ancillary Health Service.

It may include working in a call or contact centre.



## The traineeship

The traineeship provides the opportunity for learning on-the-job and gaining experience while working in the "office" of the business.

Remember, the trainee must have access to relevant technology, software applications and other office equipment or resources.

The traineeship is 12 months in duration full-time, and 18 months part-time.



## The job

This qualification provides the skills to work as:

Secretaries (ANZSCO 5212)

General Clerks (ANZSCO 5311)

Call / Contact Centre Workers (ANZSCO 5411)

Inquiry Clerks / Info. Officers (ANZSCO 5412)

Receptionists (incl. Medical) (ANZSCO 5421)

Filing, Registry Clerks (ANZSCO 5613)





# Business Services Traineeships - Level 3



## Traineeship streams

In addition to the generalist **Business Level 3** traineeship (available to school students in Year 12), three specialist streams are available:

### Business Administration Level 3



Core units and electives as listed above plus 4 specialist electives from the following list:

- Process financial transactions
- Maintain financial records
- Process payroll
- Handle receipt and dispatch of information
- Maintain business resources
- Organise schedules
- Purchase goods and services

Available to  
school students  
in Year 12

### Customer Engagement Level 3



Core units and electives as listed above plus 4 specialist electives from the following list:

- Deliver and monitor a service to customers
- Process customer complaints
- Respond to service needs of customers, clients with disability
- Provide ICT advice to clients
- Assist with customer difficulties
- Maintain business to business relationships
- Support marketing and promotional activities
- Use social media and online tools
- Advise on products and services

### Medical Administration Level 3



Core units and electives as listed above plus 4 specialist electives from the following list:

- Interpret and apply medical terminology appropriately
- Prepare and process medical accounts
- Maintain patient records
- Assist in controlling stocks and supplies
- Apply the principles of confidentiality, privacy and security within the medical environment
- Manage patient record keeping system



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Sources: *Training.gov.au*, Qualification details, *BSB30120 – Certificate III in Business* | Department of Training and Workforce Development, *Classification of Prescribed VET Qualifications (Register of Class A and B qualifications)*, 1 March 2022



# Business Services Traineeships - Level 4



## The qualification

The **Certificate IV in Business** reflects the roles of individuals in a variety of Business Services job roles who may have supervisory performance accountabilities.

The following 6 units are the core of Certificate IV in Business:

1. Apply critical thinking to work practices
2. Use digital technologies to collaborate in a work environment
3. Build and maintain business relationships
4. Implement and monitor WHS policies, procedures and programs
5. Write complex documents
6. Apply communication strategies in the workplace

A total of 12 units must be completed, including two *Self-development* electives and four electives from those listed for **Certificate IV in Business** (selection may depend on a specialisation, if applicable. See "Traineeship streams" overleaf).

If not listed, two electives may be selected from a Certificate III, IV or Diploma from any other currently endorsed Training Package.



## The traineeship

The traineeship typically suits a full-time employee with some years of work experience in an office.

Traineeships in Business, Business Administration and Records Keeping are 12 months full-time, 18 months part-time, while the Customer Engagement Level 4 traineeship is 18 months full-time, 27 months part-time. These traineeships are not available to school students.



## Duties

This qualification enables the worker to perform a mix of specialist and moderately complex administrative or operational tasks.

They use well-developed skills and knowledge 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.



## Workplaces

This traineeship is suitable for workers in an office of an organisation, across all industries.

They may manage the office in a small-medium business or medical practice; act as the personal assistant to senior, management, or medical professionals; perform high-level administrative or analytical duties in a larger organisation; or work in a supervisory capacity in a Call Centre.



## The job

This qualification provides the skills to work as:

Call or Contact Centre & Customer Service Managers (ANZSCO 1492)

Records Managers (ANZSCO 2242)

Contract, Program and Project Administrators (ANZSCO 5111)

Office Managers (ANZSCO 5121)

Practice Managers (ANZSCO 5122)

Personal Assistants (ANZSCO 5211)



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Sources: [Training.gov.au](http://Training.gov.au), [Qualification details, BSB40120 – Certificate IV in Business](#) | [ABS 1220.0 - ANZSCO - Australian and New Zealand Standard Classification of Occupations](#) | [Department of Training and Workforce Development, Classification of Prescribed VET Qualifications \(Register of Class A and B qualifications\)](#), 1 March 2022





# Business Services Traineeships - Level 4



## Traineeship streams

In addition to the generalist **Business Level 4** traineeship, three specialist streams are available:

### Business Administration Level 4



Core units and electives as listed above plus 4 specialist electives from the following list:

- Support a positive workforce culture
- Make presentations
- Lead difficult conversations
- Articulate, present and debate ideas
- Collaborate in creative processes
- Support learning and development of teams & individuals
- Demonstrate leadership in the workplace
- Manage personal and professional development
- Promote innovation in team environments
- Support employees with disability in the workplace
- Lead and facilitate a team

### Customer Engagement Level 4



There is no dedicated specialist stream dictated by the Certificate IV in Business qualification for the Customer Engagement traineeship.

Core units as listed above and 4 electives from the Certificate IV in Business, with two electives from this qualification, a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification.

### Records Keeping Level 4



Core units and electives as listed above plus 4 specialist electives from the following list:

- Coordinate workplace information systems
- Provide information from and about records
- Maintain and monitor digital information & records
- Implement records systems for small business
- Coordinate data management
- Maintain digital repositories



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Sources: [Training.gov.au](https://training.gov.au), Qualification details, [BSB40120 – Certificate IV in Business](#) | Department of Training and Workforce Development, [Classification of Prescribed VET Qualifications \(Register of Class A and B qualifications\)](#), 1 March 2022



# Occupational Health and Safety Officer Traineeship



## The qualification

In accordance with Western Australia's updated *Work Health and Safety Act 2020*, which came into effect in March 2022, there is nothing more important than the safety of staff and visitors.

The **Certificate IV in Work Health and Safety** (WHS) equips the worker to apply a broad range of technical WHS knowledge and skills, with some limited responsibility for the output of others. It provides leadership skills to maintain a healthy and safe workplace and drive a culture of workplace safety, as evidenced by its core units:

1. Assist with workplace compliance with WHS laws
2. Contribute to implementation and maintenance of WHS consultation and participation processes
3. Contribute to WHS risk management
4. Contribute to implementing WHS management systems
5. Contribute to workplace incident response

A total of 10 units must be completed, with at least 3 electives from the following list:

- Analyse and present research information
- Assist with managing WHS implications of return-to-work
- Assist with managing WHS compliance of contractors
- Contribute to implementing WHS monitoring processes
- Develop processes and procedures for controlling hazardous chemicals in the workplace
- Write complex documents

The remaining 2 units may be selected from those listed for the **Certificate IV in WHS** or other endorsed qualification at Certificate IV level (AQF 4). One unit may be selected from a Certificate III or Diploma.



## The traineeship

The Occupational Health and Safety Officer traineeship provides the opportunity for learning on the job and gaining fundamental WHS experience to contribute to safe and healthy practices and foster a culture of safety and compliance in the workplace.

The traineeship is 24 months in duration full-time, and 36 months part-time. It is not available to school students.

This traineeship does not apply to elected Health and Safety Representatives (HSRs).



## Duties

With this qualification, workers will apply relevant WHS laws, manage risks effectively, and contribute to WHS within the workplace in known or changing contexts with established parameters.

They may work as supervisors, WHS personnel or workers in other WHS-related roles.



## Workplaces

This traineeship is suitable for workers in organisations of any size and business type, in every industry operating in WA.



## The job

This qualification provides the skills to work as:

Environmental Health Officers (ANZSCO 251311)

Occupational Health and Safety Advisors (ANZSCO 251312)

Safety Inspectors (ANZSCO 3126)



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Sources: [Training.gov.au](https://training.gov.au), [Qualification details](#), [BSB41419 – Certificate IV in Work Health and Safety](#) | [ABS 1220.0 – ANZSCO – Australian and New Zealand Standard Classification of Occupations](#) | [Department of Training and Workforce Development, Classification of Prescribed VET Qualifications \(Register of Class A and B qualifications\)](#), 1 March 2022





# Leadership and Management Traineeship – Level 4



## The qualification

**Certificate IV in Leadership and Management** equips individuals who are working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

To give you an idea, the following are the 5 core units covered in **Certificate IV in Leadership and Management**:

1. Demonstrate leadership in the workplace
2. Lead effective workplace relationships
3. Coordinate business operational plans
4. Apply communication strategies in the workplace
5. Lead and facilitate and team

A total of 12 units must be completed, with at least 4 electives selected from those listed in Group A of the **Certificate IV in Leadership and Management**. The remaining 3 electives may be selected from those listed for the qualification, across Groups A and B. If not listed, up to 2 units may be selected from a Certificate IV or above qualification from any currently endorsed Training Package.



## Duties

As well as assuming responsibility for their own performance, this qualification enables individuals to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.



## Workplaces

This traineeship is suitable for individuals working in a team environment in an organisation across a range of industries.

Similar to other Business Services Traineeships at Level 4, workers undertaking this traineeship are typically employed in an office of a commercial business, government, educational organisation, or ancillary health practice. These trainees may also work in other industry sectors, provided they are employed specifically in a team leader role and there are no traineeships using industry-specific qualifications at Certificate IV level.



## The traineeship

The traineeship using **Certificate IV in Leadership and Management** suits a worker with some years of work experience who is emerging as a leader or has demonstrated leadership qualities.

The traineeship is 18 months in duration full-time, and 27 months part-time. It is not available to school students.



## The job

This qualification provides the skills to work as:

Call or Contact Centre & Customer Service Managers (ANZSCO 1492)

Contract, Program and Project Administrators (ANZSCO 5111)

Office Managers (ANZSCO 5121)

Practice Managers (ANZSCO 5122)



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Sources: *Training.gov.au*, *Qualification details, BSB40520 - Certificate IV in Leadership and Management* | *ABS 1220.0 - ANZSCO - Australian and New Zealand Standard Classification of Occupations* | *Department of Training and Workforce Development, Classification of Prescribed VET Qualifications (Register of Class A and B qualifications)*, 1 March 2022



# Manager Traineeship

## (Diploma of Leadership & Management)



### The qualification

The [Diploma of Leadership and Management](#) reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

The following are the 6 core units covered in the [Diploma of Leadership and Management](#):

1. Communicate with influence
2. Develop critical thinking in others
3. Lead and manage effective workplace relationships
4. Manage business operational plans
5. Develop and use emotional intelligence
6. Manage team effectiveness

A total of 12 units must be completed, with at least 4 electives selected from those listed for the [Diploma of Leadership and Management](#). The remaining 2 electives may be selected from those listed for the qualification, or from a Certificate IV or above qualification from any currently endorsed Training Package.



### The traineeship

The traineeship using the [Diploma of Leadership and Management](#) suits individuals with several years of experience, who display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others.

The traineeship is 24 months in duration full-time, and 36 months part-time. It is not available to school students.



### Duties

Individuals at this level use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.



### Workplaces

This traineeship is suitable for individuals working in a team environment in an organisation across a range of industries.

Workers undertaking this traineeship are typically employed in a managerial position within an office of a commercial, government, health, legal or educational organisation.

They may also work in managerial positions in automotive, manufacturing, mining, warehousing, hospitality, retail or logistics operations.



### The job

This qualification provides the skills to work as:

General Managers (ANZSCO 1112)

Corporate Services Managers (ANZSCO 1321)

Human Resource Managers (ANZSCO 1323)

Policy and Planning Managers (ANZSCO 1324)

Research, Development Managers (ANZSCO 1325)

Office Managers (ANZSCO 5121)

Practice Managers (ANZSCO 5122)



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Sources: [Training.gov.au](#), [Qualification details, BSB50420 - Diploma of Leadership and Management](#) | [ABS 1220.0 - ANZSCO - Australian and New Zealand Standard Classification of Occupations](#) | [Department of Training and Workforce Development, Classification of Prescribed VET Qualifications \(Register of Class A and B qualifications\)](#), 1 March 2022