

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





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)





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

