

## Diploma of Business Administration

BSB50207, 068935B

**Duration includes Certificate II, III and IV in Business Administration**

### Course Outline

This course enables graduates to gain an executive level administration position and develops knowledge and skills for effectively managing a variety of administrative functions in a business at a senior level. On completion of this 2-year course, students can work in a high level office position, such as personal assistant, executive assistant or office manager.

### Duration

2 Years

### Campus

Dandenong

### Cost (2012 intake)

\$10,400 per year + \$2,400 Materials Fee

### Intake

February and July

### Admission

Equivalent Academic IELTS

5.5 (reading writing 5.0)

Equivalent Year 11

**Study Areas (In addition to the study areas in the Certificate II, III and IV)**

### Manage payroll

This unit covers the skills and knowledge required to establish and monitor security procedures for managing organisational payroll services and to calculate and process salary payments, group taxation and related payments.

### Plan and manage conferences

This unit covers the skills and knowledge required to plan, promote and coordinate conferences, ensuring follow up procedures are incorporated.

### Plan or review administrative systems

This unit covers the skills and knowledge required to plan or review the requirements of effective administration systems and procedures for implementing, monitoring and reviewing the system.

### Manage business documents design and development

This unit covers the skills and knowledge required to establish standards for the design and production of organisational documents and to manage document design and production processes to ensure agreed standards are met.

### Develop workplace policy and procedures for sustainability

This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.

**Monitor a safe workplace**

This unit covers the skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

**Develop and use complex spreadsheets**

This unit covers the skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.

**Build and sustain an innovative work environment**

This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice.

**Employment Opportunities**

Administration Officer, Office manager, Personal Assistant.

## Certificate IV in Business Administration

BSB40507, 068934L

**Duration includes Certificate II and III in Business Administration**

**Course Outline**

The Certificate IV in Business Administration allows students to take on more responsibility, challenges and seniority within a business. The course provides the skills and knowledge required to competently complete tasks and resolve challenges with indepth understanding of business needs. Students gain skills and knowledge to direct the administrative functions of a business and lead staff in general office tasks. Students gain the skills required for positions such as an administrative officer, legal secretary, administrator, office administrator, personal assistant or secretary. Participants will advance their skills and can proceed to the higher level Diploma in Business Administration upon completion.

**Campuses**

Dandenong

**Duration**

1.5 years

**Cost (2012 intake)**

\$10,400 per year + \$1,800 Materials Fee

**Intake**

February and July

**Admission**

Equivalent Academic IELTS  
5.5 (reading writing 5.0)  
Equivalent Year 11

### **Study Areas (In addition to the study areas in the Certificate II and III)**

#### **Design and develop complex text documents**

This unit covers the skills and knowledge required to design and develop business documents using the complex technical features of word processing software.

#### **Produce complex desktop published documents**

This unit covers the skills and knowledge required to design and produce complex desktop published documents.

#### **Develop and use complex spreadsheets**

This unit covers the skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.

#### **Organise meetings**

This unit covers organising meetings including agendas, informing participants and preparing minutes.

#### **Design databases**

This unit covers the skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need.

#### **Develop workplace policy and procedures for sustainability**

This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace sustainability policy, including the modification of the policy to suit changed circumstances. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines.

#### **Organise business travel**

This unit covers organising domestic and overseas business trips and associated itineraries and making travel arrangements.

#### **Monitor a safe workplace**

This unit covers the skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

#### **Analyse and present research information**

This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

### **Make a presentation**

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

### **Electives need to be chosen from the areas of:**

Medical  
Finance  
General

### **Employment Opportunities**

Administrative Officer, Legal/Medical Secretary, Administrator, Office Administrator, Personal Assistant, Secretary, Officer Trainer.

## **Certificate III in Business Administration**

BSB30407, 068932E

**Duration includes Certificate II in Business Administration**

### **Course Outline**

Building on the Certificate II in Business, the Certificate III in Business Administration gives a meaningful depth to the knowledge and skills developed in Certificate II. It gives students the skills and knowledge at an intermediate level, allowing graduates to become an integral part of their team.

This course provides extensive training for students seeking an administration or technology position such as an administrative officer, secretary, receptionist, word processing operator or bookkeeper. Students wishing to advance their skills can proceed to the higher level Certificate IV in Business Administration upon completion.

### **Campuses**

Dandenong

### **Duration**

1 year

### **Cost (2012 intake)**

\$10,400 per year + \$1,200 Materials Fee

### **Intake**

February and July

### **Admission**

Equivalent Academic IELTS  
5.5 (reading writing 5.0)  
Equivalent Year 11

## **Study Areas (In addition to the study areas in the Certificate II)**

### **Develop keyboarding speed and accuracy**

This unit covers the skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.

### **Participate in OHS processes**

This unit covers the skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others

### **Produce spreadsheets**

This unit covers the skills and knowledge required to develop spreadsheets through the use of spreadsheet software

### **Organise schedules**

This unit covers the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems

### **Produce desktop published documents**

This unit covers the skills and knowledge required to design and produce desktop published documents

### **Create electronic presentations**

This unit covers the skills and knowledge required to design and produce electronics presentations for speakers, for self-access and for online access

### **Design and produce text documents**

This unit covers the skills and knowledge required to design and develop predominantly text based documents using advanced features of word processing software

### **Process Payroll**

This unit covers the skills and knowledge required to process payroll information

### **Write simple documents**

This unit covers the skills and knowledge required to plan, draft and review a basic document before writing the final version

### **Create and use databases**

This unit covers the skills and knowledge required to create simple two table relational databases with reports and queries, for the storage and retrieval of information

### **Participate in environmentally sustainable work practices**

This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices.

### **Respond to an advertised job**

This unit covers the skills and knowledge required to produce a resume and a letter of application in response to an advertised job

### **Business Basics program includes:**

Use business equipment and resources  
Process and maintain workplace information  
Communicate in the workplace  
Handle mail

### **Elective units need to be chosen from the areas of:**

Finance  
General  
Medical

### **Employment Opportunities**

Administrative Officer, Legal Secretary, Medical Secretary, Receptionist, Word Processing Operator, Bookkeeper

## **Certificate II in Business**

### **BSB2010**

#### **Course Outline**

This is an entry level course that allows students to start an exciting business career. This full-time, 6-month course is designed to create skills and nurture students' confidence. This course provides foundation level training, skills and knowledge to be employed as an administrative officer, clerical worker, word processing operator or receptionist in any industry.

Students will develop a broad range of basic office skills and can proceed to the higher level Certificate III in Business Administration upon completion.

#### **Campus**

Dandenong

#### **Duration**

6 months

#### **Cost (2012 intake)**

\$5,200 per year + \$600 Materials Fee

#### **Intake**

February and July

### **Admission**

Equivalent Academic IELTS  
5.5 (reading writing 5.0)  
Equivalent Year 11

### **Study Areas**

#### **Participate in OHS processes**

This unit covers the skills required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.

#### **Use business technology**

This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

#### **Communicate in the workplace**

This unit covers the skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.

#### **Work effectively with diversity**

This unit describes the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

#### **Process and maintain workplace information**

This unit covers the skills and knowledge required to collect, process, store and maintain workplace information systems. It also includes the maintenance of filing and record systems.

#### **Participate in environmentally sustainable work practices**

This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices.

#### **Develop keyboard skills**

This unit covers development of basic keyboard skills using touch typing techniques.

#### **Produce simple word processed documents**

This unit covers skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

### **Create and use spreadsheets**

This unit covers creating and using simple spreadsheets and charts through the use of spreadsheet software.

### **Communicate electronically**

This unit covers skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging.

### **Organise and complete daily work activities**

This unit covers the skills and knowledge required to organise and complete own work activities, and obtain feedback on work performance.

### **Prepare and process financial documents**

This unit covers the preparation and processing of routine financial documents.

### **Respond to an advertised job**

This unit covers the skills and knowledge required to produce a resume and a letter of application in response to an advertised job.

### **Employment Opportunities**

Administrative Officer, Clerical Worker, Word Processing Operator, Receptionist

### **Need more information? Want to apply?**

Please speak with an authorised Chisholm Institute agent, or:

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