Note to students: Training is provided by MGTD Pirii (RTO88194) with Qualifications and Statements of Attainment issued by Parasol EMT Pty Ltd (RTO2551)

Description
This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include, customer service adviser, data entry operator, general clerk, payroll officer, typist, word processing operator.

Entry Requirements
There are no entry requirements for this qualification, however students will require Language, Literacy and Numeracy skills at a level enabling the understanding of materials and to complete routine tasks.

Suggested pathways for candidates considering this qualification include either BSB20115 Certificate II in Business or other relevant qualification/s or vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior or Receptionist.

Pathways from the qualification
After achieving this qualification candidates may undertake - BSB40515 Certificate IV in Business Administration.

Duration and Study Options
Candidates undertaking this process/course will have up to 12 months (1 year) for completion using one of the following study options – Normal completion time is within 6 months:

- Face to Face Learning allows participants to attend a five (5) day face to face training workshop covering the basic theory for the units of competency. Assessments and practical requirements are completed post workshop no later than 12 months from the first day of the workshop.
- The 1 on 1 coaching model allows participants to attend our training centre in Malaga and complete all of their learning and assessments under guidance from a resident trainer. Assessments are completed as the students undertakes coaching with practical requirements being completed no later than 12 months from commencement.
- Distance education gives participants the flexibility to complete the course at their own pace within the stipulated course timeframes without the need to attend face to face workshops. Assessments and practical requirements are to be completed no later than 12 months from commencement. This option is available via our ELearning portal or using printed workbooks and learner guides with the option of written assessment or on-line assessment.
- Recognition of Prior Learning (RPL) may be undertaken by candidates who are able to provide valid, sufficient, current and authentic evidence of competency through demonstration of the required learning and skills outcomes using our RPL portfolio of evidence workbooks.
Learning Outcomes

This qualification will provide participants with the knowledge and skills to:

- Use word processing packages, spreadsheets or databases to produce written correspondence and reports and rectify discrepancies or errors in documentation and transactions
- Provide office administration services, allocate resources to workplace tasks and requirements.
- Develop practical responses to common breakdowns in workplace systems and procedures
- Collect, analyse and organise workplace data and identify risk factors and take action to minimise risk
- Organise meeting schedules for clients and colleagues and negotiate alternative arrangements


Total number of units = 13

2 core units plus
11 elective units

7 elective units must be selected from the Group A units listed below.

The remaining 4 elective units may be selected from the Group A or Group B elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below 2 of the electives units may be selected from a Certificate II or Certificate IV qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Where the packaging rules of this qualification meet the rules of a specialist qualification, the specialist qualification and not the generic qualification must be awarded.

Core units
BSBITU307 Develop keyboarding speed and accuracy
BSBWHS201 Contribute to health and safety of self and others

Elective units
Group A units
Financial Administration
BSBFIA302 Process payroll
BSBFIA303 Process accounts payable and receivable
BSBFIA304 Maintain a general ledger

General Administration
BSBADM307 Organise schedules

IT Use
BSBITU302 Create electronic presentations
BSBITU303 Design and produce text documents
BSBITU304 Produce spreadsheets
BSBITU306 Design and produce business documents
BSBITU309 Produce desktop published documents

Writing
BSBWRT301 Write simple documents
Group B units

Customer Service
BSBCUS301 Deliver and monitor a service to customers

Diversity
BSBDIV301 Work effectively with diversity

Financial Administration
BSBFIA301 Maintain financial records

General Administration
BSBADM302 Produce texts from notes
BSBADM303 Produce texts from audio transcription
BSBADM311 Maintain business resources

Information Management
BSBINM301 Organise workplace information
BSBINM302 Utilise a knowledge management system
BSBINM303 Handle receipt and despatch of information

Innovation
BSBINN201 Contribute to workplace innovation

Intellectual Property
BSBIPR301 Comply with organisational requirements for protection and use of intellectual property

Interpersonal Communication
BSBCMM301 Process customer complaints

IT Use
BSBITU301 Create and use databases
BSBITU305 Conduct online transactions

Work Health and Safety
BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Product Skills and Advice
BSBPRO301 Recommend products and services

Sustainability
BSBSUS201 Participate in environmentally sustainable work practices

Workplace Effectiveness
BSBWOR204 Use business technology
BSBWOR301 Organise personal work priorities and development
BSBWOR302 Work effectively as an off-site worker

Nominal Hours: 420
Fees (Retail)
Recognition of Prior Learning (RPL) – $849.00 (GST Free)
E-Learning or Distance Learning $1,129.00 (GST Free) – includes resources and materials
Face to Face or 1 on 1 coaching option $1,279.00 (GST Free) – includes resources and materials
Courses are also available for delivery within the workplace or for groups – please contact us at admin@mgtdpirii.edu.au for a quotation

MGTD Pirii takes its social responsibilities seriously and will, where practicable, offer assistance and support to students wishing to undertake courses of study and/or qualifications. Where a student receives government assistance or concession MGTD Pirii will offer concessional rates – subject to documented proof of concession. We will also offer payment terms in order to assist students where practicable.

This course is delivered under an agreement with Parasol EMT Pty Ltd (RTO2551)