People with skills in administration are in demand in every industry. Start your career path with one of our training programs and gain a business qualification to enhance your employment prospects in a range of professions. Students will design and produce documents, organise workplace information and personal work priorities, maintain financial transactions, write simple documents.

**Delivery:**
- Classroom based
- External
- Online
- Traineeship (12 months)

**Duration:**
Duration may vary depending on electives chosen.

**Future pathways:**
Receptionist or Clerical assistant. Certificate III in Business or Certificate III in Business Administration.

**Completion of 1 core and 11 electives are required.**

**Core Units**
- BSBWHS302 Apply knowledge of WHS legislation in the workplace

**Suggested Electives:**
- BSBCM301 Process customer complaints
- BSBCUS301 Deliver and monitor a service to customers
- BSBADM311 Maintain business resources
- BSBINM301 Organise workplace information
- BSBINM302 Utilise a knowledge management system
- BSB ITU301 Create and use databases
- BSBITU303 Design and produce text documents
- BSBITU304 Produce spreadsheets
- BSBPRO301 Recommend products and services
- BSBINN301 Promote innovation in a team environment
- BSBWOR301 Organise personal work priorities and development

**Entry Requirements**
Preferred pathway is with the completion of Certificate II Business and successful completion of an initial assessment.