

## Certificate Studies in Business

### Administration Units

#### **BSBADM301A Produce text from shorthand notes**

The unit covers taking shorthand from a dictation source at 60 words (or more) per minute, in accordance with the current Australian Standard for shorthand speed, and producing an accurate text from the notes.

#### **BSBADM303A Produce text from audio transcription**

This unit covers transcribing audio tapes and producing accurate texts from the transcripts.

#### **BSBADM304A Design and develop text documents**

This unit covers the design and development of predominantly text-based documents using the advanced features of document design software. Software may include word processing and desktop publishing packages.

#### **BSBADM305A Create and use databases**

This unit covers the creation of simple data tables, forms, reports and queries to create a simple database that is used for storage and retrieval of information.

#### **BSBADM306A Create electronic presentations**

This unit covers the design of electronic presentations for speakers, self-access and on-line access.

#### **BSBADM307A Organise schedules**

This unit covers managing appointments and diaries for personnel within the organisation, using both manual and electronic diaries/appointment systems.

#### **BSBADM308A Process payroll**

This unit covers processing of payroll from provided data in manual and computerised payroll systems.

#### **BSBADM402A Produce complex business documents**

This unit covers design and development of business documents using complex technical features of word processing and/or desktop publishing software.

#### **BSBADM404A Develop and use complex spreadsheets**

This unit will cover the advanced use of spreadsheet software to complete business tasks and produce useable complex documents. It is related to BSBCMN214A *Create and use spreadsheets*.

#### **BSBADM405A Organise meetings**

This unit covers organising meetings including agendas, papers, participants and minutes. Part of the unit involves a field trip to the Lake Macquarie City Council (full meeting session) to observe proceedings.

#### **BSBADM406A Organise business travel**

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

### Common Units

#### **ACBSBCMN201A Work effectively in a business environment**

This unit covers the skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.

Also covered is the Christian world view of developing interpersonal relationships within a business context.

#### **BSBCMN203A Communicate in the workplace**

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

#### **ACBSBCMN204A Work effectively with others**

This unit covers the skills and knowledge required to work in a group environment, such as promoting team commitments and cooperating and supporting team members.

This unit explores the development of nurturing team relationships from a Christian faith perspective.

#### **BSBCMN205A Using business technology**

This unit covers the skills and knowledge required to select, use, and maintain business technology. This technology includes the effective use of computer software to organise information and data.

#### **BSBCMN206A Process and maintain workplace information**

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

#### **BSBCMN207A Prepare and process financial/business documents**

This unit covers the processing of financial transactions including petty cash, invoicing and banking in a business environment.

#### **ACBSBCMN208A Deliver a service to customers**

This unit covers the skills and knowledge required to identify customer needs and provide a service to customers within a prescribed framework.

The unit also explores the understandings of Christian service and behaviour in the workplace environment.

#### **ACBSBCMN209A Provide information to clients**

This unit covers the skills and knowledge required to greet clients and determine their needs in accordance with the organisation's requirements.

Also included in this unit is the development of the understanding of a Christian service-oriented approach to meeting client needs.

**BSBCM211A Participate in workplace safety procedures**

This unit covers occupational health and safety requirements in business organisations and is essential for employees without managerial or supervisory responsibilities. The unit is based on Generic Competency A in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2<sup>nd</sup> edition).

**BSBCM212A Handle mail**

This unit covers receiving and distributing incoming mail, collecting and dispatching outgoing mail, and organising and sending electronic mail.

**BSBCM213A Produce simple word processed documents**

This unit covers the preparation and production of short routine letters, notes, memos and records using word processing software.

**BSBCM214A Create and use simple spreadsheets**

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

**ACBSBCM302A Organise personal work priorities and development**

This unit covers the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence. A requirement of this unit is to participate for at least a week in work experience in an industry related to the student's area of specialisation.

This unit also teaches the student to demonstrate the ability to evaluate the culture and ethics of actual workplace situations from a Christian perspective.

**BSBCM308A Maintain financial records**

This unit covers the maintenance of financial records for a business. It includes activities such as maintenance of daily financial records, including reconciling debtors' and creditors' systems and preparing and maintaining a general ledger and trial balance. It also includes activities associated with the monitoring of cash control for accounting purposes.

**ACBSBCM310A Deliver and monitor a service to customers**

This unit covers the skills and knowledge required to identify customers' needs and monitor a service provided to customers.

The unit includes study of the Christian view of empathy, tolerance and impartiality in the context of stressful or difficult client-related situations.

**BSBCM311A Maintain workplace safety**

This unit is concerned with occupational health and safety responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's occupational health and safety policies and procedures and programs in a small team to meet legislative requirements. This unit is adapted from Competency B (see BSBCM211A).

**BSBCM405A Analyse and present research information**

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

**BSBCM406A Maintain business technology**

This unit covers the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes activities such as the maintenance of existing technology and the planning of future technology requirements.

**BSBCM410A Coordinate implementation of customer service strategies**

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies and evaluate customer strategies on the basis of feedback and design strategies for improvement.

**Core units**

**BA229 The Christian in the workplace**

This unit enables participants to understand the Christian world view as a basis for personal and workplace behaviour.

**BA539 Ethics of workplace decision-making**

This unit enables participants to demonstrate a knowledge of Christian ethics as a basis for negotiating and pursuing team goals.

**BA729 Effective workplace/team relationships**

This unit enables participants to develop team relationships that nurture Christian faith.

**BA739 Christian workplace culture**

This unit enables participants to demonstrate a service-oriented approach to meeting client needs and to describe workplace culture as the context for negotiating team goals.

**Human Resources Units**

**BSBHR401A Administer human resources systems**

This unit covers the administration of human resource policies and procedures, including performance, feedback, training and development plans, and workers' compensation. This is a foundation unit for any person wishing to pursue competency in HR administration.

This unit is based upon WRRPM.1A *Administer Human Resource Policy*, endorsed in the National Retail Training Package, but has been customised with additional outcomes.

**BSBHR402A Recruit and select personnel**

This unit covers the overall planning of personnel recruitment, writing job descriptions and recruiting and selecting staff. This role may be carried out by the manager or the task may be delegated to others.

This unit is based upon WRRPM.2A *Recruit and Select Personnel*, endorsed in the National Retail Training Package, but has been customised with additional outcomes.

**BSBHR403A Process human resource documents and enquiries**

This unit covers those administration functions which are particular to the role of an HR specialist at this level. The unit begins the specialisation of administrative functions relating to the processing of documents such as job vacancies and leave applications.

**BSBHR404A Co-ordinate human resource services**

This unit covers the development of objectives in relation to services, the delivery of performance management and the resolution of industrial/employee relations issues.

## Marketing Units

**BSBMKG402A Analyse consumer behaviour for specific markets**

This unit covers the analysis of consumer behaviour to enable marketing to be targeted to specific markets and specific needs.

**BSBMKG403A Analyse market data**

This unit covers the analysis of market data to assist in targeting marketing activities and drawing up a marketing plan. It interprets trends and market developments, competition and sources of market data.

**BSBMKG406A Build client relationships**

This unit covers the establishment, maintenance and improvement of client relationships to support attainment of key business outcomes.

**BSBMKG407A Make a presentation**

This unit covers the presentation, delivery and review of a presentation to a target audience.

## Record keeping units

**BSBRKG301A Control records**

This unit describes the work required to classify, register and track records and information about documents within a business or records system

**BSBRKG402A Provide information from and about records**

This unit describes the work required to respond as

effectively as possible to enquiries from potential users of records for information about records, or for information that might be obtained from them. This includes processes for giving enquirers access to records.

## Sales Units

**BSBSLS301A Develop product knowledge**

This unit covers the development of product knowledge as preparation for the sales process. It looks at the conversion of product knowledge into product benefits and evaluates competing products.

**BSBSLS302A Identify sales prospects**

This unit covers identification of potential sales prospects through application of prospecting methods, qualifying prospects and managing prospect information. Co-assessed with BSBLS301A

**BSBSLS303A Present a sales solution**

This unit covers presentation of a sales solution which responds to the specific buying needs of the client and it deals with managing buyer resistance.

**BSBSLS304A Secure prospect commitment**

This unit covers the sales process associated with securing prospect commitment to proceed with a sale and deals with response to buyer signals, negotiating and closing a sale.

**BSBSLS305A Support post-sales activities**

This unit covers attendance to post-sale activities that build and strengthen the partnership between salesperson and client, and enhances the prospect of future sales.

## Teams, supervision and training units

**ACBSFLM303A Contribute to effective workplace relationships**

This unit covers the skills and knowledge required to develop, establish and maintain effective workplace relationships and networks. It covers the activities of communication and representation. At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgment.

This unit also focuses on Christian workplace behaviour and ethics and interpersonal negotiations for pursuing team goals

**BSBFLM404A Lead work teams**

This unit covers the skills and knowledge required to lead a team or work group in a business environment. It includes developing plans, providing leadership and supervising the performance of the group.

**BSZ404A Train small groups**

This unit covers the requirements for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.