

TRAINING IN BUSINESS SERVICES

The Business Services Training Package has been developed by the Innovation and Business Industry Skill Council.

Major Occupations

The Business Services sector has the largest number of employees of any industry classification, employing over 10% of Australians working population - it is estimated that approximately 1 million people work in occupations within this sector, for example:

- ★ Medical Receptionist
- ★ Office Worker
- ★ Supervisor
- ★ Assistant Manager
- ★ Receptionist
- ★ Sales Administrator
- ★ Team Leader
- ★ Call Centre Representative

About this package

- The Business Services Training Package generally does not have mandatory requirements for entry to qualifications.
- The skills, attributes and experiences of individuals must be matched to the level of training.
- The Business Services Training Package qualifications main feature is flexibility. Programs can be varied to meet the specific needs of a business or group of businesses, a particular industry, the skill needs of a locality or to maximise the employability of individuals.



How is the training delivered?

NovaSkill offers many of the qualifications in this training package by via **flexible work based delivery, as well as classroom and distance based learning.**

For work based delivery, we provide learning resources, orientation to the training package for both learner and supervisor and a dedicated assessor who will visit learners in the workplace to assess their progress. Each of our assessors has demonstrable experience and qualifications in their field of expertise. This means your employees will gain practical knowledge and skills during their training period.

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BSB20107 - Certificate II in Business

Employees will become a contributing member of a work team through undertaking broad based training that may be customised to the specific needs of the workplace. The training concentrates on planning work activities, communicating with clients and colleagues, observing safety requirements and beginner-level use of office technology.

- ★ Customer Service Assistant
- ★ Data Entry Operator
- ★ Office Assistant
- ★ Receptionist

BSB30107 - Certificate III in Business

Employees undertake broad based training that may be customized to the specific needs of the workplace. The training concentrates on planning work activities, and higher-level internal and external communication, documentation and reporting, as well as observing safety requirements and use of office technology.

- ★ Customer Service Officer
- ★ Information Officer
- ★ Office Worker

BSB30407 - Certificate III in Business Administration

Employees undertake a specialist stream in business administration in areas such as producing text from notes or shorthand, databases and presentations, undertaking scheduling and basic accounts. Some general or common areas are also included.

- ★ Administrative Assistant
- ★ Corporate Receptionist

BSB40607 - Certificate IV in Business (Sales)

Employees blend general business tasks such as those in the organisational field, with specific sales related skills, which may include identifying sales prospects and self-managing the sales process.

- ★ Office/Sales Assistant

BSB40507 - Certificate IV in Business Administration

Employees undertake a specialist stream in business administration with responsibility for complex duties in areas such as producing text from notes or shorthand, databases and presentations, organising scheduling, administering projects or preparing financial reports. Some general or common areas are also included.

- ★ Executive Assistant
- ★ Supply Change Manager

**For more information on any of these qualifications, contact your
local NovaSkill office on
1300 885 680**

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