Overview:
Participants will gain the skills and knowledge in computing, communication, customer service and administration. 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 titles relevant to this course may include:

- customer service adviser
- general clerk
- payroll officer
- typist / word processing operator / data entry operator

Pre-requisites:
Not applicable

Licence & Regulatory Requirements:
Not applicable

Units of Competency:
On successful completion participants will gain a qualification certificate with the following units:

Core Units:
BSBWH5302 Apply knowledge of WHS legislation in the workplace

Elective Units:
BSBADM311 Maintain business resources
BSBDIV301 Work effectively with diversity
BSBFIA301 Maintain financial records
BSBINM301 Organise workplace information
BSBITU303 Design and produce text documents
BSBITU306 Design and produce business documents
BSBITU309 Produce desktop published documents
BSBPRO301 Recommend products and services
BSBPUR301 Purchase goods and services
BSBSUS301 Implement and monitor environmentally sustainable work practices
BSBWOR301 Organise personal work priorities and development

Delivery method:
Online with 12 months to complete

Fees and charges:
Fee’s include all assessments
Online $399
RPL $500
Concessional $12* Non-Concessional $36*
*must be eligible to receive funding under the QLD Certificate 3 Guarantee Program

More information:
Please head to our website http://www.atiaustralia.edu.au to view our student handbook, which outlines all terms and conditions. If you require any further information, please do not hesitate to contact us on 1300 738 850 or via e-mail: admin@atiaustralia.edu.au or visit our head office at Shop 7, 51 Brighton Rd, Sandgate QLD 4017.