



Course Duration & Hours of Attendance

The Certificate II in Business is available both face-to-face (full-time & part-time) and by distance education (a combination of correspondence and online learning). Please see the relevant course enrolment form for more details.

Certificate II in Business BSB20107

Reception & Administration Course

This comprehensive training program will provide you with the necessary skills to enable you to gain employment in a variety of roles including:

- Receptionist
- Secretary
- Clerk
- Administration Assistant

ELENA SPREAFICO

Was unemployed. Now working as a **Receptionist and Administration Assistant**.



“Finding myself newly separated and having to re-enter the workforce after a 12 year break, I decided that the Suzan Johnston Receptionist course would provide me with the skills and confidence that I required – and it did just that!”

GABRIELLE KIELY

Was a student. Now employed as a **Receptionist for a Prestige Car Dealership**.



“I would definitely recommend Suzan Johnston to anyone who is hoping to secure an administrative position. The course was absolutely wonderful – it gave me all the necessary skills & qualifications. SJ even helped me obtain a fantastic job! Thank you Suzan Johnston!”

MELISSA CARUANA

Was a stay at home mum. Now employed as a **Receptionist/ Administration Assistant**.



“Suzan Johnston helped me to develop my confidence and belief in myself. With SJ’s help I was able to walk into a job interview and truly shine! My time at SJ was fantastic: everyone was always willing to go the extra mile.”

Subjects include:

Receptionist Skills

You will receive training in a variety of Reception/Administration skills which will enable you to build a career in the field of your choice. Our graduates secure employment in the following industries:

- Legal
- Medical
- Dental
- Hotel/Motel
- Travel
- The Airlines
- Hospitality
- Insurance
- Real Estate
- Fashion
- Advertising
- Finance
- Public Relations

Touch-typing / Keyboarding

A comprehensive touch-typing training program will be planned for you – whether you are a total beginner or someone who can already type and just needs to develop speed and accuracy. You will also be taught document layout including display formats, envelopes and business letters. Proofreading skills and punctuation will also be taught.

Computer Training

These practical 'hands on' computer workshops are comprehensively delivered to ensure you gain competency as well as confidence in using the following computer programs:

- An introduction to PCs and Windows
- Microsoft Word for Windows
- Microsoft Excel
- Microsoft Outlook

* The College will give full recognition and credit transfers to students who hold current, equivalent computer qualifications.

General Office Procedures

You will receive detailed training in a wide range of office administration duties including:

- Handling Mail (Incoming & Outgoing)
- Using the latest Business Technology
- Preparing & Maintaining Financial Records
- Filing Systems
- Occupational Health & Safety

Telephone Voice & Phrasing

In conjunction with your switchboard training, you will be taught how to develop a telephone technique that is both confident and professional. Our special telephone workshops include training in the following areas:

- Correct operating phrases
- Prioritising calls
- Message taking
- Dealing with difficult callers
- Listening skills
- Developing a pleasant and confident sounding telephone voice

Switchboard Training

You will participate in practical training workshops on two of the latest and most popular switchboards (the LG and Panasonic telephone systems).

Customer Service Skills

Our customer service training sessions include:

- Making a positive first impression
- Effective listening skills
- Identifying client needs
- Dealing with difficult clients and clients with special needs
- Complaints and negotiations
- Promoting your company's image and products
- Successful client liaison

Time Management & Teamwork Skills

- Prioritising
- Developing organisational skills
- Self-discipline
- The importance of teamwork
- Being an effective team member
- Monitoring your own work performance
- Developing a Time Management plan
- Meeting your organisation's requirements
- Improving your use of time

Business Etiquette

You will learn the appropriate way of behaving within a corporate environment including:

- Meeting and greeting clients with confidence
- Making introductions and shaking hands
- Developing an understanding of other cultures
- Office and email etiquette

Confidence & Image Development

To ensure your optimum employment opportunities, this course also includes practical training in Confidence and Image Development. These 'hands on' sessions include expert training in:

- Dressing for success
- Make-up application
- Deportment & Body Language
- Speech & Communication skills

Interview Preparation & Resumés

Our Placement Consultant will teach you how to prepare your resumé and write employment application letters. You will also receive individual assistance with how to market your skills and experience effectively, handle all types of interview questions and make a positive first impression.

Employment

Our reputation in the business world of supplying well trained and capable Reception/Secretarial/Personal Assistant staff is second to none.

As a Suzan Johnston Graduate you will receive extensive after course assistance in both applying for and securing the perfect job! Many hundreds of employers contact our college every year requesting one of our Graduates to fill a vacancy within their firm. In fact, we regularly have more jobs on our files than unemployed graduates - a problem we don't mind having!

For many years we have taken great pride in the excellent job placement results our business graduates have achieved. Approximately 90 - 100% are successfully employed within 3 - 4 weeks of course completion!

Accreditation & Austudy

The Suzan Johnston Certificate II in Business is fully accredited with the Victorian Registration & Qualifications Authority - which ensures that your training will be recognised by employers Australia wide. Financial assistance in the form of 'Austudy' or 'Youth Allowance' is available for eligible students.



* See pages 14 & 15 for more Suzan Johnston Success Stories