



Course Duration & Hours of Attendance

The Certificate III in Business Administration 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 III in Business Administration BSB30407

Reception, Secretarial & Personal Assistant Course

This extensive training course will equip you with the necessary skills, qualifications and confidence to gain employment in a wide variety of positions including: Executive Assistant, Personal Assistant, Office Manager, Secretary, Receptionist, Administration Assistant and Bookkeeping Assistant.

The Certificate III in Business Administration includes all units from the Certificate II in Business as well as additional, more advanced units. Please refer to pages 4 & 5 for details on the subjects included in the Certificate II part of this course.

Approximately 90-100% of our Reception, Secretarial & Personal Assistant Course graduates are successfully employed within 3-4 weeks of course completion!

LINDA KEENAHAN

Was a VCE student. Now a **Personal Assistant within a large Corporation.**



"Enrolling in the Suzan Johnston Course was the best decision I have ever made. This course has given me the qualifications, skills and confidence to work in a variety of industries, and has literally changed my life! Since graduating from SJ, I have never been without work (I have even had a fabulous job in London!). Suzan Johnston gave me the start I needed!"

FREYA SOUTHWELL

Was Nannying. Now employed as a **Personal Assistant at a Legal Firm.**



"Suzan Johnston gave me the start I needed to gain my first job in the corporate world! I initially commenced as an Office Assistant but within 2 months I was promoted to a PA role! Thanks to Suzan Johnston I have great skills, confidence and many new and exciting career prospects!"

DIVINA JAMON

Was unemployed. Now **Property Manager at a Real Estate Firm.**



"My goal has always been to work in the Real Estate Industry. On completing my studies with Suzan Johnston I was immediately placed as a Receptionist in this field and now, only six months later, I have been promoted to Property Manager. Suzan Johnston made it happen for me – thank you."

Additional Subjects include:

Develop Keyboarding Speed and Accuracy

This unit will focus on advancing your 'touch-typing' skills and will assist you to develop the typing speed and accuracy you will require for the more senior (and higher paid) Administrative, Secretarial and Personal Assistant roles.

Design and Produce Business Documents

You will receive training in advanced document layout and formatting. These practical workshops will give you the skills and knowledge to design and produce a wide variety of business documentation including agendas & minutes of meetings, memorandums, circulars, complex forms, reports and legal correspondence.

Dictaphone

You will gain 'hands on' experience in producing correspondence with the use of dictaphone/audio transcript equipment. Confidence in using this popular office equipment is important for those wishing to work as a Personal Assistant.

Advanced Computer Training

These practical computer workshops will build on the skills and knowledge acquired in the earlier part of the course (see Certificate II in Business Administration syllabus for details). You will participate in 'advanced' software training, focusing on the following packages:

- Microsoft Word for Windows
- Microsoft Excel
- Microsoft PowerPoint

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

Meeting Procedures

This unit will give you the knowledge required to co-ordinate and participate in all types of business meetings. Your training will include the completion of practical exercises in the following:

- Minutes of meetings
- Note taking skills
- Content and format
- Planning & formatting an agenda
- Organising an appropriate venue and equipment

Bookkeeping and MYOB

Our practical bookkeeping sessions include training in the following:

- Processing Accounts Payable and Receivable
- Maintaining a General Ledger
- An introduction to a popular accounting software package (MYOB)

Business Travel & Events Management

- Learn how to co-ordinate travel arrangements for your employer
- Organise a conference
- Work within a budget
- Selecting & organising appropriate venue, equipment and accommodation
- Planning an itinerary

Business Correspondence

These 'hands on' workshops will assist you in developing effective writing skills relevant to the business environment. Special emphasis will be placed on:

- Grammar • Spelling • Punctuation • Correction symbols
- Formats and layouts • The drafting process • Letter Writing
- Report Writing • Constructing Memos • Planning & creating documents from scratch • Learn how to articulate your ideas into professional written context • Adopting professional language and tone

Diary and Time Management

Learn how to co-ordinate your Manager's (and your own) time efficiently and effectively. These practical workshops ensure that you have the skills to:

- Set goals
- Prioritise effectively
- Demonstrate professional organisational skills
- Make appointments using Microsoft Outlook
- Manage stress
- Identify work/life balance
- Develop individual work plans
- Co-ordinate individual and team schedules

Practical Placement - Work Experience

During the course you will undertake approximately 40 hours of supervised industry placement. This placement will assist you in gaining the essential experience and confidence required for future employment, as well as giving you the opportunity to apply and further develop your skills and knowledge.

Interview Preparation

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.

Finishing and Image Development Training

Skills alone are simply not enough in today's competitive employment market. This course includes our comprehensive Image and Department training program to ensure that you develop that 'winning edge'. You will participate in practical workshops that focus on the following key areas:

- Department, Posture and Body Language
- Wardrobe (personal advice in style, colour, accessories & dressing for success)
- Make-up & Skin care
- Hair styling & Nail care
- Health & Well-being (self-esteem, confidence & maintaining a positive attitude)
- Speech enhancement (diction, voice projection, modulation & rate of speech etc)
- Communication skills (listening skills, starting and maintaining a conversation etc)
- Social etiquette (modern table manners, dining out, telephone/mobile etiquette etc)

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!

Accreditation & Austudy

The Suzan Johnston Certificate III in Business Administration 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