



Why study Business Services?

The business services industry provides clerical and administrative support to commerce, industry, government and the professions. Skills gained in this industry transfer to other occupations.

Working in the business services industry involves:

- customer (client) service
- organising information and records in paper and electronic forms
- teamwork
- using technologies
- creating documents

Samples of occupations students can aim for in the business services industry:

- ✓ payroll clerk/officer
- ✓ personal assistant
- ✓ personnel clerk
- ✓ project manager
- ✓ sales clerk/officer
- ✓ secretary

Depending on competencies chosen, full or part qualifications from the Business Services Training Package (BSB07) will be available. Your teacher or VET Coordinator will advise the competencies and qualifications that may be available.

The qualifications likely to be available through the Business Services Curriculum Framework are:

- Certificate II in Business BSB20112*

The following additional qualifications may also be available for delivery by TAFE NSW or another training provider:

- Certificate III in Business BSB30112*
- Certificate III in Business BSB30110*
- Certificate III in Business Administration BSB30412*
- Certificate III in Business Administration (Legal) BSB31012*
- Certificate III in Business Administration (Medical) BSB31112*

* A statement of attainment in partial completion of qualification/s may also be available.

Business Services

Industry Curriculum Framework

For more information on possible outcomes please refer to the Business Services Curriculum Framework syllabus that can be found by visiting the VET Curriculum Frameworks page of the Board of Studies NSW website: http://www.boardofstudies.nsw.edu.au/syllabus_hsc/business-services.html

Course description

This course is based on units of competency, which have been developed at a national level to describe the competencies, skills and knowledge required by workers in the industry.

BSBCMM201A Communicate in the workplace
BSBCUS201B Deliver a service to customers
BSBIND201A Work effectively in a business environment
BSBINM201A Process and maintain workplace information
BSBSUS201A Participate in environmentally sustainable work practices
BSBWHS201A Contribute to health and safety of self and others
BSBWOR202A Organise and complete daily work activities
BSBWOR203B Work effectively with others
BSBWOR204A Use business technology

Work placement is a mandatory HSC requirement within this Framework - 70 hours for a 2 year course.

Recognition of Prior Learning

If you have already completed all or part of a similar vocational course elsewhere, such as at TAFE, your previous studies and results will be recognised. You will not have to repeat that training and assessment. Additionally if through previous work or life experiences you have already developed high level skills in this course area, these may also be able to be recognised. Your teacher or VET Coordinator can provide more details of the recognition process.

School-based traineeships are available in this industry area, for more information:

<http://www.sbatinnsw.info/>