The Diploma of Business Administration hones managerial expertise for clerical and administrative personnel. Participants train in the essential skills that ensure superior professional performance across a range of administrative careers – office manager, senior executive assistant, personal assistant, administrator. The Diploma of Business Administration is designed to provide individuals with a planning and organisational perspective of administration that goes beyond day to day operations.

Who Should Attend
This vocational training is appropriate to roles which demand the performance of sophisticated administrative duties on a constant basis. The capabilities this qualification develops are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to positions such as these.

Course Structure
The Diploma of Business Administration is delivered by expert trainers in one of three delivery methods: online, classroom, or blended.

Online Learning Format
The online training program provides access to a fully customised e-learning environment, MyUpskilled. MyUpskilled includes powerpoint resources, reading materials, discussion boards, forums, access to assessments, resources, videos (including access to the Lynda.com video training library) and blogs. The course is conducted over an 8 month period with one unit of competency expected to be completed each month.

Classroom Format
Our classroom delivery requires attendance at 8 x full day (9am – 4pm) face-to-face workshops scheduled across a 8 month period with one unit of competency completed each month. This format allows participants sufficient time between and after workshops to undertake self-directed learning, assignments, and out-of-class assessment. Workshops engage participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to building the skills and experience necessary for acquitting sophisticated administrative responsibilities within a commercial setting, and engaging with the strategic practice of business administration at a managerial level. The location of classroom training is typically delivered institutionally.

Blended Classroom/Online Format
The blended training format is scheduled over a 8 month period with one unit of competency completed each month. There are typically 5 x full day (9am – 4pm) face to face workshops scheduled during the 8 month period.

Prerequisites
There are no formal prerequisites for this qualification.
Recognition of Prior Learning (RPL)

RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Inclusions

- All students will be provided with the textbook Management: Theory and Practice, Kris Cole (2012), Pearson Education Australia and Smallprint Learner Guides for the units that are not covered by this text which include: BSBADM503B, BSBADM504B, BSBADM506B
- Access to fully customised online learning platform, MyUpskilled
- Access to the Student Support Services (Help desk) where students can receive support and assistance in the use of the LMS as well as any administration enquiries
- Regular contact with their trainer via email, telephone and/or LMS communication tools
- Trainer/Student Messaging System
- Webinars - both live and recorded sessions
- Unlimited access to world leading video training provider Lynda.com
- Access to Upskilled's Student Rewards Program

Course Outline

The following Units of Competency as identified in the National Business Services Training Package must be successfully completed to attain the Diploma of Business Administration.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
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</thead>
<tbody>
<tr>
<td>BSBADM504B</td>
<td>Plan or review administration systems</td>
</tr>
<tr>
<td>BSBPMG522A</td>
<td>Undertake Project Work</td>
</tr>
<tr>
<td>BSBADM502B</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>BSBADM506B</td>
<td>Manage business document design and development</td>
</tr>
<tr>
<td>BSBADM503B</td>
<td>Plan and manage conferences</td>
</tr>
<tr>
<td>BSBWORS01B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBWORS02B</td>
<td>Ensure team effectiveness</td>
</tr>
<tr>
<td>BSBMG5702B</td>
<td>Manage people performance</td>
</tr>
</tbody>
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How to Apply

Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:

- Select from more than 80 nationally accredited certificate and diploma courses
- Complete an application form at www.upskilled.edu.au
- Submit the form and an Upskilled Education Manager will contact you.

Other Related Qualifications

1. Certificate III in Business Administration
2. Certificate IV in Business Administration
3. Certificate IV in Small Business Management
4. Certificate IV in Business Administration
5. Diploma of Business Administration