

**BSB30915 Certificate III in Business Administration (Education)  
Employability Skills**

| <b>Employability Skill</b> | <b>Examples for this qualification</b>  |
|----------------------------|---|
| Communication              | <ul style="list-style-type: none"> <li>• Clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• Communicating sensitively in a cross-cultural context</li> <li>• Responding to verbal inquiries such as enrolment questions or requests for student records</li> <li>• Communicating with people who speak languages other than English</li> <li>• Interpreting needs of clients (internal or external)</li> <li>• Reading and interpreting workplace related documentation</li> <li>• Writing to audience needs</li> <li>• Using terminology specific to an educational setting</li> </ul> |
| Teamwork                   | <ul style="list-style-type: none"> <li>• Applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>• Working in a team of people to provide office and education administration services</li> <li>• Working with diverse individuals and groups</li> </ul>  |
| Problem solving            | <ul style="list-style-type: none"> <li>• Developing practical responses to common breakdowns in workplace systems and procedures</li> <li>• Rectifying discrepancies or errors in documentation and transactions</li> <li>• Taking action to resolve concerns</li> </ul>  |
| Initiative and enterprise  | <ul style="list-style-type: none"> <li>• Identifying and addressing factors which impact on educational access and equity for students</li> <li>• Creatively developing publications, newsletters, displays or promotional materials</li> <li>• Adapting to new situations within the workplace</li> <li>• Proactively responding to changes and challenges</li> </ul>  |
| Planning and organising    | <ul style="list-style-type: none"> <li>• Prioritising tasks for efficient and effective outcomes</li> <li>• Preparing own work plans and schedules</li> <li>• Planning information and documentation requirements</li> <li>• Organising meeting schedules, class timetables or appointments</li> <li>• Planning for contingencies</li> </ul>  |

|                 |  |
|-----------------|--|
|                 | <ul style="list-style-type: none"> <li>• Utilising resources effectively</li> <li>• Planning and implementing events for students</li> </ul>   |
| Self-management | <ul style="list-style-type: none"> <li>• Navigating the world of work</li> <li>• Following workplace policies and procedures</li> <li>• Managing own time efficiently</li> <li>• Taking personal responsibilities at an appropriate level</li> <li>• Respecting the privacy and security of student records</li> <li>• Working ethically when dealing with students</li> </ul> |
| Learning        | <ul style="list-style-type: none"> <li>• Seeking opportunities for improvement and development of new skills</li> <li>• Seeking assistance and expert advice</li> </ul>  |
| Technology      | <ul style="list-style-type: none"> <li>• Using business technology safely</li> <li>• Using electronic communication in accordance with workplace procedures</li> <li>• Using business technology such as software programs for word processing, spreadsheets, presentation and scheduling.</li> </ul>  |