

Advanced Certificate in Business Administration

How to advance your career in more ways than one

Advanced Certificate in Business Administration

Got your eye on a management role? Well, this is how you go about it; an Advanced Certificate in Business Administration. Sharpen up those skills needed to progress to a more senior level with. It builds on the practical administration skills and knowledge obtained through the Certificate in Business Administration or Certificate in Reception & Office Support. You'll learn how to plan and review administration systems, manage payroll services and handle meetings and conferences. And you can study online, from home or the office; at whatever time suits you.

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| Start Date: | Get instant access within 1 business day. |
| Course Duration: | Approximately 300 hours. |
| Access Time: | You'll have 24/7 access to your course material for up to 12 months until you complete. |
| Delivery and Support: | 100% online with unlimited tutor support via phone and email. |
| Assessments: | Multiple choice, short answer and practical assessments. |
| Investment: | \$1,795 + GST or only \$25 per week on an interest free payment plan. |



All the Right Choices

- ✔ Power up your CV – gain a qualification and prepare for managerial and top-tier administrative roles.
- ✔ Receive comprehensive tutor support via phone, email and chat.
- ✔ Work with an experienced tutor and other students to successfully complete your course.
- ✔ With the course approved by the CPD Certification Service, you'll gain 40 continuing professional development hours.
- ✔ The Career Academy is a Xero and MYOB Education Partner – get updated course material, tips & tricks. You'll receive six months free access to MYOB, plus gain the official Xero advisor certification.
- ✔ Receive a FREE 12-month membership to the Australian Institute of Office Professionals on completion.



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Business Administration

ADMG154 Effective Business Communication

This course will provide an introduction to the processes and importance of effective business communication including but not limited to the different forms of communication, effective verbal communication skills and the 7 Cs of communication.

ADMG160 Office Ergonomics & Data Entry

This course will provide an introduction to data entry, keyboard skills and office ergonomics and will include but not be limited to the key items to check when proofreading a document, the benefits of type touching, ergonomic design and the problems caused by an uncomfortable work posture.

CITG127 Introduction to Microsoft Word

This course will provide an introduction to the basic functions and features of Microsoft Word, including but not limited to formatting features to improve the look of a short document, how to insert content into a document and how to apply document-processing techniques to manage larger documents.

ADMG159 Creating Documents

This course will take a look at the different types of software used to create business documents, and will include but not be limited to the steps for effective and efficient writing, examples of business documents and their software, and the importance of style and layout of documents.

MGTG105 Communication Skills

This course will provide an overview of communication skills and the various factors that affect the ability to communicate effectively. It will include but not be limited to a look at the various kinds of non-verbal communication, the methods for improving communication skills and listening feedback techniques.

Customer Relations

ADMG164 Customer Service Strategies

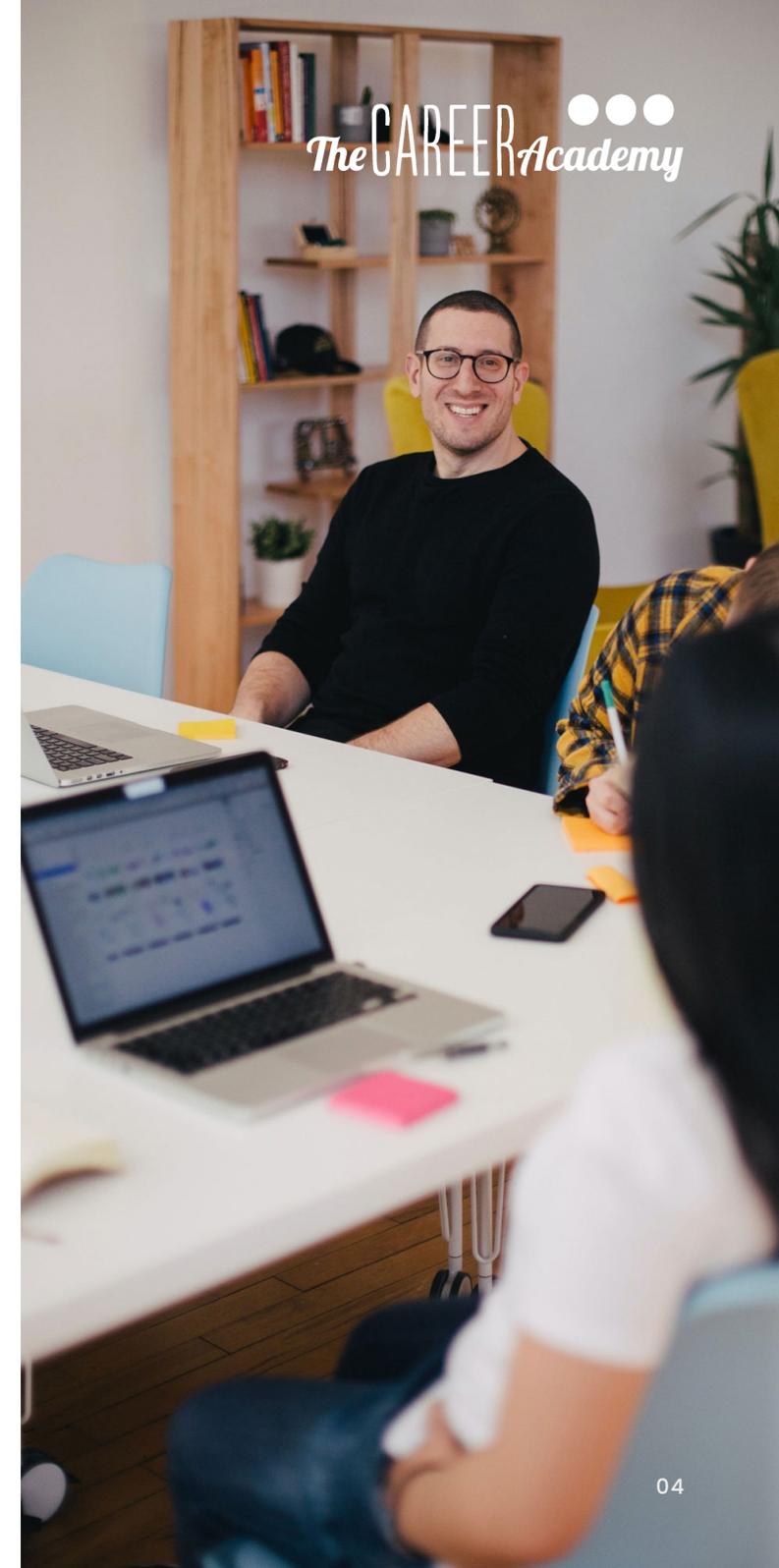
This course will provide an overview of customers and what drives them, and will include but not be limited to the difference between customer needs, wants and expectations, the importance of obtaining feedback from customers and having a positive focus on customer service, and what is required to deliver excellent customer service.

ADMG107 Customer Relationship Management

This course provides an introduction to the importance of building a Customer Relationship Management (CRM) system, and factors to consider when developing an effective CRM. It will include but not be limited to the purpose and function of a CRM system and its benefits, and the potential issues that businesses may encounter when upgrading the CRM system.

ADMG108 Customer Service Skills

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the



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Customer Relations

ADMG108 Customer Service Skills

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the effects of bad customer service.

Workplace Practices

ADMG188 Organise Schedules & Meetings

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the effects of bad customer service.

ADMG148 Time Management, Ethics and Professionalism

This course will provide an introduction to pay templates in Xero, and will include but not be limited to how to produce new pay templates, how to apply changes to pay templates and how to apply changes to employee earnings.

ADMA150 Understanding Key Australian Business Legislation

This course provides an overview of business legislation and its importance in dealing with customers, staff and the general public. It will include but not be limited to the importance of complying with the requirements of the relevant business legislation, the potential implications for a business that fails to comply, the duties of a company director as well as a look at the different types of company structures.

ADMA127 Workplace Health and Safety

This course will provide an overview of general health and safety requirements in the workplace, including but not limited to how to ergonomically set up a computer workstation, how to manage common workplace health and safety hazards, a look at 'Manual Handling' and myths about physical activity.

Financial Data

ABKA202 Accounting and Bookkeeping Fundamentals

This course will provide an overview of the accounting equation and the basic principles underlying the double entry system of accounting. It will include but not be limited to the function and purpose of accounting and its key concepts, a look at the principal qualitative characteristics and their effect on financial statements, and the basic and expanded accounting equation and its connection to the double-entry method of accounting.



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ABKA152 General Journal

This course will take a close look at the difference between the general journal and the general ledger, the chart of accounts, and fundamental rules in respect of when to debit or credit an account. It will include but not be limited to the definition and purpose of general journals, account categories, and how to prepare journal entries.

ABKA153 General Ledger and the Trial Balance

This course will provide an introduction to the General Ledger and the Trial Balance, and will include but not be limited to the process of posting source journals to the general ledger, how to calculate closing balances of general ledger accounts, as well as the purpose of a trial balance and how to prepare one.

ADMG114 Managing Accounts Payable, Accounts Receivable & Cash Management

This course will provide an introduction to accounts payable and receivables and the calculation of the cash conversion cycle. It will include but not be limited to the difference between cash accounting and accrual accounting, how to create journal entries and ledger entries to record a credit sale, a look at doubtful debt

ABKA103 Accounting with Xero

This course will provide an overview of how to use Xero, including but not limited to the benefits of using Xero and cloud computing, Bank Reconciliation & Managing Accounts in Xero, Xero Sales, Invoicing, Quotes & Inventory, plus Purchase & Bills.

ABKA217 Accounting with MYOB Essentials

This course will provide an overview of the MYOB Essentials accounting software package, including but not limited to banking features, managing contacts and managing invoicing and items within MYOB.

Project Management

MGTG119 Introduction to Project Management

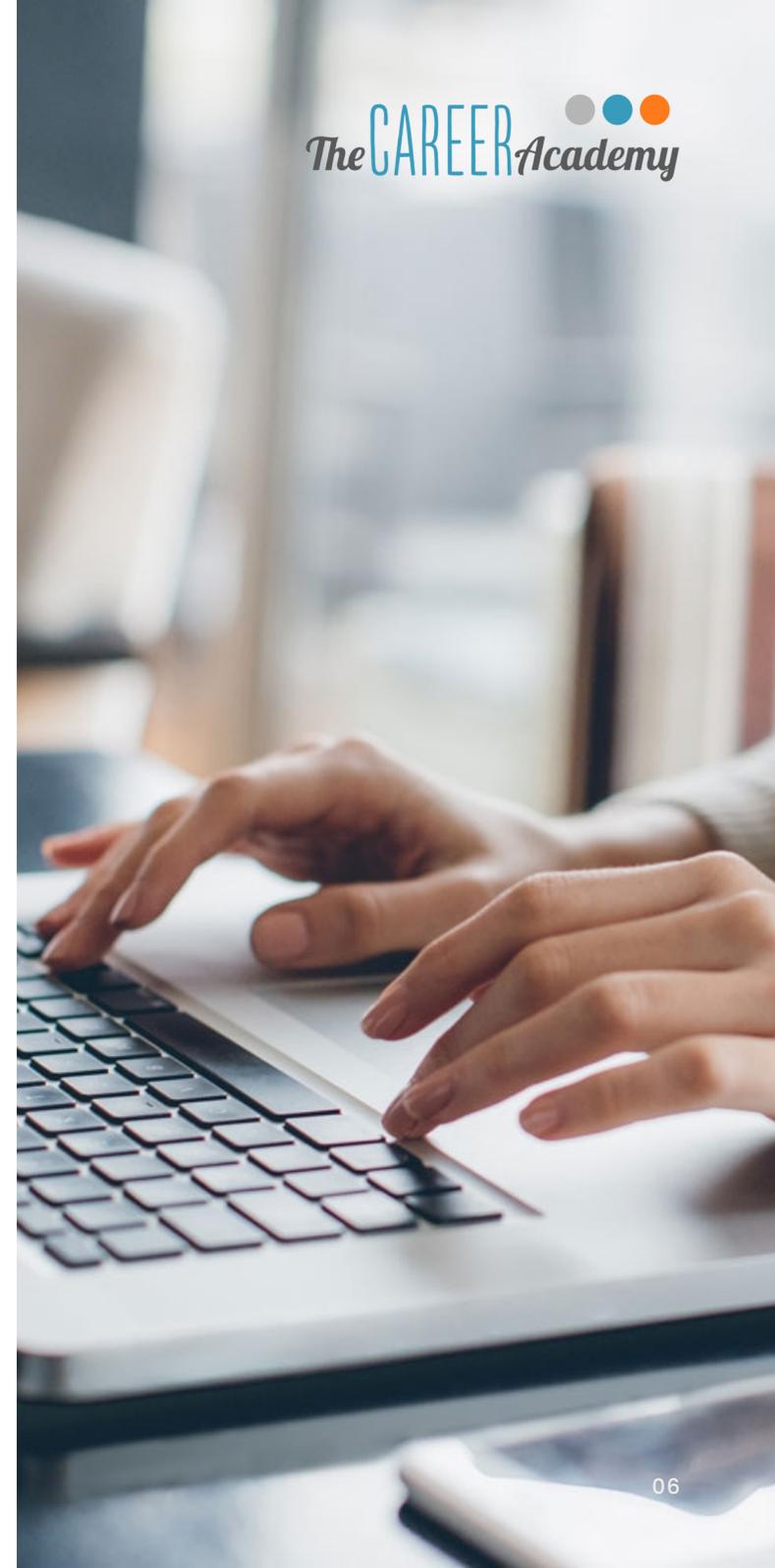
This course will provide an introduction to Project Management, including but not limited to the definition of a project, the key criteria which distinguish a project from everyday tasks/activities, reasons why projects fail and the reasons why they succeed as well as the importance of defining the scope of the project and developing a project plan.

MGTG109 Establishing Timelines and Milestones

This course will take a look at the importance of establishing timelines and milestones in project management, including but not limited to the critical path method and the Gantt charts as project management tools.

MGTG138 Project Implementation, Completion and Evaluation

This course will provide an overview of the role of implementation in project management, including but not limited to the objectives of project implementation, the steps that need to be followed, what needs to happen at the completion of the project and how to evaluate the success of the project.



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CITG138 Using Microsoft Excel

This course will provide an introduction to the fundamentals of Microsoft Excel, including but not limited to the key functions within the software including formulas, functions and data manipulation, how to add content to spreadsheets as well as formatting styles.



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