

How to develop Your Career & Skills in Business, Administration & Human Resources

There is a great career to be had in Business Administration & Human Resources, that can grow with your qualifications and experience.

Step 1

• Secure your employment

Identify your level of experience in the table below, and gain your qualification to match. (Your prior experience will be recognised)

Step 2

• Progress Your Career

Look for promotions & career progression by expanding your qualification level.

Position	General Roles	Qualification Recommended
Administration General or Contract Administrator	Administration staff – all Divisions Using computers; Organising meetings Customer service; Coordinating resources Accountable to someone	Cert IV in Business
Compliance, Improvement, Auditing	Compliance; Continuous Improvement; Quality - policies, processes and systems; Risk; Continuous Improvement; Auditing	Dip of Quality Auditing
Experienced Administration Officer	Lots of autonomy and responsibility for work May have others accountable to them Administration systems Document design Knowledge management	Dip of Business Administration
Human Resources	Recruitment Team Building Workforce Planning People performance Employee relations...	Dip of Human Resources Management
Senior Administration Officer	Strategic and leadership roles	Ad Dip of Business

Supervisor	Oversees of a number of people in your administration or customer service role	Cert IV in Leadership and Management
Manager	Office or Contact Centre	Dip of Leadership and Management
Senior Manager	Develops Policies and Procedures	Ad Dip of Leadership and Management
Cert IV = Certificate IV; Dip = Diploma; AD Dip = Advanced Diploma		

Susan Jarvis

"I would definitely recommend the Diploma training to others. My skills and experience were recognized towards my qualification. Expectations were clearly outlined to me at the start of the course. The content was relevant and up to date."

Tambo Regional Council

Lorraine White

"Support throughout my training was consistently excellent, and my queries were always answered promptly. All the units were highly relevant to my workplace and as my role as a team leader. I especially liked the style of training, and having access to the trainer when needed. The trainer I worked with was brilliant".

Diploma of Human Resources Management

Simon Smith

"I found the training and assessment very helpful. The trainers and support staff were more than willing to explain training materials in several different ways. This helped to deepen my understanding of the content, and abled me to better apply the knowledge that I gained. People who are interested in business development and strategy would benefit from this course".

Diploma of Business