There are a wealth of employment opportunities within this field given the need for receptionists, secretaries, administration officers or administrative support personnel in almost every business enterprise.

Both small businesses and large organisations require the skills and expertise of front line staff who perform essential reception, clerical and customer service duties.

These activities are vital to the success of any business and employees who have the capacity to communicate effectively with customers, coordinate information, manage client enquiries and organise the day to day office tasks, are highly valued.

A versatile range of office administration skills, good personal presentation, well developed oral communication skills and a pleasant telephone manner are just some of the requirements for a career in this field where you could secure employment in a real estate or legal offices, medical centres, or even marketing and graphic design agencies or large mining companies.
The scope of office administration

Qualifications in office administration will develop your practical skills and knowledge in customer service, computing, and the record keeping needed to undertake a broad range of administrative tasks in an office environment. You will learn skills that enable you to create spreadsheets, process accounts, create and use databases, create electronic presentations, organise schedules, as well as design and develop documents.

Depending upon the organisation in which you are employed office administrators may perform the following specific tasks:

- Provide reception service to clients/customers
- Answer the telephone and deal with enquiries
- Greet and assist customers
- Filing of documents
- Maintenance of data bases
- Word processing and document production
- Collation of information
- Invoicing and receipting of payments
- Processing petty cash claims
- Sorting and despatching mail
- Taking minutes of meetings
- Working on special projects

Personal attributes that will enhance your chances of success in this career include:

- good time management skills
- well developed oral and written communication skills
- pleasant and friendly attitude
- commitment to customer service
- attention to detail
- well groomed
- positive, self motivated and a good work ethic
- willingness to undertake a variety of tasks
- ability to work with others
- initiative and the ability to work without direct supervision

What office administration qualifications offer you

As an entry level qualification, the Certificate II in Business will provide you with the fundamental skills and knowledge to provide customer service, undertake simple computing tasks and provide basic administrative support within an office environment. You will learn skills from a range of business subjects including word processing, typing speed and accuracy, e-mail procedures, telephone protocols and the operation and maintenance of general office equipment.

The Certificate III in Business Administration will consolidate key skills and knowledge required in the business administration field including customer service, manual book keeping, computerised accounting, advanced word processing. This qualification will also enhance your organisational, planning and communication skills.

The Certificate IV in Business Administration provides an introduction to e-commerce and offers participants the opportunity to acquire advanced administrative skills. In addition to this the qualification covers advanced spreadsheets, finance skills, advanced document design and website maintenance.

Courses are available through a range of delivery methods including face to face, flexible learning, workshops and traineeships. Contact your nearest TAFE campus to confirm available options.

Employment opportunities

Whilst successful completion of the Certificate II in Business qualification provides you with employment outcomes it is recommended that you enhance your skills and prospects by progressing to the Certificate III in Business Administration. On completion of this qualification you will then be able to seek employment as a receptionist, secretary, administration officer or gain administrative support positions. The Certificate IV in Administration, increases your technical skills and helps develop administrative management skills which are suitable for an office manager or PA role.

Entry requirements

Certificate II in Business
- Communication skills
- Maths skills

Certificate III in Business Administration
- Communication skills
- Maths Skills

Certificate IV in Business Administration
- Communication skills

For more information of TAFEWA entrance requirements please visit www.tafe.wa.edu.au

Further study options

Students may seek to further their studies in the financial services or business management sectors.