

# Business Services Job Pathways

# BSB07

## Potential Australian Apprenticeships Job Outcomes

## Further Study Options

Stream	Certificate II <small>Note: Job titles are common across all areas</small>	Certificate III	Certificate IV	Diploma	Advanced Diploma
	➔➔➔	➔➔➔	➔➔➔	➔➔➔	➔➔➔
<b>Business Administration</b>		<ul style="list-style-type: none"> <li>Accounts Receivable Clerk</li> <li>Accounts Payable Clerk</li> <li>Office Administration Assistant</li> <li>Office Administrator</li> <li>Junior Personal Assistant</li> <li>Receptionist</li> </ul>	<ul style="list-style-type: none"> <li>Executive Personal Assistant</li> <li>Office Administrator</li> <li>Medical Records Officer</li> <li>Accounts Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Administration Manager</li> <li>General Office Manager</li> <li>Office Manager</li> </ul>	
<b>Business</b>	<ul style="list-style-type: none"> <li>Data Entry Operator</li> <li>Clerical Worker</li> <li>Administration Assistant</li> <li>Receptionist</li> <li>Office Junior</li> <li>Information Desk Clerk</li> </ul>	<ul style="list-style-type: none"> <li>General Clerk</li> <li>Word Process Operator</li> <li>Data Entry Operator</li> <li>Customer Service Advisor</li> </ul>	<ul style="list-style-type: none"> <li>Administrator</li> <li>Project Officer</li> </ul>	<ul style="list-style-type: none"> <li>Executive Officer</li> <li>Program Consultant</li> <li>Program Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>Senior Administrator</li> <li>Senior Executive</li> </ul>
<b>Management</b>			<ul style="list-style-type: none"> <li>Team Leader Business Unit</li> <li>Supervisor – Sales Team</li> <li>Coordinator – Sales Team</li> <li>Leading Hand</li> </ul>	<ul style="list-style-type: none"> <li>Manager – Information Services</li> </ul>	<ul style="list-style-type: none"> <li>Area Manager</li> <li>Departmental Manager</li> <li>Regional Manager</li> <li>Executive Director</li> </ul>
<b>Customer Contact</b>	<ul style="list-style-type: none"> <li>Customer Service Representative (Customer Centre)</li> <li>Customer Service Representative (Utilities Customer Centre)</li> <li>Telesales Representative</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service Representative</li> <li>Call/Contact Centre Agent</li> <li>Senior Customer Service Representative</li> </ul>	<p>Customer Contact Centre</p> <ul style="list-style-type: none"> <li>Team Leader</li> <li>Analyst</li> <li>Scheduler</li> </ul> <ul style="list-style-type: none"> <li>QA Coordinator</li> <li>Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>Analyst</li> <li>Campaign Manager</li> <li>Project Manager</li> <li>Scheduler</li> <li>QA/Compliance Officer</li> <li>Scheduler</li> <li>Team Supervisor/Manager</li> </ul>	<ul style="list-style-type: none"> <li>Contact Centre Manager</li> <li>Customer Service Manager</li> <li>Operations Manager</li> <li>Workforce Manager</li> </ul>

Entry and exit to qualifications may be made at any level

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### Contacts

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**Ph:** (03) 9815 7000 **Fax:** (03) 9815 7001  
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<b>Legal</b>		<ul style="list-style-type: none"> <li>• <a href="#">Legal Receptionist</a></li> </ul>	<ul style="list-style-type: none"> <li>• Legal Support Officer</li> <li>• <a href="#">Legal Assistant</a></li> <li>• <a href="#">Assistant Paralegal</a></li> <li>• Legal Secretary</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Assistant</li> <li>• Legal Services Support Officer</li> <li>• <a href="#">Paralegal</a></li> <li>• Senior Legal Secretary</li> </ul>	
<b>Medical</b>		<ul style="list-style-type: none"> <li>• <a href="#">Medical Receptionist</a></li> <li>• Medical Records Clerk</li> <li>• <a href="#">Medical Secretary</a></li> </ul>			
<b>Small Business</b>		<ul style="list-style-type: none"> <li>• <a href="#">Micro Business Operator</a></li> <li>• <a href="#">Independent Contractor</a></li> </ul>	Small Business Manager <ul style="list-style-type: none"> <li>• <a href="#">Franchise</a></li> <li>• <a href="#">Retail</a></li> <li>• <a href="#">Consultancy/Advisory Service</a></li> </ul>		
<b>Education</b>		<ul style="list-style-type: none"> <li>• <a href="#">Student Services Officer</a></li> <li>• <a href="#">School Support Officer</a></li> <li>• <a href="#">Student Recruitment and Admissions Assistant</a></li> <li>• Education Programs Support Worker</li> <li>• Student Support Assistant</li> </ul>			
<b>International Trade</b>		<ul style="list-style-type: none"> <li>• <a href="#">Import/Export Clerk</a></li> <li>• <a href="#">Export Clerk</a></li> <li>• Import Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Exporter</a></li> <li>• <a href="#">Importer</a></li> <li>• <a href="#">Export Customer Service Coordinator</a></li> <li>• Trade Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Export Manager</li> <li>• Import Manager</li> <li>• Trade Manager</li> </ul>	

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<b>Occupational Health and Safety</b>		<ul style="list-style-type: none"> <li>• <a href="#">Health and Safety Assistant/Health and Safety Representative</a></li> <li>• Health and Safety Committee Member</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Occupational Health and Safety Officer</a></li> <li>• Occupational Health and Safety Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">OHS Manager</a></li> <li>• <a href="#">OHS Practitioner</a></li> <li>• Senior OHS Officer</li> </ul>	<ul style="list-style-type: none"> <li>• OHS Advisor</li> <li>• OHS Auditor</li> <li>• OHS Manager</li> <li>• OHS Risk Officer</li> <li>• OHS Specialist</li> <li>• Senior Consultant – OHS and Risk Management</li> </ul>
<b>Advertising</b>			<ul style="list-style-type: none"> <li>• <a href="#">Copy Writer/Art Director</a></li> <li>• <a href="#">Media Assistant</a></li> <li>• <a href="#">Account Coordinator</a></li> <li>• Media Assistant</li> <li>• Media Buyer</li> <li>• Media Planner</li> </ul>	<ul style="list-style-type: none"> <li>• Account Manager</li> <li>• Advertising Account Manager</li> <li>• Advertising Creative Director</li> <li>• Advertising Manager</li> <li>• Copy Writer</li> <li>• Account Planner</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Account Director</a></li> <li>• Account Planning Manager</li> <li>• Client Services Manager</li> <li>• Client Services Director</li> </ul>
<b>Marketing</b>			<ul style="list-style-type: none"> <li>• <a href="#">Marketing Coordinator</a></li> <li>• <a href="#">Direct Marketing Assistant</a></li> <li>• <a href="#">Public Relations Assistant</a></li> <li>• Market Research Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing Manager</li> <li>• Marketing Team Leader</li> <li>• Product Manager</li> <li>• Public Relations Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing Director</li> <li>• Marketing Strategist</li> <li>• National, Regional or Global Marketing Manager</li> </ul>
<b>Franchising</b>			Franchisee <ul style="list-style-type: none"> <li>• <a href="#">New Business</a></li> <li>• <a href="#">Established Business</a></li> </ul>	<ul style="list-style-type: none"> <li>• Franchisor</li> </ul>	
<b>Business Sales</b>			<ul style="list-style-type: none"> <li>• <a href="#">Sales Agent</a></li> <li>• <a href="#">Sales Account Assistant</a></li> </ul>		

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<b>Purchasing</b>			<ul style="list-style-type: none"> <li><a href="#">Purchasing Officer</a></li> <li><a href="#">Procurement Officer</a></li> <li>Purchasing and Inventory Administrator</li> <li>Purchasing Clerk/Stock Control</li> </ul>	<ul style="list-style-type: none"> <li>Contract Manager</li> <li>Inventory and Purchasing Manager</li> <li>Purchasing Consultant</li> <li>Purchasing Coordinator</li> <li>Purchasing Manager</li> <li>Site and Purchasing Manager</li> </ul>	
<b>Recordkeeping</b>		<ul style="list-style-type: none"> <li><a href="#">Assistant Records Clerk</a></li> <li><a href="#">Assistant Registry Officer</a></li> <li>Administration Officer</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Records and Information Officer</a></li> <li><a href="#">Medical Records Officer</a></li> </ul>	Records and Information <ul style="list-style-type: none"> <li>Coordinator</li> <li>Supervisor</li> <li>Team Leader</li> </ul>	Records and Information <ul style="list-style-type: none"> <li>Consultant</li> <li>Manager</li> </ul>
<b>Project Management</b>			<ul style="list-style-type: none"> <li><a href="#">Project Management Coordinator</a></li> <li><a href="#">Project Team Member</a></li> <li>Project Administrator</li> <li>Program Administrator</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Project Leader</a></li> <li>Project Management Facilitator</li> <li>Project/Program Administrator</li> </ul>	<ul style="list-style-type: none"> <li>Branch/Section Leader</li> <li>Project Management</li> <li><a href="#">Project Manager</a></li> <li>Project Manager – Construction/Health</li> </ul>
<b>Human Resources</b>			<ul style="list-style-type: none"> <li><a href="#">Human Resources Officer</a></li> <li><a href="#">Payroll Officer</a></li> <li>HR Assistant</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Advisor</li> <li>HR and Change Manager</li> <li>HR Manager</li> <li>Senior HR Officer</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Director</li> <li>Human Resources Strategist</li> <li>National, Regional or Global Human Resources Manager</li> </ul>

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Stream	Certificate II	Certificate III	Certificate IV	Diploma	Advanced Diploma
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<b>Unionism and Industrial Relations</b>			<ul style="list-style-type: none"> <li>• <a href="#">Union Organiser</a></li> <li>• Workplace Union Representative</li> </ul>	<ul style="list-style-type: none"> <li>• Union Official</li> </ul>	
<b>Governance</b>			<ul style="list-style-type: none"> <li>• <a href="#">Board Member</a></li> <li>• Coordinator of Quality Governance</li> <li>• Australian Public Servant</li> <li>• Secretary</li> <li>• <a href="#">Board Member (Indigenous Organisation)</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Board Chairperson (Indigenous Community Organisations)</a></li> </ul>	
<b>Quality Auditing</b>				<ul style="list-style-type: none"> <li>• Quality Assurance Manager</li> <li>• Quality Facilitator</li> <li>• Quality and Improvement Consultant</li> <li>• Service Quality System Support Analyst</li> </ul>	

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	➡ ➡	➡ ➡ ➡	➡ ➡	➡ ➡ ➡	➡ ➡	➡ ➡ ➡	➡ ➡
<b>International Education</b>		<ul style="list-style-type: none"> <li>• <a href="#">Administration Officer (TAFE International Marketing – Offshore Programs)</a></li> <li>• <a href="#">Administration Assistant (International Pastoral Care – Secondary School)</a></li> <li>• <a href="#">Administration Officer (University International Information Services)</a></li> <li>• Student Services Officer (International)</li> <li>• International Education Agent</li> </ul>					

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