

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

Entry and exit to qualifications may be made at any level

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Australian Apprenticeships job titles may link to more online detail at www.aapathways.com.au. To view Australian Apprenticeships jobs and training descriptions in other industries go to www.aapathways.com.au. **This chart is provided as a guide only.** Further detail can be obtained from the Industry Skills Council, an Australian Apprenticeships Centre or Registered Training Organisation.



Contacts

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

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

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

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	➔➔➔	➔➔➔	➔➔➔	➔➔➔	➔➔➔
Unionism and Industrial Relations			<ul style="list-style-type: none"> • Union Organiser • Workplace Union Representative 	<ul style="list-style-type: none"> • Union Official 	
Governance			<ul style="list-style-type: none"> • Board Member • Coordinator of Quality Governance • Australian Public Servant • Secretary • Board Member (Indigenous Organisation) 	<ul style="list-style-type: none"> • Board Chairperson (Indigenous Community Organisations) 	
Quality Auditing				<ul style="list-style-type: none"> • Quality Assurance Manager • Quality Facilitator • Quality and Improvement Consultant • Service Quality System Support Analyst 	

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Potential Australian Apprenticeships Job Outcomes				Further Study Options			
Stream	Certificate II	Certificate III	Certificate IV	Diploma	Advanced Diploma	Vocational Graduate Certificate	Vocational Graduate Diploma
	➡ ➡	➡ ➡ ➡	➡ ➡	➡ ➡ ➡	➡ ➡	➡ ➡ ➡	➡ ➡
International Education		<ul style="list-style-type: none"> • Administration Officer (TAFE International Marketing – Offshore Programs) • Administration Assistant (International Pastoral Care – Secondary School) • Administration Officer (University International Information Services) • Student Services Officer (International) • International Education Agent 					

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