



The College for
Adult Learning

Your Career in Business Administration & Operations

COMPLETE CAREER, SALARY
& COURSE GUIDE



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Business Administration & Operations

OVERVIEW

Are you looking to begin a career in Business Administration and Operations? Working in business administration and operations is a rewarding next step if you have gained experience in other areas and seek career advancement. Or, if you are starting your operations journey, you will find the industry inviting and welcoming of those who demonstrate enthusiasm to learn.

Graduates can expect to find work in various roles ranging from Operations Administrators, Office Managers, Operations Assistants, Operations Coordinators and Business Operations Managers, to name a few.

Business Administrations and Operations is a vital function of businesses in hospitality, agriculture, construction, healthcare, retail, manufacturing, and logistics, among many others.

The variety in an administration and operational role is unparalleled, with each day bringing new challenges, collaborations, problems to solve and more

In this dynamic and constantly evolving career sector, the range and scope of responsibilities vary from industry to industry, allowing you to tailor your career path to your interests or background.

Business Administration & Operations

INDUSTRY SNAPSHOT

Due to the COVID-19 pandemic, experienced Operations Managers are in demand across the country as businesses tackle constant change and uncertainty. Leadership and policy implementation are two of the critical skills that employers are seeking in new hires.

Many Australian businesses hiring administrative staff look favourably on applicants with operations experience or knowledge. A well-rounded background demonstrates an ability to work with and understand multiple business areas and how they align.

For those looking to start a business in the future, a strong foundation in operations is the ideal launchpad. The diverse range of skills and experience gained during professional study and work will set you up for early career success.



Business Administration & Operations

IN NUMBERS



Roles in office management are tipped to experience strong future growth

JOBOUTLOOK.COM

A recent global survey found 77% of CEOs were focused on operational efficiencies as the main driver of future revenue growth.

CAL BLOG, SOURCE NOT CITED



89%

of Corporate General Managers work full-time (higher than the average of 66%)

JOBOUTLOOK.COM



20,500

professionals are predicted to be employed by 2025

JOBOUTLOOK.COM



Administration vs. Operations: What's the difference?

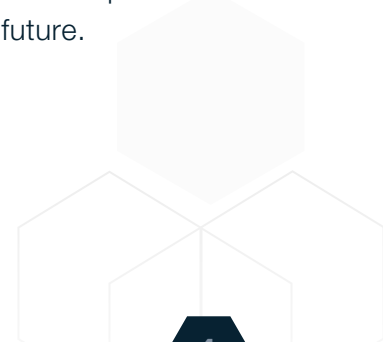
While both administration and operations may sound similar, and there are certainly many crossovers, there are a few key differences.

Business Administration focuses primarily on the supporting administrative tasks that a business requires, such as budgeting, spreadsheet and document creation, office projects and functions, customer service responsibilities, filing, administrative software systems and more. Attention to detail and the ability to work with a diverse range of technology is a must for anyone working in administration.



In Business Operations, you are closely involved with the administrative functions of a business while aligning all department activities to the overall business goals, both short and long-term. You will need to be across finance, sales, customer service or front-facing departments, marketing and others. Leadership and organisational skills are essential traits to develop to succeed in operations roles.

Business Operations is a popular choice for those looking for strong career growth and variety in their day-to-day roles. Operations careers can provide a pathway into leadership and management positions in the future.



What do Operations Administrators do?

Operations Administrators work closely within the scope of the overall operations of a business. A strong focus is given to specialised administrative requirements such as planning, payroll and record-keeping.

Attention to detail is a requirement, along with the ability to analyse data and manage project timelines.

Working as an Operations Administrator is an excellent career move for those already working in a general administration role and want to challenge themselves with a dynamic and rewarding role learning about the entire operations of a business. If you are returning to the workforce after an absence, operations can offer the opportunity to work part-time or the flexibility to study while you work.

Senior Operations Administrators roles include Office Managers and Payroll Officers.

Indicative salaries are:

Office Manager

\$61,183

per annum.

PAYSCALE

Payroll Officer

\$62,290

per annum.

PAYSCALE

A logical pathway from Operations Administrator is to step into the broader role of Business Operations.

What do Business Operations Managers do?

Working in Business Operations involves managing the **day-to-day running of a business while being across operations strategy**. A diverse role, Business Operations Managers wear many hats and are a key part of business success. The role includes an expectation to serve customer needs and meet deadlines as needed.

Constant and effective problem solving is part and parcel of the role. Understanding compliance is another growing trend for operations managers. Creative solutions need to be integrated with other functions and teams within the business, requiring Operations Managers to inspire and lead when required.

Your responsibilities could extend to regional, state or national management roles and, as such, require travel. In larger organisations, Operations Managers will work directly with the management team to achieve strategic goals.

Business Operations Managers earn, on average, **\$97,733** per annum - Payscale

Indicative salaries are:

Business Operations Manager

\$97,000

per annum.

PAYSCALE

A logical pathway from Operations Administrator is to step into the broader role of Business Operations.

“

A recent global survey found 77% of CEOs were focused on operational efficiencies as the main driver of future revenue growth.

”



Skills Checklist

- Attention to detail
- Communication with internal and external stakeholders
- Motivated to learn new technology and software
- Highly organised
- Strong written and verbal communication skills
- Ability to adapt to change
- Commitment to stay current with industry-specific changes



The impact of technology on Business Administration and Operations

The Business Administrations and Operations sector utilises a range of technology and software programs. Often these are specific programs designed to solve industry needs. New platforms and apps are introduced each year in response to global or national compliance changes and recent technological advancements.

Alongside well-known programs like email and word processing programs, those working in Business Operations and Administration will often need to engage and use a range of technology solutions. These may include customer relationship databases, online HR and accounting programs, project management software, appointment setting apps and social media platforms such as LinkedIn or online services such as Eventbrite.

A Business Operations role might require an understanding of robotics processing or the impact of artificial intelligence on your company. Business Administration could need you to implement and manage a company intranet. The ability to grasp and often implement new technologies is essential to success in either career path.



Diploma of Business (Operations)

BSB50120

CAL's Diploma of Business (Operations) will give you key operational business skills and strengthen your ability to communicate effectively with internal and external stakeholders, preparing you to manage administrative business operations smoothly in any organisation.

DESIGNED FOR

This qualification is designed for individuals looking to take their business operations career to the decision-making level, supporting them with the skills required to lead and manage all aspects of a business. You'll have the skills to manage information management systems to increase efficiency, as well as manage daily workplace functions such as meetings to staff payroll, to ensure the business is operating as smoothly as possible.

LEARNING OUTCOMES

- Manage business operational plans
- Manage payroll, budgets and financial plans
- Manage the recruitment and onboarding of new staff
- Develop, implement and manage administration systems

1 additional unit to upgrade to the Double Diploma

Combine with:

Diploma of Leadership & Management (BSB50420)

Perfect those wanting to move into strategic business operations management positions.

UNITS



A total of 12 units to achieve your Diploma

DURATION



Generous 24-month self-paced enrolment period

Part-time: approx 14-16 months
Full-time: approx 12 months

CAREER OPPORTUNITIES



- Business Operations Manager
- Office Manager
- Payroll Officer

INDUSTRIES



- Construction
- Health
- Small Business
- + Many more

UPGRADE OPTIONS



Combine this diploma with:

- Diploma of Leadership & Management (BSB50420)

FAQs

RECOGNITION

Where is this qualification recognised?

The College for Adult Learning is a Registered Training Organisation TOID 22228 and all of our Certificate IV and Diploma qualifications adhere to the Australian Qualification Framework (AQF). They are Nationally Recognised and internationally respected qualifications, issued on behalf of the Australian Government.

REQUIREMENTS

Are there any prerequisites for this course?

Our students are required to be 18 years or older at the time of registration and demonstrate the required level of competency in English language, literacy and numeracy skills. If English isn't your first language, you may be asked to sit an LLN test to ensure you are suitable to undertake the course.

What IT requirements do I need to complete this course? You will need regular access to a laptop, desktop computer or another device with an adequate and reliable internet connection, at least the equivalent of Microsoft Office or Office for Mac, with word-processing capabilities and spreadsheets and a PDF reader installed, full permissions to install and access third-party software as required. You will also need regular access to a laptop, desktop computer or device with an adequate camera to undertake video calls for assessments as required.

SUPPORT

What support is provided?

All support is provided by CAL, you can book in coaching calls when you need them as well as send through support requests to be answered by our Learning Coaches and Student Success Advisors. You can even get quick answers from our Live Chat with Student Support.

I work full time, can I access my coach after hours?

Our coaches work late on selected nights of every week, so we are happy to book in after-hours calls. We have students across all timezones, so our Learning Coaches are conscious of accounting for time differences.

COURSE STRUCTURE

How is the course delivered?

The course is 100% online and self-paced, so you can study on your own terms. Make your way through the units with clear tutorials, supporting content downloads, as well as regular checkpoints to test and strengthen your learning along the way. You'll complete a combination of quizzes, written activities, and practical assessment tasks to demonstrate your skills.

What are the assessments?

There are no exams for the course. All assessments involve practical and job-ready applications based on your workplace or the case studies we provide. There are different assessment elements, including interactive simulation and role play activities. These activities are conducted with a Learning Coach and may need to be completed with others (e.g. co-workers, friends or family) in real-time through Zoom or in a pre-recorded video. Video assessments allow us to assess your interpersonal skills needed for management roles. This is an innovative method to engage with your learning by acting out crucial situations you would encounter in the workplace, in a safe environment with an industry expert. You'll be able to hone your new skills in real-time with your Learning Coach and get valuable feedback so you can confidently demonstrate your learning in the workplace.

How long does the course take?

Our courses are completely self-paced, meaning you can study around your lifestyle. No strict deadlines, no inflexible classes to work around, no pressure to work to someone else's schedule. Depending on the time you commit and your learning style, studying part-time you could see you complete the course in approximately 16 months. You'll have the freedom to study when it suits you with our generous 24-month enrolment period.

When can I start?

We have no restrictive intake periods, so you can start as soon as we've processed your course registration and official enrolment form. This is typically done in as little as two business days. We also have options to start your payment plan while delaying your course commencement date until you're ready to begin studying within three months.

Why CAL?

UNIQUE AND FLEXIBLE LEARNING

“ We’re committed to **igniting real change** by inspiring one student at a time and giving them the power to shape their world. ”

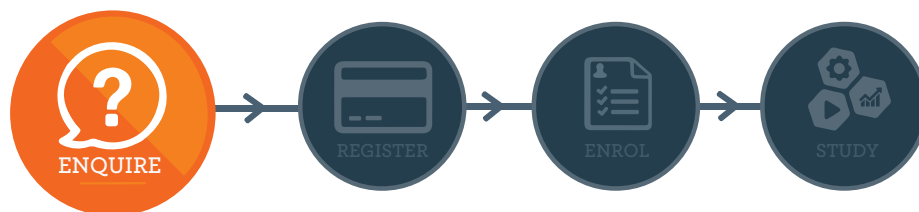
CAL was formed as a Registered Training Organisation (RTO) in 2009 by Helen Sabell and Rob Golding. They wanted to change the way we deliver adult education through dedication to outcomes-focused, practical training solutions with unparalleled support and flexibility.

They built the foundation for an RTO that is committed to making a difference and inspiring transformation through learning.

At CAL, we live by this in everything we do, from our unique flexible delivery to our bespoke content written in partnership with industry leaders, through to our hands-on and personalised approach to support.



In just four easy steps you'll be on your way to taking your career to new heights



Now that you've enquired, the next step is to apply to enrol. You'll be put in contact with your own Professional Learning Consultant who will guide you through the registration and enrolment process and get you started in your exciting new course with CAL.

Take the first step in advancing your career and apply to enrol today.

Apply now, start tomorrow