



## BSB40507

### CERTIFICATE IV IN BUSINESS ADMINISTRATION

This qualification reflects the role of individuals who use well-developed administrative skills and a broad knowledge base in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

#### ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.

Preferred pathways into this qualification include:

- ▲ BSB30407 Certificate III in Business Administration or other relevant qualification/s

Or

- ▲ With vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

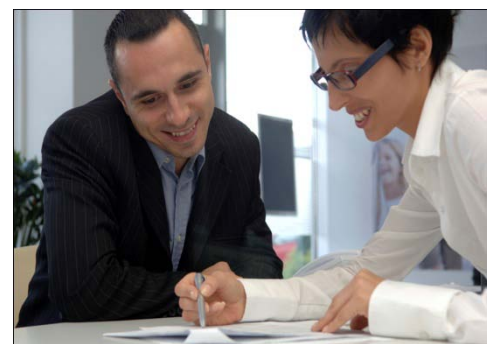
#### OCCUPATIONAL NAMES/EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a wide range of organisational and industry contexts. Some job titles may include:

Accounts receivable clerk	Accounts payable clerk
Clerk	Data entry operator
Junior personal assistant	Medical records officer
Receptionist	Office administration assistant
Office administrator	Word processing operator

#### CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as office/site manager, administration supervisor and assistant to CEO roles.



## SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- ▲ Credit transfer
- ▲ Mutual recognition
- ▲ Recognition by assessment

## COURSE OUTCOMES

Gain the skills required to:

- ▲ Communicate with colleagues and customers to gather information about their needs and to provide services
- ▲ Listen to and follow complex oral instructions
- ▲ Proofread and edit
- ▲ Coordinate and consult with meeting participants
- ▲ Refer queries to colleagues
- ▲ Analyse document requirements and use online help, manuals and user documentation
- ▲ Determine appropriate strategies to respond to user requests
- ▲ Make decisions about classification and storage of records
- ▲ Plan future business technology requirements
- ▲ Organise work schedules and meetings
- ▲ Plan task organisation to meet time lines
- ▲ Attend training/induction in the use of administrative systems
- ▲ Maintain existing business technology and plan future requirements
- ▲ Plan and review own work
- ▲ Agree on the purpose and structure of documents, spreadsheets and databases with colleagues and clients
- ▲ Collect feedback from customers and colleagues
- ▲ Write clear and detailed instructions
- ▲ Organise resources, equipment and timelines
- ▲ Evaluate tasks to improve efficiency
- ▲ Actively participate in coaching and mentoring sessions to improve standards of service provision
- ▲ Diagnose customer service complaints and take steps to improve the service
- ▲ Design complex documents, databases and spreadsheets
- ▲ Suggest improvements to the structure and design of existing systems
- ▲ Evaluate own performance and identify areas for improvement
- ▲ Manage time and ensure ergonomic requirements are met
- ▲ Use judgement and discretion with confidential information
- ▲ Use business technology such as computers, word processing programs and printers



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## COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 5 elective units from the elective list group A below and 5 elective units from either elective units Group A or B, or any other certificate IV level qualification offered by Target Training. Alternatively 1 additional elective unit may be chosen from either a Certificate III or Diploma level qualification also offered by Target Training.

NB. BSBITU307B Develop keyboarding speed and accuracy cannot be selected as an elective unit for this qualification

### ELECTIVE UNITS- Group A

<b>BSBFIA401A</b>	Prepare financial records
<b>BSBADM405B</b>	Organise meetings
<b>BSBADM406B</b>	Organise business travel
<b>BSBINM401A</b>	Implement workplace information systems
<b>BSBITA401A</b>	Design databases
<b>BSBITU401A</b>	Design and develop complex text documents
<b>BSBITU402A</b>	Develop and use complex spreadsheets
<b>BSBWRT401A</b>	Write complex documents

### ELECTIVE UNITS – Group B

<b>BSBCUS401A</b>	Coordinate implementation of customer service strategies
<b>BSBCUS402A</b>	Address customer needs
<b>BSBFIA402A</b>	Report on financial activity
<b>BSBADM407B</b>	Administer projects
<b>BSBADM409A</b>	Coordinate business resources
<b>BSBINN301A</b>	Promote innovation in a team environment
<b>BSBCMM401A</b>	Make a presentation
<b>BSBCMM301A</b>	Process customer complaints
<b>BSBITS401A</b>	Maintain business technology
<b>BSBMKG413A</b>	Promote products and services
<b>BSBMKG414B</b>	Undertake marketing activities
<b>BSBOHS407A</b>	Monitor a safe workplace
<b>BSBREL401A</b>	Establish networks
<b>BSBRSK401A</b>	Identify risk and apply risk management processes
<b>BSBINN301A</b>	Promote innovation in a team environment
<b>BSBSUS301A</b>	Implement and monitor environmentally sustainable work practices

# Learning Outcomes

## ELECTIVE UNITS Group A:

### **BSBWRT401A Write complex documents**

1. Plan documents
2. Draft text
3. Prepare final text
4. Produce document

### **BSBITA401A Design databases**

1. Design database
2. Develop database
3. Develop queries, forms and reports
4. Test and finalise database

### **BSBADM405B Organise meetings**

1. Make meeting arrangements
2. Prepare documentation for meetings
3. Record and produce minutes of meetings

### **BSBITU401A Design and develop complex text documents**

1. Prepare to produce word processed documents
2. Design complex documents
3. Add complex tables and other data
4. Produce documents

### **BSBITU402A Develop and use complex spreadsheets**

1. Prepare to develop spreadsheet
2. Develop a linked spreadsheet solution
3. Automate and standardize spreadsheet operation
4. Use spreadsheets
5. Represent numerical data in graphic form

### **BSBFIA401A Prepare financial reports**

1. Maintain asset register
2. Record general journal entries for balance day adjustments
3. Prepare final general ledger accounts
4. Prepare end of period financial reports

### **BSBINN401A Implement workplace information system**

1. Identify and source information needs
2. Collect, analyse and report information
3. Implement information systems
4. Prepare for information system changes

### **BSBADM406B Organise business travel**

1. Organise business itinerary for domestic and overseas travel
2. Make travel arrangements
3. Arrange credit facilities



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### **ELECTIVE UNITS Group B:**

#### **BSBCUS401A      Coordinate implementation of customer service strategies**

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

#### **BSBCUS402A      Address customer needs**

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed

#### **BSBFIA402A      Report on financial activity**

1. Compile financial information and data
2. Prepare statutory requirement reports
3. Provide financial business recommendations

#### **BSBINN301A      Promote innovation in a team environment**

1. Create opportunities to maximise innovation within the team
2. Organise and agree effective ways of working
3. Support and guide colleagues
4. Reflect on how the team is working

#### **BSBCMM401A      Make a presentation**

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

#### **BSBMKG413A      Promote products and services**

1. Plan promotional activities
2. Coordinate promotional activities
3. Review and report on promotional activities

#### **BSBITS401A      Maintain business technology**

1. Maintain performance of hardware and software
2. Provide basic system administration
3. Identify future technology requirements



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### **BSBOHS407A Monitor a safe workplace**

1. Provide information to the workgroup about OHS policies and procedures
2. Implement and monitor participative arrangements for the management of OHS
3. Implement and monitor the organisation's procedures for providing OHS training
4. Implement and monitor procedures for identifying hazards and assessing risks
5. Implement and monitor the organisation's procedures for controlling risks
6. Implement and monitor the organisation's procedures for maintaining OHS records for the team

### **BSBADM409A Coordinate business resources**

4. Determine resource requirements
5. Acquire and allocate resources
6. Monitor and report on resource usage

### **BSBMKG414B Undertake marketing activities**

1. Plan marketing activities
2. Implement and manage marketing activities
3. Review marketing activities

### **BSBSUS301A Implement and monitor environmentally sustainable work practices**

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

### **BSBREL401A Establish networks**

1. Develop and maintain business networks
2. Establish and maintain business relationships
3. Promote the relationship

### **BSBADM407B Administer projects**

1. Plan project administration
2. Coordinate project administration
3. Finalise and review project administration





### **BSBCMM401A      Make a presentation**

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

### **BSBCMM301A      Process customer complaints**

1. Respond to complaints
2. Refer complaints
3. Exercise judgement to resolve customer service issues

### **BSBRK401A      Identify risk and apply risk management processes**

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

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