



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB40507 Certificate IV in Business Administration**

**Revision Number: 1**

## **BSB40507 Certificate IV in Business Administration**

### **Modification History**

Not applicable.

## Description

### Descriptor

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.

### Job Roles

- Accounts Supervisor
- Executive Personal Assistant
- Office Administrator
- Project Assistant.
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## Pathways Information

### Qualification Pathways

#### *Entry requirements*

There are no entry requirements for this qualification.

#### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

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

OR

- vocational experience in providing administrative or operational support to individuals and/or teams but without a formal business administration qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience 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.

This breadth of expertise would equate to the competencies required to undertake this qualification.

*Pathways from the qualification*

After achieving this qualification candidates may undertake:

- BSB50407 Diploma of Business Administration.
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## **Licensing/Regulatory Information**

### **Licensing, Legislative, Regulatory or Certification Considerations**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"><li>• communicating with colleagues and customers to gather information about their needs and to provide services</li><li>• listening to and following complex oral instructions</li><li>• proofreading and editing</li><li>• writing clear and detailed instructions</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• agreeing on the purpose and structure of documents, spreadsheets and databases with colleagues and clients</li><li>• collecting feedback from customers and colleagues</li><li>• coordinating and consulting with meeting participants</li><li>• referring queries to colleagues</li></ul>
Problem-solving	<ul style="list-style-type: none"><li>• analysing document requirements and using online help, manuals and user documentation</li><li>• determining appropriate strategies to respond to user requests</li><li>• diagnosing customer service complaints and taking steps to improve the service</li><li>• making decisions about classification and storage of records</li></ul>
Initiative and enterprise	<ul style="list-style-type: none"><li>• designing complex documents, databases and spreadsheets</li><li>• evaluating tasks to improve efficiency</li><li>• suggesting improvements to the structure and design of existing systems</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>• organising resources, equipment and time lines</li><li>• organising work schedules and meetings</li><li>• planning future business technology requirements</li><li>• planning task organisation to meet time lines</li></ul>
Self-management	<ul style="list-style-type: none"><li>• evaluating own performance and identifying areas for improvement</li><li>• managing time and ensuring ergonomic requirements are met</li><li>• planning and reviewing own work</li><li>• using judgement and discretion with confidential information</li></ul>
Learning	<ul style="list-style-type: none"><li>• actively participating in coaching and mentoring sessions to improve standards of service provision</li><li>• attending training/induction in the use of administrative systems</li></ul>

**EMPLOYABILITY SKILLS QUALIFICATION SUMMARY****Technology**

- maintaining existing business technology and planning for future requirements
- using business technology such as computers, word processing programs and printers

**Packaging Rules****Packaging Rules****Total number of units = 10****10 elective units****5 elective units** must be selected from the **Group A** units listed below.

The remaining **5 elective units** may be selected from the **Group A or Group B** unit listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 elective unit** may be selected from either a Certificate III or Diploma qualification.

BSBITU307A Develop keyboarding speed and accuracy cannot be selected as an elective unit for this qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

**Elective units****Group A units****Financial Administration**

BSBFIA401A Prepare financial reports

**General Administration**

BSBADM401B Produce complex texts from shorthand notes

BSBADM405B Organise meetings

BSBADM406B Organise business travel

BSBADM411A Produce complex texts from audio transcription

### **Information Management**

BSBINM401A Implement workplace information system

### **IT Analysis and Design**

BSBITA401A Design databases

### **IT Use**

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

### **Writing**

BSBWRT401A Write complex documents

### **Group B units**

#### **Customer Service**

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

#### **E-Business**

BSBEBU401A Review and maintain a website

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **General Administration**

BSBADM407B Administer projects

BSBADM409A Coordinate business resources

#### **Innovation**

BSBINN301A Promote innovation in a team environment

#### **Interpersonal Communication**

BSBCMM401A Make a presentation

#### **IT Support**

BSBITS401A Maintain business technology

#### **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

#### **Medical Services Administration**

BSBMED401B      Manage patient record keeping system

### **Occupational Health and Safety**

BSBOHS407A      Monitor a safe workplace

### **Relationship Management**

BSBREL401A      Establish networks

### **Research**

BSBRES401A Analyse and present research information

### **Risk Management**

BSBRISK401A      Identify risk and apply risk management processes

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

### **Selecting Elective Units for Different Outcomes**

The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

### **Medical Records Officer**

#### **5 Group A units** selected from:

- BSBADM401B      Produce complex texts from shorthand notes
- BSBADM405B      Organise meetings
- BSBADM406B      Organise business travel
- BSBADM411A      Produce complex texts from audio transcription
- BSBFIA401A          Prepare financial reports
- BSBITA401A          Design databases
- BSBITU402A          Develop and use complex spreadsheets
- BSBITU404A          Produce complex desktop published documents

#### **5 Group B units:**

- BSBADM409A      Coordinate business resources
- BSBITS401A          Maintain business technology
- BSBMED401B      Manage patient record keeping system
- BSBOHS407A      Monitor a safe workplace
- BSBRKG402B      Provide information from and about records



