



Australian Government

BSB40507 Certificate IV in Business Administration

Release 3

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Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"> • BSBCUS401A now BSBCUS401B • BSBCUS402A now BSBCUS402B • BSBITS401A now BSBITS401B
Release 1	Initial release of this Qualification.

Description

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.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30412 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.

Licensing/Regulatory Information

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

There are no entry requirements for this qualification.

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

	systems
Technology	<ul style="list-style-type: none">• maintaining existing business technology and planning for future requirements• using business technology such as computers, word processing programs and printers

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

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B 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

BSBITS401B Maintain business technology

Marketing

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

Medical Services Administration

BSBMED401B Manage patient record keeping system

Work Health and Safety

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Relationship Management

BSBRELA01A Establish networks

Research

BSBRES401A Analyse and present research information

Risk Management

BSBRSK401A Identify risk and apply risk management processes

Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices