

BSB40507 Certificate IV in Business Administration

The Certificate IV in Business Administration has been created to provide training for the Clerical Administrative sector. It will provide you with the skills to oversee an office, make decisions on administrative matters and provide supervision and advice to colleagues.

What will I achieve from the course?

With the Certificate IV in Business Administration you will develop confidence in your communication and administration skills. At the same time you will gain knowledge of the fundamentals of administration and supervision applicable across a wide range of industries. Upon completion of this course, you will be able to:

- Confidently present information
- Provide administrative support at meetings
- Organise organisational business travel
- Manage the design & development of complex business documents
- Carry out and evaluate customer service strategies
- Manage customer relationships and address customer needs

How long does the course take?

The Academy has a schedule of course dates so you will be able to decide which will be most convenient for you to attend.

Total nominal hours: 473 hrs
(Approx.10-20 hours to complete each unit).

Delivery Mode:

Class & Tutorial Attendance

Entry Requirements

- Sufficient literacy and numeracy skills to complete the course
- Access to an internet connection and computer

Employability Skills

The following is a summary of the employability skills for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.



Communication

- being appropriately assertive when marketing the business
- negotiating effectively
- persuading effectively with clients, suppliers, financial backers and other business stakeholders
- reading, interpreting and questioning legal, financial, marketing and other business documentation

Teamwork

- identifying and utilising the strengths of other team members
- providing coaching, mentoring and feedback to members of the team

Problem Solving

- applying a range of problem solving strategies
- seeking information from various sources to determine the cause of the problem
- using numeracy skills to calculate costs, prices and cash flow projections

Initiative and Enterprise

- being creative and entrepreneurial in translating small business
- developing innovative solutions to small business challenges
- identifying small business opportunities not obvious to others

Planning and Organising

- developing a business plan
- developing operational procedures for the small business
- identifying performance measures for the small business
- planning for contingencies

Self Management

- having personal goals and a vision for the small business
- taking personal responsibility for the business

Learning

- contributing to the learning of team members
- seeking assistance and expert advice on financial, legal and/or technical aspects of the business
- seeking out and learning new ideas, skills and techniques

Technology

- applying business technology for communication, planning, financial management, marketing and operating the business
- comparing and purchasing new business technology

Note: This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Course Structure

You are required to complete 10 units of study:

BSBOHS407A Monitor a safe workplace

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

BSBWRT401A Write complex documents

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

BSBITU401A Design & develop complex text documents

This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software. This unit will apply to individuals who work in a range of business environments and are skilled in the creation of complex documents using word processing software.

BSBITU402A Develop and use complex spreadsheets

This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.

BSBADM405B Organise meetings

This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

BSBADM406B Organise business travel

This unit describes the performance outcomes, skills and knowledge required to organise domestic and overseas business travel, including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.

BSBCMM401A Make a presentation

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience. The unit will apply to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc.

BSBMKG414A Undertake marketing activities

This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities.

BSBCUS401A Coordinate implementation of customer service strategies

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.

BSBCUS402A Address customer needs

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

Assessments:

Phoenix Academy uses competency based assessment methods to ensure students have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the student can actually do – and the standard at which they are able to perform.

Performance is measured in terms of whether students meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

Assessment process may consist of the following tasks, dependant on the unit/chapter requirements:

- Portfolios/case studies
- Task based projects
- Holistic Assessments
- Oral &/or written questioning
- Recognition of Prior Learning (RPL)

