

# BSB40507

## Certificate IV in Business Administration

### Course information and vocational outcomes

This accredited course 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 and titles vary across different industry sectors. Possible job titles relevant to this qualification include: accounts supervisor; executive personal assistant; office administrator; and project assistant. There are no entry requirements for this qualification.

Preferred pathways for candidates considering this qualification could include any of the following options:

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

After achieving this qualification candidates may undertake BSB50407 Diploma of Business Administration.

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.

To complete this qualification ten elective units must be successfully undertaken. These units must consist of:

- Five elective units must be selected from the Group A.
- The remaining five elective units may be selected from the Group A or Group B or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, one 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.

## **Employability skills**

The following is a summary of the employability skills for this qualification. It 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**

- 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**

- 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**

- 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**

- designing complex documents, databases and spreadsheets
- evaluating tasks to improve efficiency
- suggesting improvements to the structure and design of existing systems

### **Planning and organising**

- 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**

- 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**

- actively participating in coaching and mentoring sessions to improve standards of service provision
- attending training/induction in the use of administrative systems

### **Technology**

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

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

The nominal hours of this qualification are between 345 and 620 hours depending on the units selected. Completion of this course carries with it a Nationally Recognised Certificate.

## Course content

### Group A elective units

#### Financial administration

- **BSBFIA401A - Prepare financial reports (50 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who are responsible for preparing financial reports. They may work as individuals providing administrative support within an enterprise, or they might have responsibility for these tasks in relation to their own workgroup or role.)*

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

#### General administration

- **BSBADM401B - Produce complex texts from shorthand notes (100 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to take accurate shorthand notes at 80 words per minute from a variety of sources, including dictation and multiple speakers, and to produce complex texts from shorthand notes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who require well developed skills in taking shorthand notes and producing complex texts. They may work as individuals providing administrative support within an enterprise, or may be responsible for the production of their own notes.)*

1. Take dictation using shorthand
2. Produce complex texts
3. Edit and revise texts

- **BSBADM405B - Organise meetings (20 nominal hours)**

*(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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who organise a variety of meetings. They may provide administrative support within an enterprise, or have responsibility for these tasks in the context of a particular team, workgroup or project.)*

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

- **BSBADM406B - Organise business travel (20 nominal hours)**  
*(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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who are responsible for the organisation of business travel. They may work as individuals providing administrative support within an enterprise, or have responsibility for these tasks in relation to their own workgroup or role.)*
  1. Organise business itinerary for domestic and overseas travel
  2. Make travel arrangements
  3. Arrange credit facilities
  
- **BSBADM411A - Produce complex texts from audio transcription (60 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to transcribe court, parliamentary, police telephone scripts, or medical proceedings and to produce complex and accurate transcriptions within specified time frames. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who require specialist skills in word processing and audio transcription. In most cases they would work in an environment where transcription is a central aspect of their work role, but the unit may also apply to experienced administrative staff for whom transcription is only part of their role.)*
  1. Prepare for audio transcription
  2. Transcribe audio tape or file
  3. Edit and revise transcript

## Information management

- **BSBINM401A - Implement workplace information system (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. Frontline managers play a significant role in contributing to the organisation's effectiveness in identifying, acquiring, analysing and using appropriate information. At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.)*
  1. Identify and source information needs
  2. Collect, analyse and report information
  3. Implement information systems
  4. Prepare for information system changes

## IT analysis and design

- **BSBITA401A - Design databases (60 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need using existing data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who create databases to store and retrieve data using commercially available database software. They may provide administrative support within an enterprise, or may be independently responsible for designing databases relevant to their own work roles.)*

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

## IT use

- **BSBITU401A - Design and develop complex text documents (100 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who work in a range of business environments and are skilled in the creation of complex documents using word processing software. These skills may be applied in the provision of administrative support within an enterprise, or by technical/ knowledge experts responsible for producing their own word processed 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 (50 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who require skills in the creation of complex spreadsheets to store and retrieve data. They may work as individuals providing administrative support within an enterprise, or may be independently responsible for designing and working with spreadsheets relevant to their own work roles.)*

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

- **BSBITU404A - Produce complex desktop published documents (50 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to design and produce complex desktop published documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals employed in a range of work environments who require well developed skills in desktop publishing. They may be individuals providing administrative support within an enterprise, or others responsible for the production of their own documents.)*

1. Prepare to produce desktop published documents
2. Design desktop published documents
3. Create desktop published documents
4. Finalise desktop published documents

## Writing

- **BSBWRT401A - Write complex documents (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.)*
  1. Plan document
  2. Draft document
  3. Prepare final text
  4. Produce document

## Group B elective units

### Customer service

- **BSBCUS401A - Coordinate implementation of customer service strategies (40 nominal hours)**  
*(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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of customer service strategies who contribute well developed skills in addressing customer needs and problems. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*
  1. Advise on customer service needs
  2. Support implementation of customer service strategies
  3. Evaluate and report on customer service
- **BSBCUS402A - Address customer needs (50 nominal hours)**  
*(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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to workers required to be familiar with a product and/or service that varies widely and is capable of significant customisation. The customer relationship would typically involve direct interaction a number of times over an extended period. This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions. They would be expected to apply organisational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.)*
  1. Assist customer to articulate needs
  2. Satisfy complex customer needs
  3. Manage networks to ensure customer needs are addressed

## E-Business

- **BSBEU401A - Review and maintain a website (50 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to undertake data analysis, review website content and update and maintain a website. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who have knowledge of the relationship between web-sites and the core functions of an organisation. They also have working knowledge and skills of performing basic updates to web site content. They may provide administrative support within an organisation or be other individuals who have been delegated this responsibility.)*

1. Review website content and use
2. Update website
3. Carry out non-technical site maintenance

## Financial administration

- **BSBFIA402A - Report on financial activity (30 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of financial activities who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*

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

## General administration

- **BSBADM407B - Administer projects (40 nominal hours)**

*(This unit describes performance outcomes, skills and knowledge required to perform the activities associated with the administrative aspects of a project, such as measurement, monitoring, reporting, and winding up the project on completion. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. The unit focuses on the administration requirements within any project undertaken under the supervision of an experienced project manager. The administrative skills are applied within the context of a project environment. The unit does not apply to project managers or specialist project managers. For specialist project managers, the units of competency in the Project Management competency field will be applicable.)*

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

- **BSBADM409A - Coordinate business resources (30 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*

1. Determine resource requirements
2. Acquire and allocate resources
3. Monitor and report on resource usage

## Innovation

- **BSBINN301A - Promote innovation in a team environment (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies individuals who play a pro active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. The team may 'make itself' or be constructed by others. It may have core members and members who participate at certain times or for particular purposes. It may be permanent or temporary, or come together at different times to work on specific projects. The team could consist of a team of contractors/ freelancers, permanent staff, clients and service providers, or any combination of these groups. It may operate within an organisation or across several organisations - or simply across a group of individuals. The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A 'Develop teams and individuals'.)*

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

## Interpersonal communication

- **BSBCMM401A - Make a presentation (30 nominal hours)**

*(This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc. They contribute well developed communication skills in presenting a range of concepts and ideas.)*

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

## IT support

- **BSBITS401A - Maintain business technology (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of business technology who contribute well developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*

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

## Marketing

- **BSBMKG413A - Promote products and services (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*
  1. Plan promotional activities
  2. Coordinate promotional activities
  3. Review and report on promotional activities
  
- **BSBMKG414A - Undertake marketing activities (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit covers general and basic marketing and promotional activities that do not require detailed or complex planning or implementation. It could be undertaken as part of a broader role of a person in a small enterprise, or as part of a marketing plan for a larger enterprise.)*
  1. Plan marketing activities
  2. Implement and manage marketing activities
  3. Review marketing activities

## Medical services administration

- **BSBMED401B - Manage patient record keeping system (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to manage a patient record system within a medical environment and to supervise others. It covers clarifying roles and responsibilities, managing the operation of a patient records system, and reviewing and improving the system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals managing an existing record keeping system (and sub systems within the overall system) in a medical context. It may involve supervising the work of other personnel who implement the system and maintain patient records day to day. It also involves working with users of the system such as the health practitioners in the facility. The unit does not cover the design of a new system but does cover reviews and improvements to an existing system. BSBMED303B 'Maintain patient records', covers the day to day implementation of the system.)*
  1. Clarify how patient records system operates
  2. Manage operation of patient records system
  3. Review and improve patient records system

## Occupational health and safety

- **BSBOHS407A - Monitor a safe workplace (50 nominal hours)**

*(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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area. This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.)*

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

## Relationship management

- **BSBREL401A - Establish networks (35 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others.)*

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

## Research

- **BSBRES401A - Analyse and present research information (40 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who are required to apply their broad knowledge of the work environment to analysis and research tasks. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.)*

1. Gather and organise information
2. Research and analyse information
3. Present information

## Risk management

- **BSBRSK401A - Identify risk and apply risk management processes (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others. In this unit, risks applicable within own work responsibilities and area of operation, may include projects being undertaken individually or by a team, or operations within a section of the organisation.)*
  1. Identify risks
  2. Analyse and evaluate risks
  3. Treat risks
  4. Monitor and review effectiveness of risk treatment/s

## Sustainability

- **BSBSUS301A - Implement and monitor environmentally sustainable work practices (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit. This unit contains employability skills. This unit applies to those with responsibility for a specific area of work or who lead a work group or team. It addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools, such as: identifying areas for improvement developing plans to make improvements implementing and monitoring improvements in environmental performance. A person who demonstrates competence in this unit must be able to provide evidence of the ability to implement and monitor integrated environmental and resource efficiency management policies and procedures within an organisation. Evidence must be strictly relevant to the particular workplace role.)*
  1. Investigate current practices in relation to resource usage
  2. Set targets for improvements
  3. Implement performance improvement strategies
  4. Monitor performance

## 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 (five 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

**five Group B units selected from:**

- 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