

BSB40507 Certificate IV in Business Administration

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

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Accounts Supervisor
- Executive Personal Assistant
- Office Administrator
- Project Assistant.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

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

OR

- providing evidence of competency in the majority of units required for the BSB30407 Certificate III in Business Administration or other relevant qualification/s

OR

- some 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 the BSB40507 Certificate IV in Business Administration, candidates may undertake the BSB50407 Diploma of Business Administration, a qualification for those wishing to develop specialised technical or theoretical management skills, or a range of other Diploma qualifications.

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.

Qualification Rules

Total number of units = 10

5 administration units plus

5 elective units

At least **1** of the **elective units** must be selected from the remaining administration units, the elective units listed below or from an equivalent level qualification within the BSB07 Business Services Training Package.

The remaining **4 elective units** may be selected from the elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 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.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Administration 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

Elective 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

BSBMKG414A 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

BSBRSK401A 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 administration 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 elective 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

Employability Skills for BSB40507 Certificate IV in Business Administration

The following table contains a summary of the employability skills for this qualification. This table 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.

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

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