



The Illawarra  
Business College

BSB40507

# Certificate IV in Business Administration



## ADMINISTRATIVE UNITS

BSBADM405A Organise meetings

BSBITU402A Develop and use complex spreadsheets

BSBINM401A Implement workplace information system

BSBITU404A Produce complex desktop published documents

BSBITU401A Design and develop complex text documents

## ELECTIVE UNITS

BSBITS401A Maintain business technology

BSBADM406A Organise business travel

BSBMKG413A Promote products and services

BSBCUS402A Address customer needs

BSBOHS407A Monitor a safe workplace

### Descriptor

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of 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.

### Possible job titles include:

Accounts Clerk, Customer Service Advisor, Clerk, Office Administration Assistant, Student Services Officer, Word Processing Operator.

### Mode of delivery:

This course is available to overseas students holding approved visas only on a full-time basis.

### Job roles

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

- Administrator
- Project Officer.

**Course Duration:** 9 months (39 weeks)

### Assessment:

Assessments will be conducted to determine the achievement of competency-based learning outcomes. Assessments will include written assignments, projects, observations, practical skills demonstrations, participation in role plays, written reports and may be conducted in real and/or simulated workplace environments.



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### ***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

### ***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.

### ***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***

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