BSB40515 Certificate IV in Business Administration

Note to students: Training is provided by MGTD Pirii (RTO88194) with Qualifications and Statements of Attainment issued by Parasol EMT Pty Ltd (RTO2551)

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. Typical job roles include Accounts Supervisor, Executive Personal Assistant, Office Administrator and Project Assistant.

Entry Requirements

There are no entry requirements for this qualification, however students will require adequate Language, Literacy and Numeracy skills to be able to read and understand business documentation such as procedure and policies. They will be required to explain the meaning of the concepts contained within this level of documentation and be able to use numeracy skills to conduct mid-level calculations and work within mathematical formulae and concepts.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include BSB30115 Certificate III in Business or other relevant qualification/s OR with vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include Accounts Clerk, Customer Service Advisor, Clerk, E-business Practitioner, Legal Receptionist, Medical Receptionist, Office Administration Assistant, Student Services Officer and Word Processing Operator.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Duration and Study Options

Candidates undertaking this process/course will have up to 12 months (1 year) for completion using one of the following study options – Normal completion time is within 6 months:

- Face to Face Learning allows participants to attend a five (5) day face to face training workshop covering the basic theory for the units of competency. Assessments and practical requirements are completed post workshop no later than 12 months from the first day of the workshop.

- The 1 on 1 coaching model allows participants to attend our training centre in Malaga and complete all of their learning and assessments under guidance from a resident trainer. Assessments are completed as the students undertake coaching with practical requirements being completed no later than 12 months from commencement.

- Distance education gives participants the flexibility to complete the course at their own pace within the stipulated course timeframes without the need to attend face to face workshops. Assessments and practical requirements are to be completed no later than 12 months from commencement. This option is available via our ELearning portal or using printed workbooks and learner guides with the option of written assessment or on-line assessment.
• Recognition of Prior Learning (RPL) may be undertaken by candidates who are able to provide valid, sufficient, current and authentic evidence of competency through demonstration of the required learning and skills outcomes using our RPL portfolio of evidence workbooks.

**Learning Outcomes**

The Certificate IV in Business Administration qualification will help student to gain practical skills to develop and enhance knowledge, skills and attitudes enabling them to be more effective in their current or future role. This course is aimed at persons in a supervisory, management or business/project management role wishing to develop, strengthen and expand their skills as a business manager or potential business manager.

Successful students will have the skills and knowledge to:

- Advise, evaluate and report on customer service
- Use and understand accounting terminology and financial statements
- Identify ways to change workplace culture
- Develop continuous improvement management strategies
- Identify and manage effective change processes within an organisation
- Identify customer focused strategies for success
- Improve team performance through better leadership strategies
- Present with confidence
- Improve communications through improved research methods and report writing
- Use recruiting and selecting skills to build a stable workforce


**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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

**Elective units**

**Group A units**

**Financial Administration**

BSBFIA401 Prepare financial reports

**General Administration**

BSBADM401 Produce complex texts from shorthand notes
BSBADM405 Organise meetings
BSBADM406 Organise business travel
BSBADM411 Produce complex texts from audio transcription

**Information Management**

BSBINM401 Implement workplace information system

**IT Analysis and Design**
BSBITA401  Design databases

IT Use
BSBITU401  Design and develop complex text documents
BSBITU402  Develop and use complex spreadsheets
BSBITU404  Produce complex desktop published documents

Writing
BSBWRT401  Write complex documents

Group B units

Customer Service
BSBCUS401  Coordinate implementation of customer service strategies
BSBCUS402  Address customer needs

E-Business
BSBEBU401  Review and maintain a website

Financial Administration
BSBFIA402  Report on financial activity

General Administration
BSBADM407  Administer projects
BSBADM409  Coordinate business resources

Innovation
BSBINN301  Promote innovation in a team environment

Interpersonal Communication
BSBCMM401  Make a presentation

IT Support
BSBITS401  Maintain business technology

Marketing
BSBMKG413  Promote products and services
BSBMKG414  Undertake marketing activities

Medical Services Administration
BSBMED401  Manage patient record keeping system

Work Health and Safety
BSBWHS401  Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Relationship Management
BSBREL401  Establish networks

Research
BSBRES401  Analyse and present research information

Risk Management
BSBRSK401  Identify risk and apply risk management processes

Sustainability
BSBSUS301  Implement and monitor environmentally sustainable work practices

Nominal Hours: 530
Fees (Retail)
Recognition of Prior Learning (RPL) – $949.00 (GST Free)
ELearning or Distance Learning $1,259.00 (GST Free) – includes resources and materials
Face to Face or 1 on 1 coaching option $1,429.00 (GST Free) – includes resources and materials
Courses are also available for delivery within the workplace or for groups – please contact us at admin@mgtdpirii.edu.au for a quotation

MGTD Pirii takes its social responsibilities seriously and will, where practicable, offer assistance and support to students wishing to undertake courses of study and/or qualifications. Where a student receives government assistance or concession MGTD Pirii will offer concessional rates – subject to documented proof of concession. We will also offer payment terms in order to assist students where practicable.

This course is delivered under an agreement with Parasol EMT Pty Ltd (RTO2551)