

This qualification is suited to a range 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 information from a variety of sources. They may provide leadership and guidance to others.

### ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.

Preferred pathways into this qualification include:

- BSB30415 Certificate III in Business Administration 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

### OCCUPATIONAL NAMES/EMPLOYMENT OPPORTUNITIES

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a wide range of organisational and industry contexts. Some job titles may 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

### CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as office/site manager, administration supervisor and assistant to CEO roles.

### SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

### COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 5 elective units from the elective list group A below and 5 elective units from either elective units Group A or B, or any other certificate IV level qualification offered by Target Training. Alternatively 1 additional elective unit may be chosen from either a Certificate III or Diploma level qualification also offered by Target Training.

NB. BSBITU307 Develop keyboarding speed and accuracy cannot be selected as an elective unit for this qualification



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## COURSE OUTCOMES

Gain the skills required to:

- Communicate with colleagues and customers to gather information about their needs and to provide services
- Listen to and follow complex oral instructions
- Proofread and edit
- Coordinate and consult with meeting participants
- Refer queries to colleagues
- Analyse document requirements and use online help, manuals and user documentation
- Determine appropriate strategies to respond to user requests
- Make decisions about classification and storage of records
- Plan future business technology requirements
- Organise work schedules and meetings
- Plan task organisation to meet time lines
- Attend training/induction in the use of administrative systems
- Maintain existing business technology and plan future requirements
- Plan and review own work
- Agree on the purpose and structure of documents, spreadsheets and databases with colleagues and clients
- Collect feedback from customers and colleagues
- Write clear and detailed instructions
- Organise resources, equipment and timelines
- Evaluate tasks to improve efficiency
- Actively participate in coaching and mentoring sessions to improve standards of service provision
- Diagnose customer service complaints and take steps to improve the service
- Design complex documents, databases and spreadsheets
- Suggest improvements to the structure and design of existing systems
- Evaluate own performance and identify areas for improvement
- Manage time and ensure ergonomic requirements are met
- Use judgement and discretion with confidential information
- Use business technology such as computers, word processing programs and printers

## DELIVERY ARRANGEMENTS

The Certificate IV program is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours for total volume of learning at Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we recommend a minimum of 20 hours of face-to-face group training sessions for Certificate IV. In this way learners can learn from each other while being guided by the experienced facilitator.

## PATHWAYS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

## RPL

If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless; however, this is assuming that they are able to provide sufficient and current evidence.

## GROUP SESSIONS

There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 10 session ideal structure for Certificate IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.



Contact us today for  
more details and  
assistance with  
qualifying staff

## FLEXIBLE

It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.



## BLENDED APPROACH

You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.

### ELECTIVE UNITS – GROUP A

<b>BSBFIA401</b>	Prepare financial records
<b>BSBADM405</b>	Organise meetings
<b>BSBADM406</b>	Organise business travel
<b>BSBINM401</b>	Implement workplace information systems
<b>BSBITU401</b>	Design and develop complex text documents
<b>BSBITU402</b>	Develop and use complex spreadsheets
<b>BSBITU404</b>	Produce complex desktop published documents
<b>BSBWRT401</b>	Write complex documents

### ELECTIVE UNITS – GROUP B

<b>BSBADM407</b>	Administer projects
<b>BSBADM409</b>	Coordinate business resources
<b>BSBCMM401</b>	Make a presentation
<b>BSBCUS401</b>	Coordinate implementation of customer service strategies
<b>BSBCUS402</b>	Address customer needs
<b>BSBEBU401</b>	Review and maintain a website
<b>BSBINN301</b>	Promote innovation in a team environment
<b>BSBMKG413</b>	Promote products and services
<b>BSBMKG414</b>	Undertake marketing activities
<b>BSBWHS401</b>	Implement and monitor WHS policies, procedures and programs
<b>BSBREL401</b>	Establish networks
<b>BSBRSK401</b>	Identify risk and apply risk management processes
<b>BSBSUS401</b>	Implement and monitor environmentally sustainable work practices

## LEARNING OUTCOMES

Here is a selection of units below. For more information on other units please contact us.

### ELECTIVE UNITS – GROUP A

#### **BSBADM405 Organise meetings**

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

#### **BSBADM406 Organise business travel**

1. Organise business itinerary for domestic and overseas travel
2. Make travel arrangements
3. Arrange credit facilities

#### **BSBFIA401 Prepare financial reports**

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

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## **BSBINM401 Implement workplace information system**

1. Identify and source information needs
2. Collect, analyse and report information
3. Implement information systems
4. Prepare for information system changes

## **BSBITU401 Design and develop complex text documents**

1. Prepare to produce word processed documents
2. Design complex documents
3. Add complex tables and other data
4. Produce documents

## **BSBITU402 Develop and use complex spreadsheets**

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

## **BSBITU404 Produce complex desktop published documents**

1. Prepare and produce desktop published documents
2. Design desktop published documents
3. Create desktop published documents
4. Finalise desktop published documents
5. Produce desktop published documents

## **BSBWRT401 Write complex documents**

1. Plan documents
2. Draft text
3. Prepare final text
4. Produce document

## **ELECTIVE UNITS – GROUP B**

### **BSBADM407 Administer projects**

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

### **BSBADM409 Coordinate business resources**

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

### **BSBCMM401 Make a presentation**

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

### **BSBCUS401 Coordinate implementation of customer service strategies**

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service

### **BSBCUS402 Address customer needs**

1. Assist customer to articulate needs
2. Satisfy complex customer needs
3. Manage networks to ensure customer needs are addressed





### **BSBEBU401 Review and maintain a website**

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

### **BSBINN301 Promote innovation in a team environment**

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

### **BSBMKG413 Promote products and services**

1. Plan promotional activities
2. Coordinate promotional activities
3. Review and report on promotional activities

### **BSBMKG414 Undertake marketing activities**

1. Research marketing information
2. Plan marketing activities
3. Implement and manage marketing activities
4. Review marketing activities

### **BSBWHS401 Implement and monitor WHS policies, procedures and programs**

1. Provide information to the workgroup about WHS policies and procedures
2. Implement and monitor participative arrangements for the management of WHS
3. Implement and monitor the organisation's procedures for providing WHS training
4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
5. Implement and monitor organisational procedures for maintaining WHS records for the team

### **BSBREL401 Establish networks**

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

### **BSBRISK401 Identify risk and apply risk management processes**

1. Identify risks
2. Analyse and evaluate risks
3. Treat risks
4. Monitor and review effectiveness of risk treatment/s

### **BSBSUS401 Implement and monitor environmentally sustainable work practices**

1. Investigate current practices in relation to resource usage
2. Set targets for improvements
3. Implement performance improvement strategies
4. Monitor performance

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