Certificate IV in Business Administration

BSB40515

Unit Descriptions & Evidence Required to Demonstrate Competency

10 Units

10 Elective Units

Agenda

Course Description

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

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

Pathways Information

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:

- BSB30415 - Certificate III in Business Administration or other relevant qualification/s

OR

- 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 this qualification candidates may undertake:

- BSB50407 - Diploma of Business Administration.

Entry Requirements
There are no entry requirements for this qualification.

What you must do to complete the course

To be awarded BSB40515 - Certificate IV in Business Administration, competency must be achieved in 10 units as noted on the contents page.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e**	3

BSBADM405 - (Elective) Organise meetings

Unit Descriptor

This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals employed in a range of work environments who are required to 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- organise a meeting and advise participants accordingly

- prepare and distribute all documentation required for the meeting

- take meeting notes which accurately reflect what was discussed during the meeting

- produce minutes based on own notes providing an accurate account of the meeting

- circulate copies of meeting minutes within predetermined timeframes.

- describe culturally appropriate communication techniques

- identify the relevant formats for agendas and minutes

- list the key provisions of relevant legislation

- outline organisational procedures relevant to the task.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	4**

BSBINM401 - (Elective) Implement workplace information system

Unit Descriptor

This unit describes the skills and knowledge required to implement and review 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 or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals whose 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:
- identify, source and analyse information to determine
    - information system needs
    - whether it is fit for purpose
    - trends and developments
- implement and review the workplace information system
- review a workplace information system and prepare and present a submission recommending improvements.
- identify the information systems that are, or should be, available in the workplace
- explain the information management systems and technology typically associated with the workplace including:
    - budgets and financial management systems
    - customer information software or records
    - databases
    - personal digital assistant (PDA)
    - product and service information
    - project management software
    - record management systems
    - spreadsheets.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	5**

BSBITA401 - (Elective) Design Databases

Unit Descriptor

This unit describes the 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, legislation or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals who may work independently or within an administrative support role, with the responsibility to use databases to store and retrieve data using commercially available database software.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- produce a database, containing a minimum of THREE tables, which uses queries, reports and forms

- communicate with relevant personnel to check database design against requirements.

- describe how the advanced functions of database software applications are to be applied

- describe the impact of formatting and design on the presentation and readability of data.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e**	6

BSBITU402 - (Elective) Develop and Use Complex Spreadsheets

Unit Descriptor

This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals employed in a range of work environments who require skills in 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:
- follow organisational and safe work practices including:
    - ergonomic requirement
    - energy and resource conservation techniques
- adhere to organisational requirements for:
    - ensuring consistency of style, design and layout
    - saving and printing documents within designated timelines
    - naming and storing documents
- adhere to identified or task requirements when producing documents including:
    - editing macros and automating some tasks
    - using appropriate templates
    - creating graphs to represent data
- resolve issues by referring to user documentation and online help
- use appropriate data storage options
- evaluate tasks to improve efficiency
- apply knowledge of functions and features of contemporary computer applications
- communicate with relevant personnel

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e**	7

- explain advanced functions of spreadsheet software applications

- describe impact of formatting and design on presentation and readability of data

- explain organisational requirements for ergonomics, work periods and breaks, and conservation techniques.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e**	**8**

BSBWRT401 - (Elective) Write Complex Documents

Unit Descriptor

This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit:

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- plan, draft and finalise complex documents that require review and analysis of a range of information sources

- use business technology to apply formatting, and incorporate graphics

- edit the draft text to ensure accuracy and clarity of information, obtain feedback on the draft and revise the draft

- apply the enterprise style guide/house style.

- identify the enterprise style guide/house style

- outline formatting styles and their impact on formatting, readability and appearance of documents

- explain rules and conventions for written English, as defined by general and specialist sources.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	9**

BSBCUS402 - (Elective) Address customer needs

Unit Descriptor

This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals who are expected to have detailed product knowledge in order to recommend customised solutions. In this role, individuals 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- communicate effectively with customers including
    - helping customers to articulate their needs and evaluate options
    - explaining products/services and how they match customer needs
    - establishing regular communication
    - explaining customer rights and responsibilities
- address customer's needs
- use organisational procedures to document customer satisfaction
- develop and maintain networks to support meeting customer needs
- identify potential difficulties in meeting customer needs and taking appropriate action.
- explain organisational procedures and standards for establishing and maintaining customer service relationships
- describe informed consent
- explain consumer rights and responsibilities
- describe ways to establish effective regular communication with customers
- outline details of products or services including with reference to:
    - possible alternative products and services
    - variations within a limited product and service range.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	10**

BSBSUS301 - (Elective) Implement and monitor environmentally sustainable work practices

Unit Descriptor

This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- analyse information from a range of sources to identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability
- consult and communicate with relevant stakeholders to seek input and encourage engagement with developing and implementing sustainability improvements, encourage feedback and suggestions and report on outcomes
- plan and organise work group activities to:
  o measure current resource usage
  o solve problems and generate ideas for improvements
  o evaluate and implement strategies to improve resource usage
  o plan, implement and integrate improvements into operations
  o meet environmental requirements
- apply continuous improvement approach to sustainability performance
- apply change management techniques to support sustainability performance.
- identify relevant internal and external sources of information and explain how they can be used to identify sustainability improvements

Doc ID: (BSB40515) Certificate IN in Business Administration   **Date:** 30/04/2015
Developed by: ASTC   Approved by: DJackson   **Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business   **P a g e | 11**

- explain the compliance requirements for the work area with reference to legislation, regulations, codes of practice and workplace procedures that relate to environmental and resource issues
- outline common environmental and energy efficiency issues within the industry
- give examples of benchmarks for environmental and resource sustainability that are relevant to the organisation
- outline organisational systems and procedures that relate to environmental and resource sustainability improvements including:
    - supply chain, procurement and purchasing
    - quality assurance
    - making recommendations and seeking approvals

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	12**

BSBWHS401 - (Elective) Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Unit Descriptor

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's WHS policies, procedures and programs in a work area. These individuals have a broad knowledge of WHS policies and 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.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:
- explain clearly and accurately to work team the relevant work health and safety (WHS) information including:
    - WHS legislative and organisational requirements
    - identified hazards and outcomes of risk assessment and control
- ensure that the team has access to information about WHS policies, procedures and programs in appropriate structure and language
- implement and monitor procedures according to organisational and legislative WHS requirements including:
    - consultation and communications to enable team members to participate in managing WHS risks and hazards
    - identifying WHS training needs and providing learning opportunities, coaching and mentoring as appropriate to needs
    - identifying, reporting and taking action on WHS hazards and risks
    - identifying and reporting inadequacies in existing risk controls and monitoring outcomes to ensure a prompt organisational response
    - reporting on the cost of WHS training
    - keeping WHS records

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	13**

- - analysing aggregate WHS data to identify hazards and monitor risk control procedures in work area.
- outline the legal responsibilities and duties of managers, supervisors, persons conducting businesses or undertakings (PCBUs) and workers in relation to WHS risk management in the workplace
- identify key provisions of relevant WHS Acts, regulations and codes of practice that apply to the business and outline how they apply in the work area
- explain organisational policies and procedures relating to hazard identification, risk management, fire, emergency and evacuation, incident investigation and reporting
- explain the importance of effective consultation mechanisms in managing health and safety risks in the workplace
- explain how the hierarchy of control applies in the work area.

Doc ID: (BSB40515) Certificate IN in Business Administration		Date: 30/04/2015
Developed by: ASTC	Approved by: DJackson	Version: 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		P a g e	14

BSBCUS403 - (Elective) Implement customer service standards

Unit Descriptor

This unit describes the skills and knowledge required to contribute to quality customer service standards within an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals who may be frontline managers, team leaders or supervisors who have responsibility for ensuring that customer service systems and customer service standards are implemented.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- access, interpret, apply and monitor customer service standards

- demonstrate compliance with customer service system and standards

- make contributions to improving or adapting customer service standards to better meet the needs of the organisation and the customers

- review and analyse customer feedback and make recommendations to address issues raised, including identifying the resources required

- make adjustments to improve customer service procedures including:
  - identifying and responding to problems
  - communicating with and encouraging staff

- coordinate and manage delivery of services and products to meet standards including:
  - planning and implementing team work activities
  - managing resources.

- have detailed product / service knowledge

- explain the rights and responsibilities of customers and relevant consumer law

- outline models of customer service

- explain relevant organisational procedures and standards for customer service standards and relationships.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e	15**

BSBCUS401 - (Elective) Coordinate implementation of customer service strategies

Unit Descriptor

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

It applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems, and who may provide guidance or delegate work related tasks to others.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify the needs and priorities of the organisation in delivering services to customers

- diagnose problems in delivery of customer service

- respond to and report on customer feedback and complaints

- review client satisfaction using verifiable data

- consult and communicate effectively with relevant people

- develop and implement strategies and methods to improve customer service delivery including:

    o budgeting

    o promotion to staff

    o documentation and follow up.

- outline the principles of customer service

- explain sources of information and techniques for identifying customer needs and reviewing customer satisfaction

- explain the organisational business structure, products and services related to customer service

- describe product and service standards and best practice models.

Doc ID: (BSB40515) Certificate IN in Business Administration		**Date:** 30/04/2015
Developed by: ASTC	**Approved by:** DJackson	**Version:** 1
File Location: S:\ASTC Main Folder\RTO\Course Description\Business		**P a g e**	16