



BSB40507 Certificate IV in Business Administration

COURSE INFORMATION

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. Possible job titles relevant to this qualification include Accounts Supervisor, Executive Personal Assistant, Office Administrator, Project Assistant.

Nominal duration 430 hours

Accreditation

This qualification is taken from the Business Services Training Package and is placed at level 4 on the Australian Qualifications Framework (AQF).

Eligibility/entry requirements

This is a practical qualification and assessment tasks are work focused, therefore learners must be working in an appropriate role in industry. In circumstances where it is considered that a learner's language and/or literacy skills may not be at the required level, the language and literacy indicator designed for this qualification will be used to determine whether a learner needs assistance.

Employability skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification:

<http://employabilityskills.training.com.au>

Delivery mode

The program will be classroom based. There will be a combination of classroom and project based training. Face to Face - includes workshops and discussion groups and Project - includes learning activities, discussions and tutorials. Learning is supported by independent research and a range of practical activities.

Program content

The training program covers 10 units of competency taken from the Training Package. There are five (5) administrative units and 5 units may be chosen from a bank of electives. Learners must choose the electives which best suits their work role. Some units may have pre/co-requisites. Appropriate pre-requisite units will be delivered prior to training in the nominated unit and co-requisite units may be delivered at the same time as the nominated unit.

Assessment

A range of assessment strategies is employed for this training program and the choice of strategy is dependent on the nature of the unit of competency. Strategies include demonstrations, observation, projects, presentations, knowledge tests, reports and interviews.

Recognition of prior learning

Students are able to apply for recognition of prior learning for individual units of competency.

Credit transfer

Units from this qualification that are also contained in other qualifications recognised under the AQF will be recognised for credit transfer purposes.

Entry/exit points

A student may exit from this qualification at any time with a Statement of Attainment for any units of competency completed successfully up to that point.

Resources

Students are issued with learning materials and handouts relevant to each unit.

Career pathways

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

Unit of Competency	Unit of Competency Name	Admin/Elective
Certificate IV in Business Administration – BSB40507		
BSBADM405B	Organise meetings	Admin
BSBADM406B	Organise business travel	Admin
BSBITU401A	Design and develop complex text documents	Admin
BSBITU402A	Develop and use complex spreadsheets	Admin
BSBITU404A	Produce complex desktop published documents	Admin
BSBWRT401A	Write complex documents	Elective
BSBINM401A	Implement workplace information systems	Elective
BSBCUS402A	Address customer needs	Elective
BSBADM407A	Administer projects	Elective
BSBADM409A	Coordinate business resources	Elective



Client information

Academic appeal

A candidate must lodge an appeal, where practicable, within 30 days of receiving the assessment result. Where appropriate the candidate should first approach the assessor concerned. Where the outcome is not satisfactory to the candidate, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why an appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.

Access to records

We maintain a record of training for every learner. If a learner does not have an up-to-date copy of their training record they can request one from the trainer or administration. Online records can be accessed at any time.

Once a learner has successfully completed nationally recognised training certification is issued and sent to candidates within 21 days of completion. In the event that a learner needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request to administration.

Complaints

A learner/client must lodge a complaint, where practicable, within 30 days of the issue arising. A written response will be provided within 21 working days. A complaint should first be lodged with Learning Administration. Where the outcome is not satisfactory to the client, the RTO Manager should be contacted in writing (mail/email), setting out:

- The circumstances surrounding the issue
- Who was involved
- Why a complaint/appeal is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the complaint and the learner/client will be notified in writing of the outcome. The organisation will act on each substantiated complaint. If the learner/client is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the learner/client will have an opportunity to formally present their case.

Credit transfer

We recognise qualifications and Statements of Attainment issued by other Registered Training Organisations. A certified copy of a Diploma, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to Learning Administration.

We shall also assess a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the learner's current program. The Credit Transfer application form is available from Learning Administration.

Disciplinary procedures

The learner is expected to participate in the learning program, be respectful of others, adhere to OHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. In the event that these are grounds for disciplinary intervention then this will be handled in

the first instance by the trainer, and if necessary by the RTO Manager. A record of interview may be put in the training file.

Employability skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Fees and charges

Tuition fees, and any associated charges for a program, are stated on the information sheet and/or the website.

Language, literacy and numeracy

We have procedures that support and recognise the learning needs of individuals and will revise learning and assessment strategies to match individual needs and address literacy or numeracy issues, where possible, so that learners can successfully achieve the outcomes. We may also refer a learner to TAFE for language, literacy and/or numeracy support.

Learning and assessment arrangements

We work to provide an excellent learning experience and will provide flexible arrangements for learning and assessment wherever possible. If a learner believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact Learning Administration.

Legislative compliance

We comply with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the learner prior to, or during, the first session.

Reasonable adjustment

We are committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the RTO manager if it is more appropriate.

Recognition of prior learning

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which they have achieved the required competency outcomes. It involves collecting evidence and making judgements on whether competence has been achieved. RPL is available to all learners. The RPL Application form is available from Learning Administration.

Refunds

We must be advised of cancellation in writing or by email. All monies, less a 20% administration fee, will be refunded if cancellation occurs before any training or assessment takes place. In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material. Cancellation after training or assessment begins will attract a 20% administration fee and the deduction of the full cost of any training or assessment the learner had access to up until cancellation date.

Selection and induction

Programs offered publicly are open to all learners, subject to any pre-requisites or special enrolment conditions that apply to a specific program, and application must be made by completion of the enrolment form. Learners will be made aware of the contents of the program, any special conditions and the assessment requirements prior to, or during, the first session.

Support services

If a learner is experiencing difficulties for personal or study related reasons, they should firstly direct their concerns to the trainer, where appropriate, or directly to the RTO Manager. Where study related issues are involved the trainer will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service