BSB40515 - Certificate IV in Business Administration

Certificate IV in Business Administration 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.

Course Accreditation

This course is nationally recognised under the Australian Qualifications Framework (AQF).

Entry Requirements

- be 18 years or older;
- LLN - This is an on-line correspondence course so you need to have basic English reading and writing skills, or higher. As such, entry to the course requires English proficiency equivalent to Australian Year 10 level, a NRT or Trade qualification at the Certificate II level or higher, or 2 years of industry work experience. Numeracy are required to a basic level e.g. calculations with calculators.
- To give yourself the best chance of success in this course it is recommended that you have completed a Certificate III level qualification or equivalent.

Resources required

Computer and Internet

You will need access to a computer and the internet to complete this course.

Once enrolled, you will be emailed your login details to the learning management system. You can then access your course materials immediately.

In addition, the following software and hardware may be required depending on subjects being undertaken:

- Broadband Internet Connection
- Internet explorer version 6 or above, Mozilla Firefox, Chrome
- Microsoft Office 2007 or later
- Minimum 2GB of Ram
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- You will also need access to a phone, printer, photocopier and scanner
- Adobe Flash Player 10 or higher
- Camera
Specific requirements for Mac OS users:

- Mac OS X v 10.5 or higher (Mac OS X v 10.6 or higher is recommended)
- 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

Specific requirements for Windows users:

- Microsoft Windows XP or higher (Windows 7 or higher is recommended)
- 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)

Course Delivery

- Online learning – Self Paced
  Your training program is delivered via online self-paced learning. Candidates are guided through the program with the assistance self-instructed learning materials, and online support from a Workforce Training & Development trainer/assessor.

- RPL
  A formal online process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

- Face to Face (by arrangement only)
  The training program can be delivered to groups via face to face classroom delivery. As a part of the group you will be guided through the program by a Workforce Training & Development Trainer.

Course Duration

- Online learning – Self Paced
  As the course is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete one unit per month with a total completion time limit of 13 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

  Recommended hrs of study is 15 to 18 hrs per week.

  Where the learner cohort consists of new entrants or inexperienced workers, they may require a longer timeframe of 23 hrs or more per week
• **RPL**  
  As the RPL is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete within 7 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

• **Face to Face**  
  As per arrangements

### Course Subjects/Units

To achieve BSB40515 - Certificate IV in Business Administration, **10 units** must be successfully completed.

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<tr>
<th>Units</th>
<th>Prerequisite Unit(s)</th>
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<tr>
<td><strong>BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements</strong></td>
<td><strong>This unit describes the skills and knowledge required to implement and monitor an organization’s work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.</strong></td>
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<tr>
<td><strong>BSBADM405 Organise meetings</strong></td>
<td><strong>This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.</strong></td>
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<tr>
<td><strong>BSBCUS402 Address customer needs</strong></td>
<td><strong>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.</strong></td>
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<td><strong>BSBINM401 Implement workplace information system</strong></td>
<td><strong>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.</strong></td>
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<tr>
<td><strong>BSBWRT401 Write complex documents</strong></td>
<td><strong>This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity</strong></td>
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<tr>
<td><strong>BSBITU402 Develop and use complex spreadsheets</strong></td>
<td><strong>This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.</strong></td>
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BSBMKG414 - Undertake marketing activities
This unit describes the skills and knowledge required to plan, implement and manage basic marketing and promotional activities.

BSBADM407 Administer projects
This unit describes skills and knowledge required to perform the activities associated with the administrative aspects of a project, such as measurement, monitoring, reporting, and winding up the project on completion.

BSBRSK401 Identify risk and apply risk management processes
This unit describes the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.

BSBFIA401 Prepare financial reports
This unit describes the performance outcomes, skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.

Course Materials

You will be provided access to learning materials including:

- Learners Guide
- Learners additional resources
- Videos
- Website Links
- Revision Quizzes
- Assessments
- Additional assessment resources

Payment Options

PAY UPFRONT: You have the option to pay course fees upfront utilising either credit card payment or through PayPal.

PAYMENT PLAN: Alternatively, you have the option of entering into a payment plan based on monthly or per unit payment

Course Fee

Online learning self-paced – AU$ 2800
RPL – AU$ 900
Refund Policy

- Students who notify to cancel their enrolment within 5 days of commencement of course/unit and the resources are not downloaded from our Learning Management System can get a full refund however an administration enrolment fee of $250 will be retained.

- Students who notify to cancel their enrolment after 5 days of commencement of course/unit and prior to 1 month will receive a refund of 75% of course fees excluding the enrolment fee of AU$250.

- Students who cancel their enrolment after 1-month of the commencement of training program has commenced will not be entitled to a refund of fees of any fees paid in advance.

The amount retained by Workforce Training & Development is required to cover the costs of staff and resources which will have already been committed based on the student’s initial intention to undertake the training.

Assessment

To successfully complete the course, you will be required to complete a range of assessment activities to test

a) General
b) Specific and
c) Performance based knowledge

Assessment may take the form of written, oral questioning, case studies, workplace observations, or third party reports.

Assessment is used to provide candidates with feedback on their progress and to measure their skills and knowledge against the training qualification requirements and those of the industry.

Training outcome

Candidates successfully completing the course will receive a Certificate IV in Business Administration. Candidates who partially complete the course will receive a Statement of Attainment for the units of competency that they have successfully completed.

Potential career opportunities

- Accounts Clerk
- Customer Service Advisor
- Clerk
- E-business Practitioner
- Legal Receptionist
- Medical Receptionist
• Office Administration Assistant
• Student Services Officer
• Word Processing Operator

Please visit our website for more details & to refer to policies and procedures
http://www.workforceonline.edu.au/