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*Discover  
yourself...*

**WE SPECIALISE IN****NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
  - Customer Contact
- Certificate III in Business
  - Administration
  - Customer Contact
  - Frontline Management
  - Recordkeeping
- Certificate IV in Business
  - Administration
  - Frontline Management
  - Human Resources
  - Marketing
  - Recordkeeping
  - Small Business Management

**COMPUTER TRAINING**

- Microsoft Office
- MYOB

**PROFESSIONAL DEVELOPMENT**

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

*Discover us...*

**WHO ARE WE?**

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

**BSB40507****Certificate IV in Business Administration****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

**LENGTH OF STUDY**

Maximum 12 months access to training program and support.

**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 may provide leadership and guidance to others with some limited responsibility for the output of others.

**JOB ROLES**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

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

**COURSE PRE-REQUISITES**

- Sufficient literacy, numeracy and computer skills to complete the course
- Vocational experience in providing administrative or operational support to individuals and/or teams
- Evidence of competency in the majority of units required for the BSB30407 Certificate III in Business Administration or other relevant qualification/s (this can be achieved through training or recognition of experience)
- Access to an internet connection and computer

**PATHWAYS FROM THE QUALIFICATION**

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.

**UNITS OF COMPETENCY**

Certificate IV in Business Administration requires completion of 10 units of competency to attain the qualification. They can consist of:

- Five units from the **Administration** units listed below
- Five elective units from those listed below, the **Elective** units listed on the next page or from an equivalent level qualification within the BSB07 Business Services Training Package. If not listed below, 1 unit may be selected from a Certificate III qualification (note that BSBITU307A cannot be selected as an elective unit for this qualification).

**ADMINISTRATION UNITS****Financial Administration**

BSBFIA401A Prepare financial reports

**General Administration**

BSBADM405B Organise meetings

BSBADM406B Organise business travel

**Information Management**

BSBINM401A Implement workplace information system

**IT Analysis and Design**

BSBITA401A Design databases

**IT Use**

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

**Writing**

BSBWRT401A Write complex documents

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>

Learn to suit your lifestyle and work commitments...



## BSB40507 Certificate IV in Business Administration

### Elective Units

#### Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

#### Financial Administration

BSBFIA402A Report on financial activity

#### General Administration

BSBADM407B Administer projects

BSBADM409A Coordinate business resources

#### Innovation

BSBINN301A Promote innovation in a team environment

#### Interpersonal Communication

BSBCMM401A Make a presentation

#### Marketing

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

#### Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

#### Relationship Management

BSBREL401A Establish networks

#### Research

BSBRES401A Analyse and present research information

#### Risk Management

BSBRSK401A Identify risk and apply risk management processes

#### Sustainability

BSBSUS301A Implement and monitor environmentally sustainable work practices