

BSB40515 Certificate IV in Business Administration

QUALIFICATION REQUIREMENTS:

Total number of units = 10

This qualification has no core units

10 elective units, of which:

- 5 elective units must be selected from the Group A units listed below
- 5 elective units may be selected from the Group A or Group B units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 1 elective unit may be selected from either a Certificate III or Diploma qualification from any currently endorsed Training Package or accredited course

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

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Group A		
BSBADM405	<p>Organise meetings</p> <p><i>This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation. 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.</i></p>	<input type="checkbox"/>
BSBITU401	<p>Design and develop complex text documents</p> <p><i>This unit describes the skills and knowledge required to design and develop business documents using complex technical features of word processing software. It applies to individuals who work in a range of business environments and have skills which may be applied in the provision of administrative support within an enterprise, or by technical/knowledge experts responsible for producing their own word processed documents.</i></p>	<input type="checkbox"/>
BSBITU402	<p>Develop and use complex spreadsheets</p> <p><i>This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents. 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</i></p>	<input type="checkbox"/>

	<i>may be independently responsible for designing and working with spreadsheets relevant to their own work roles.</i>	
BSBITU404	<p>Produce complex desktop published documents</p> <p><i>This unit describes the skills and knowledge required to design and produce complex desktop published documents. This unit applies to individuals employed in a range of work environments who require well-developed skills in desktop publishing. They may be individuals providing administrative support within an enterprise, or others responsible for production of their own documents.</i></p>	<input type="checkbox"/>
BSBWRT401	<p>Write complex documents</p> <p><i>This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity. 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.</i></p>	<input type="checkbox"/>
Group B		
BSBCUS401	<p>Coordinate implementation of customer service strategies</p> <p><i>This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies. 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.</i></p>	<input type="checkbox"/>
BSBCUS402	<p>Address customer needs</p> <p><i>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. 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.</i></p>	<input type="checkbox"/>
BSBADM407	<p>Administer projects</p> <p><i>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. It applies to individuals who work under the supervision of an experienced project manager. It does not apply to project managers or specialist project managers. For specialist project managers, the units of competency in the Project Management competency field are applicable.</i></p>	<input type="checkbox"/>

<p>BSBADM409</p>	<p>Coordinate business resources <i>This unit describes the skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use. It applies to individuals with a broad knowledge of business resources who contribute well developed skills and knowledge to ensure adequate resources are available to perform the work of the organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.</i></p>	<p><input type="checkbox"/></p>
<p>BSBINN301</p>	<p>Promote innovation in a team environment <i>This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team. It applies to individuals who play a proactive role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. Teams may be formal or informal and may comprise a range of personnel.</i></p>	<p><input type="checkbox"/></p>
<p>BSBCMM401</p>	<p>Make a presentation <i>This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience. This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.</i></p>	<p><input type="checkbox"/></p>
<p>BSBMKG413</p>	<p>Promote products and services <i>This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and services. It applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.</i></p>	<p><input type="checkbox"/></p>
<p>BSBREL401</p>	<p>Establish networks <i>This unit describes the skills and knowledge required to develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. It applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others.</i></p>	<p><input type="checkbox"/></p>
<p>BSBRES411</p>	<p>Analyse and present research information <i>This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems and sources. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality and reliability of the information, and preparing and producing reports. It applies to individuals in roles in which they are required to apply their broad knowledge of the work environment to analysis and</i></p>	<p><input type="checkbox"/></p>

	<i>research tasks, evaluate information from a variety of sources and apply solutions to a range of predictable and unpredictable problems.</i>	
BSBSUS401	<p>Implement and monitor environmentally sustainable work practices</p> <p><i>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.</i></p> <p><i>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.</i></p>	<input type="checkbox"/>
BSBLDR511	<p>Develop and use emotional intelligence (Imported Diploma level unit)</p> <p><i>This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.</i></p> <p><i>It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.</i></p> <p><i>It applies to managers who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.</i></p>	<input type="checkbox"/>

ET Australia on Tel (02) 4323 1233 or Fax (02) 4323 7453 or email@etaustralia.com