
CERTIFICATE IV IN BUSINESS ADMINISTRATION (BSB40201)

Course Overview

This course is designed to provide participants with the knowledge to perform a range of complex administrative skills in the areas of information technology, communication, teamwork and record keeping.

Underpinning Skills

Equivalent to Certificate III in Business, *or*
Certificate III in Business Administration *plus*
At least six months of workplace experience is strongly recommended.

Course Length

Full-time participants: 20 weeks maximum
Average contact hours: 24 hours per week

Study Pathways

As a graduate of this course, you are eligible to enrol in:

- Diploma of Business
- Diploma of Business Administration

Career Opportunities

Graduates will gain the skills and knowledge to undertake complex administrative roles such as:

- Executive Assistant
- Customer Service Team Leader

Course Accreditation

All units are accredited and aligned with national competency standards. Full-time students may apply for Youth Allowance, AUSTUDY or ABSTUDY.

Course Content

The suggested Certificate IV in Business Administration program consists of six common units and four specialist units

Common units – (choose six)	Nominal study time
BSBFLM404A Lead work teams	50 hours
BSBCMN402A Develop Work priorities	40 hours
BSBCMN403A Establish business networks	40 hours
BSBCMN404A Develop teams and individuals	40 hours
BSBCMN405A Analyse and present research information	40 hours
BSBCMN406A Maintain business technology	40 hours
BSBCMN407A Coordinate business resources	40 hours
BSBCMN409A Promote products and services	40 hours
BSBCMN410A Coordinate implementation of customer service	40 hours
BSBCMN411A Monitor a safe workplace	40 hours
BSBCMN412A Promote innovation and change	40 hours
BSBCMN413A Implement and monitor environmental policies	40 hours
BSBCMN414A Undertake marketing activities	50 hours
BSBCMN415A Manage first aid policy	40 hours
BSBCMN416A Identify risk and apply risk management processes	50 hours
BSBCMN417A Coordinate customer service activities	30 hours
BSBCMN418A Address customer needs	50 hours
BSBCMN419A Manage projects	60 hours
BSBCMN420A Write complex documents	50 hours
BSBCMN421A Assist with compliance with OHS and other relevant laws	40 hours

Specialist Administration Units	Nominal study time
Administration Stream	
BSBADM402A Produce complex business documents	60 hours
BSBADM405A Organise meetings	30 hours
BSBADM406A Organise business travel	20 hours
BSBADM407A Administer projects	20 hours
Computing stream	
BSBADM402A Produce complex business documents	60 hours
BSBADM403A Develop and use complex databases	30 hours
BSBADM404A Develop and use complex spreadsheets	30 hours
BSBADM407A Administer projects	20 hours
Finance Stream	
BSBADM402A Produce complex business documents	60 hours
BSBADM403A Develop and use complex databases	30 hours
BSBADM404A Develop and use complex spreadsheets	30 hours
BSBADM408A Prepare financial reports	40 hours
Marketing Stream	
BSBMKG401A Profile the market	30 hours
BSBMKG405A Implement and monitor marketing activities	40 hours
BSBMKG406A Build client relationships	40 hours
BSBMKG407A Make a presentation	30 hours
