

# Certificate IV in Business (Administration)



## Descriptor

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse 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

- Office Administrator
- Customer Service Assistant
- Personal Assistant
- Assistant Records Manager
- Office Administration Supervisor
- Sales Assistant

## Mode of delivery

### DOMESTIC STUDENTS

This course is delivered to domestic students via online/distance education.

### INTERNATIONAL STUDENTS

This course is delivered to international students @ 20 hours per week via face-to-face and online delivery modes for 4 terms of 10 weeks each. Additional study is required to complete unsupervised, independent work in your own time.

## Assessment and Monitoring

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments. Monitoring will take the form of monitoring of online activities and telephone/Skype/Zoom consultation.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Conditions apply. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

International students are advised that their student visa duration may be impacted if applying for and granted RPL.

## Target Groups

Students who wish to work in a variety of businesses in a supervisory positions or to further their career or promotional prospects.

International students must hold an approved student visa and study according to their visa conditions.

## COURSE DURATION

52 weeks

## UNITS OF COMPETENCY:

### CORE UNITS

- BSBCRT411 Apply critical thinking to work practices
- BSBTEC404 Use digital technologies to collaborate in a work environment
- BSBTWK401 Build and maintain business relationships
- BSBWHS411 Implement and monitor WHS policies, procedures and programs
- BSBWRT411 Write complex documents
- BSBXCM401 Apply communication strategies in the workplace

### ELECTIVE UNITS

- BSBTEC401 Design and produce complex text documents
- BSBTEC402 Design and produce complex spreadsheets
- BSBPEF502 Develop and use emotional intelligence
- BSBPMG430 Undertake project work
- BSBPEF402 Develop personal work priorities
- BSBOPS405 Organise business meetings

The Inter-Continental College of Business  
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