The Certificate IV in Business Administration provides participants with comprehensive supervisory skills across the practice of administrative management. Participants are able to build confidence and capability in a range of vocational applications that are fundamental to the daily administrative practice of commercial organisations everywhere.

Who Should Attend
This vocational training is appropriate to any role that has an administrative component as part of its ongoing responsibilities. The capabilities this qualification develops are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to positions such as these.

Course Structure
The Certificate IV in Business Administration is delivered by expert trainers in 6 x full day workshops scheduled across 9 months of this 12 month program. This approach allows students sufficient time between and after workshop completion to undertake self-directed learning, assignments and out-of-class assessment. Workshops engage participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to building the skills and experience necessary for acquitting sophisticated administrative responsibilities within a commercial setting.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System, ‘MyUpskilled’. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

Prerequisites
There are no formal prerequisites for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

"The format, Trainer, along with his knowledge, work experience and teaching skills made this course one of the most beneficial I have done. The Quality Hotel Powerhouse conference facilities and staff were outstanding as well.”
Leanne Calthorpe, Office Manager
GARTALE PTY LTD
Course Outline
The Certificate IV in Business Administration comprises 10 units of competency as identified in the National Business Services Training Package. All units must be successfully completed to attain the certificate.

Upskilled arranges units of competency around a series of learning clusters in order to consolidate and customise the overall learning experience. Participants target skills and knowledge across 6 clusters (5 core, 1 elective). Below is Upskilled’s standard course outline, however other elective streams are available upon request, in the areas of customer service, relationship management, teamwork, and improvement and innovation.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPELLARY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWORS501B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBADM405B</td>
<td>Organise meetings</td>
</tr>
<tr>
<td>BSBADM406B</td>
<td>Organise business travel</td>
</tr>
<tr>
<td>BSBINM401A</td>
<td>Implement workplace information system</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>BSBITU401A</td>
<td>Design &amp; develop complex documents</td>
</tr>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMGT405A</td>
<td>Provide personal leadership</td>
</tr>
</tbody>
</table>

Other Related Qualifications
1. Certificate IV in Business
2. Certificate IV in Small Business Management
3. Diploma of Business
4. Diploma of Business Administration

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWHS401A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
</tbody>
</table>

For more information on other elective units available in this course, please contact one of our Education Managers.

Course Fees and Payment Options
The certificate has a course fee of $3,330, payable in one of two ways:
1. A single upfront payment of the course fees attract a 10% DISCOUNT, making the total fee $2,995
2. An upfront enrolment fee of $495, and 7 x $405 paid per month for seven consecutive months. The total course fee is therefore $3,330

Government Funding and Incentives
At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many Upskilled participants find that their courses are often heavily subsidized*. As part of the Australian Apprenticeships Incentives Program, employers could receive up to $3,000 per $3,330 they outlay for every eligible* employee who enrolls.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
• Select from more than 30 nationally accredited certificate and diploma courses
• Complete an application form at www.upskilled.edu.au
• Submit the form and an Upskilled Education Manager will contact you.

*Eligibility for traineeships & User Choice will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au