

COURSE INFORMATION

BSB50415 – Diploma of Business Administration

What is the Australian Qualifications Framework?

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications. It is the national policy for regulated qualifications in the Australian education and training system and incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF levels and the AQF levels criteria are an indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity.

The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF.

- Level 1 – Certificate I
- Level 2 – Certificate II
- Level 3 – Certificate III
- Level 4 – Certificate IV
- **Level 5 – Diploma**
- Level 6 – Advanced Diploma, Associate Degree
- Level 7 – Bachelor Degree
- Level 8 – Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
- Level 9 – Masters Degree
- Level 10 – Doctoral Degree

Australian Qualifications Framework Level 5: Diploma

Summary	Graduates at this level will have specialised knowledge and skills for skilled/ paraprofessional work and/or further learning.
Knowledge	Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning.
Skills	Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none">▪ analyse information to complete a range of activities▪ provide and transmit solutions to sometimes complex problems.▪ transmit information and skills to others
Application of Knowledge and skills	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

BSB50415 – Diploma of Business Administration

Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Key Skills

Broadly, the Diploma of Business Administration communicates to employers that you have demonstrated the following broad skills: communication, teamwork, problem-solving, initiative and enterprise, planning and organising, self-management, and technology skills.

Further information is contained within each of the units.

Job Roles

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

- Administration Manager
- General Office Manager
- Office Manager

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB40507 Certificate IV in Business Administration or other relevant qualification

OR

- extensive vocational experience in a range of environments in senior support roles.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake a variety of business studies at the advanced diploma level.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

Total number of units: Eight (8)

Comprised of: Eight (8) elective units

To be awarded the BSB50415 - Diploma of Business Administration, a total number of eight (8) units must be satisfactorily completed and relevant to the work outcome, local industry requirements and the qualification level.

The following course sequence has been developed by ASTC in consultation with industry:

Duration: 12 Months

Delivery Modes: eLearning, Correspondence and Blended

Clusters	Unit Type	Unit Of Competency	Unit Description	Unit Hours	Tuition Fee	EFTSL
Cluster 1	Elective	BSBMGT502	Manage people performance	190	\$7000	.28
	Elective	BSBWOR502	Lead and manage team effectiveness			
Cluster 2	Elective	BSBPMG522	Undertake project work	185	\$1000	.20
	Elective	BSBINN502	Build and sustain an innovative work environment			
Cluster 3	Elective	BSBADM502	Manage Meetings	190	\$1000	.26
	Elective	BSBADM503	Plan and manage conferences			
Cluster 4	Elective	BSBADM504	Plan or review administrative systems	165	\$1000	.26
	Elective	BSBADM506	Manage business document design and development			
Total Hours				730	\$10,000	1.0

Commencement, Completion and Census Dates

The Commencement Date, Census Date and Completion Date for your Diploma will vary depending upon the dates you enrolled with ASTC.

We aim to start your Commencement Date as close as possible to the date you receive your first Unit of material for your Diploma.

For an accurate and specific list of these dates please refer to your **Commonwealth Assistance Notice (CAN)** as issued by ASTC administration.

Alternatively, please call ASTC on **(02) 9700 9333** and ask to speak to one of our helpful administration team

Units of Competency

Below is detailed each of the individual Units of Competency in this Diploma qualification.

BSBMGT502 – Manage people performance

Unit Descriptor

This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- consult with relevant stakeholders to identify work requirements, performance standards and agreed performance indicators
- develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements
- monitor, evaluate and provide feedback on performance and provide coaching or training, as needed
- reinforce excellence in performance through recognition and continuous feedback
- seek assistance from human resources specialists where appropriate
- keep records and documentation in accordance with the organisational performance management system.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- outline relevant legislative and regulatory requirements
- outline relevant awards and certified agreements
- explain performance measurement systems utilised within the organisation
- explain unlawful dismissal rules and due process
- describe staff development options and information.

BSBWOR502 – Lead and manage team effectiveness

Unit descriptor

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the unit

This unit applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams.

At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

Establish procedures and practices that foster innovation including:

- use leadership techniques and strategies to facilitate team cohesion and work outcomes including:
- encouraging and fostering shared understanding of purpose, roles and responsibilities
- identifying and resolving problems
- providing feedback to encourage, value and reward others
- modelling desired behaviour and practices
- develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities
- establish processes to address issues and resolve performance issues
- support team to meet expected performance outcomes including providing formal and informal learning opportunities as needed
- develop performance plans with key performance indicators (KPIs), outputs and goals for individuals or the team which incorporate input from stakeholders
- communicate effectively with a range of stakeholders about team performance plans and team performance
- facilitate two-way flow of information between team and management relevant to team performance
- evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- explain how group dynamics can support or hinder team performance
- outline strategies that can support team cohesion, participation and performance
- explain strategies for gaining consensus
- explain issue resolution strategies.

BSBPMG522 – Undertake project work

Unit Descriptor

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

Application of the Unit

The unit focuses on the application of project-management skills and the requirement to meet timelines, quality standards, budgetary limits and other requirements set for the project.

The unit does not apply to specialist project managers. For specialist project managers, the other units of competency in the project management field (BSBPMG) are applicable.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- define the parameters of the project including:
 - project scope
 - project stakeholders, including own responsibilities
 - relationship of project to organisational objectives and other projects
 - reporting requirements
 - resource requirements
- use project management tools to develop and implement a project plan including:
 - deliverables
 - work breakdown
 - budget and allocation of resources
 - timelines
 - risk management
- recordkeeping and reporting
- consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project
- provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project
- finalise the project including documentation, sign-offs and reporting
- review and document the project outcomes.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- give examples of project management tools and how they contribute to a project
- outline types of documents and other sources of information commonly used in defining the parameters of a project
- explain processes for identifying and managing risk in a project
- outline the organisation's mission, goals, objectives and operations and how the project relates to them
- explain the organisation's procedures and processes that are relevant to managing a project including:
 - lines of authority and approvals
 - quality assurance
 - human resources
 - budgets and finance
 - recordkeeping
 - reporting
- outline the legislative and regulatory context of the organisation in relation to project work, including work health and safety (WHS) requirements.

BSBINN502 – Build and sustain an innovative work environment

Unit Descriptor:

This unit describes the skills and knowledge required to create an environment that enables and supports the application of innovative practice focusing on a holistic approach to the integration of innovation across all areas of work practice.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to individuals working in leadership or management roles in any industry or community context. The individual could be employed by the organisation, but may also be an external contractor, the leader of a cross organisation team or of a self-formed team of individuals. The work group could be permanent or temporary in nature.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- establishing procedures and practices that foster innovation including:
 - collaborative work arrangements
 - building team capacity to contribute to innovation
 - providing formal and informal learning opportunities
 - evaluating ideas
 - celebration and promotion of innovation
 - consultation
 - respectful communications and sharing of ideas and feedback
 - reinforcing the value of innovation to the vision and objectives of the organisation,
 - modelling behaviour including being receptive to ideas, giving constructive advice, evaluating own work, establishing and maintaining relationships based on mutual respect and trust, taking considered risks that provide opportunities for innovation
 - evaluating how the physical environment can be enhanced to support innovation and collaboration and collaborating on ideas to make improvements including in the selection of physical resources and equipment, and the design, fit-out and decoration of the workspaces
- making changes to a workspace that will encourage innovation in at least one of
 - design
 - fit-out
 - decoration.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- explain the concepts and theories of innovation and how these link to innovation in practice
- explain the context for innovation in the workplace including core business values, overall objectives, broader environmental context and the need to ensure the value and benefit of innovative ideas and projects
- discuss the factors and tools that can motivate individuals to use creative thinking and apply innovative work practices
- research the legislative framework that impacts on operations in the relevant workplace context
- explain how different approaches to management and leadership can support or hinder innovation
- discuss typical challenges and barriers to innovation within teams and organisations and ways of overcoming these including rewarding and celebrating innovation, coaching and learning, modelling behaviour and managing the physical environment.

BSBADM502 – Manage meetings

Unit Descriptor

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- apply conventions and procedures for formal and informal meetings including:
- developing and distributing agendas and papers
- identifying and inviting meeting participants
- organising and confirming meeting arrangements
- running the meeting and following up
- organise, take part in and chair a meeting
- record and store meeting documentation
- follow organisational policies and procedures.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- outline meeting terminology, structures, arrangements
- outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings
- describe options for meetings including face-to-face, teleconferencing, web-conferencing and using webcams
- identify the relevant organisational procedures and policies regarding meetings, chairing and minutes including identifying organisational formats for minutes and agendas.

BSBADM503 – Plan and manage conferences

Unit Descriptor:

This unit describes the skills and knowledge required to plan, promote and coordinate conferences, ensuring follow-up procedures are incorporated.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals employed in a range of work environments who are required to plan and manage conferences. They may work as senior administrative staff, or may be other individuals who have been delegated responsibility for planning and managing a conference.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- prepare and investigate conference requirements
- promote the conference using public relations strategies according to predetermined budgets and deadlines
- coordinate conference proceedings including addressing any problems as they arise
- fulfil all post-conference requirements according to organisational requirements.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- summarise relevant organisational policies and procedures for planning and managing conferences
- outline tools that could be used in managing conferences
- explain budgeting strategies used for projects
- identify techniques for conference planning including setting milestones.

BSBADM504 – Plan or review administrative systems

Unit Descriptor:

This unit describes the skills and knowledge required to plan for or review the requirements of effective administrative systems and procedures for implementing, monitoring and reviewing the system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals employed in a range of work environments in senior administrative roles.

Performance Evidence

Performance evidence is evidence required to satisfy the performance criteria for this unit. The learner must be able to:

- work with relevant personnel and stakeholders to identify administrative system improvements
- document necessary requirements or modifications
- provide training and support for staff to use the new or modified system
- monitor the new system and identify future improvements and staff training needs.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- summarise relevant legislative and organisational policies and procedures for reviewing administrative systems

BSBADM506 – Manage business document design and development

Unit Descriptor

This unit describes the skills and knowledge required to establish standards for the design and production of organisational documents and to manage document design and production processes to ensure agreed standards are met.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Application of the Unit

This unit applies to individuals employed in a range of work environments who require well-developed skills in the use of a range of software packages. They use these skills to establish, document and implement consistent standards of document design within an organisation.

Performance Evidence

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- identify the organisational needs, requirements and information technology capabilities relevant to the design and production of documents
- establish documentation standards to meet organisational requirements
- design, test and amend document templates
- develop and implement documentation and training to support use of standard templates and macros
- monitor the implementation of standard documentation templates and macros and make improvements in line with organisational requirements.

Knowledge Evidence

Knowledge evidence is evidence required to satisfy the knowledge criteria for this unit. The learner must be able to:

- describe document production processes
- identify costs involved with the implementation of standard documentation
- explain the software applications relevant to document design and development in the organisation
- identify key provisions of relevant legislation and regulations, codes and standards affecting document production
- outline organisational policies and procedures relating to document production
- list sources of expertise available externally to the organisation or workgroup.

Resources

Training Learners will be supplied with all applicable training resources apart from any personal writing and note-taking materials they may need. eLearning Learners will be provided with all of their materials via soft-copy over the internet. Correspondence (distance) learning Learners will be mailed parcels containing their appropriate Unit workbook, all associated assessment materials and clear guidelines on how to complete their work and return it for assessment.

Assessment Guidelines

Introduction

These Assessment Guidelines provide the endorsed framework for assessment of the units of competency in the BSB07 Business

Services Training Package. The Guidelines are designed to ensure that assessment activities are consistent with the Australian Qualifications Framework Standards for Registered Training Organisations and that the assessment processes and outcomes are valid, reliable, flexible and fair. Assessments against the competency standards in this Training Package must be carried out in accordance with these endorsed guidelines.

Assessment Tools for BSB50415 - Diploma of Business Administration

The assessment tools developed by ASTC for each of the eight (8) units of competency are as follows:

Clusters	Unit Type	Unit of Competency	Unit Description	AT1 Workbook Activities	AT2 Oral/Written Questions	AT3 Project
Cluster 1	Elective	BSBMGT502	Manage people performance	✓	✓	✓
	Elective	BSBWOR502	Lead and manage team effectiveness	✓	✓	✓
Cluster 2	Elective	BSBPMG522	Undertake project work	✓	✓	✓
	Elective	BSBINN502	Build and sustain an innovative work environment	✓	✓	✓
Cluster 3	Elective	BSBADM502	Manage Meetings	✓	✓	✓
	Elective	BSBADM503	Plan and manage conferences	✓	✓	✓
Cluster 4	Elective	BSBADM504	Plan or review administrative systems	✓	✓	✓
	Elective	BSBADM506	Manage business document design and development	✓	✓	✓
Total Hours				730	\$10,000	1.0

Assessment Tool:	Type of assessment:	What is assessed:
Activities	Formative assessment AT1	The underpinning knowledge required to undertake the tasks, as outlined in the elements and performance criteria. Formative assessments will be completed progressively as participants work through their training. Trainer / assessors will determine how and when these activities should be completed.
Questions	Summative assessment AT2	Required knowledge – evidence collected in response to the theory questions will support participants' competence with regard to the required knowledge.
Projects	Summative assessment AT3 PROJECT	Required knowledge, critical aspects for assessment and, in some cases, required skills – projects will be theoretical or practical. Evidence collected in response to the project questions and activities will support the judgement of competence.

Resources required to undertake this assessment
<p>Learners must have access to these resources:</p> <ul style="list-style-type: none"> ▪ Copies of the activities, questions, projects nominated by the trainer / assessor (Learner Guide and Learner Workbook and Assessments) ▪ Relevant organisational policies, protocols and procedural documents to draw from ▪ An appropriate workplace, simulated workplace or prior experience in the workplace ▪ Resources normally used in the workplace
Assessment instructions
<p>Learners should respond to the AT1 and AT2 assessments either verbally or in writing, as agreed with the facilitator/assessor. All written responses should be recorded in the spaces provided (if more space is required attach additional pages) or alternatively submitted in a word document. If learners answer verbally, the facilitator/assessor is to record their answers in detail.</p> <p>Learners should also undertake observable tasks that provide evidence of performance AT3 & AT4. If workplace observation is to take place under the AT3 then the Assessor must provide instruction to learners on what is expected during observation, and arrange a suitable time and location for demonstration of these skills.</p> <p>Learners must fully understand what they are required to do to for assessment, including being advised of the assessment criteria for each of the agreed assessment tasks to be completed then sign the declaration. A learner is not to sign the declaration unless they have a clear understanding of what is expected from them.</p>

Legislative Information

There is no direct link between the “BSB50415 – Diploma of Business Administration and licensing, legislative and/or regulatory requirements.”

The legislation that particularly effects participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- [National Vocational Education and Training Regulator Act 2011](#)

State Based Legislation

- Education and Training Reform Act 2006
- Workers' Compensation Act
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979. And updated August cover sheet only modified 2002)
- Child Wellbeing and Safety Act 2005
- [Working with Children Act 2005](#)
- Australian National Training Authority Act 1992

General

Commonwealth Legislation

- Competition and Consumer Act 2010
- [Copyright Act 1968](#)
- [Privacy Act 1988](#)
- [Sex Discrimination Act 1984](#)
- Fair Work Act 2009
- Fair Work (Registered Organisations) Act 2009
- Privacy and confidentiality legislation
- Freedom of information legislation

State Legislation:

- Work Health and Safety Act 2011
- Contracts Review Act
- Accident Compensation Amendment Bill 2009
- Transport Accident and Accident Compensation Legislation Amendment Act 2010
- [Equal Opportunity Act 2010](#)
- The Long Service Leave Act 1992

Litigation and Legal Matters

Legislation

- [Crimes Act 1900](#)
- [Civil Liability Act 2002](#)
 - [Evidence Act 1995](#)

ACKNOWLEDGEMENT DECLARATION

(Please Sign and Return this page to Australian Salesmasters Training Co)

I acknowledge that I, _____ have read and fully understand the contents of this Learner Handbook, which outlines the conditions of my rights and responsibilities as a Learner of Australian Salesmasters Training Co Pty Ltd.

Signature

Date

Name of Witness

Signature of Witness

Date

Please send to any of the following:
Email: admin@thesalesmasters.com.au
Post: Attn to Administrative Team
Australian Salesmasters Training Co.
PO Box 638, Rosebery NSW 1445
Fax: 02 9700 8988 Attn to Administrative Team

What type of funding:
VET FEE-HELP Smart and Skilled Fee Paying