

# PRO SKILLS

## **Candidate Information and Application Forms**

### **BSB50407 Diploma of Business Administration**

You give this information to the candidate for them to read about the RPL process and to complete the appropriate forms.

## What does it mean to complete the BSB50407 Diploma of Business Administration?

The BSB50407 Diploma of Business Administration 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.

### Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to The BSB50407 Diploma of Business Administration include:

- Administration Manager
- General Office Manager
- Office Manager.

### Qualification Pathways

#### Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

#### Pathways into the qualification

Preferred pathways for candidates considering The BSB50407 Diploma of Business Administration include:

- After achieving the BSB40507 Certificate IV in Business Administration or other relevant qualification/s

OR

- Providing evidence of competency in the majority of units required for the BSB40507 Certificate IV in Business Administration or other relevant qualification/s

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 The BSB50407 Diploma of Business Administration.

## Employability Skills Summary

### BSB50407 Diploma of Business Administration

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include:
<b>Communication</b>	<ul style="list-style-type: none"><li>• Managing organisational systems and processes to ensure usability and compliance by all staff</li><li>• Participating in complex interpersonal exchanges requiring excellent negotiation and writing skills</li><li>• Using effective interpersonal skills and relating to a wide range of internal and external clients</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Delegating tasks as per job role responsibilities to appropriately skilled team members</li><li>• Working and consulting with others to develop systems and processes</li></ul>
<b>Problem solving</b>	<ul style="list-style-type: none"><li>• Anticipating problems and preparing contingency plans</li><li>• Controlling budgets, reconciling figures, rectifying anomalies and applying estimating skills</li><li>• Researching and analysing data to prepare work plans and processes as required</li></ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"><li>• Being creative and providing innovative solutions to complex issues</li><li>• Choosing appropriate systems to meet organisational needs</li><li>• Designing and developing documentation and related processes</li><li>• Responding to new and changing circumstances to ensure accurate and timely advice</li></ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"><li>• Allocating resources to ensure organisational requirements are met</li><li>• Collecting, collating and analysing information using appropriate workplace business systems</li><li>• Developing contingency plans and strategising to meet client needs</li><li>• Managing meetings and conferences effectively through excellent time management and organisational skills</li></ul>
<b>Self-management</b>	<ul style="list-style-type: none"><li>• Following legislative and regulatory requirements to ensure the safety and security of organisational and employee information</li><li>• Managing own time and priorities and dealing with contingencies</li><li>• Meeting statutory requirements in respect to payroll and recruitment practices</li><li>• Taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li></ul>
<b>Learning</b>	<ul style="list-style-type: none"><li>• Planning training needs, and monitoring and evaluating training and induction programmes</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Using complex functions of computer software to design and develop templates, standard documentation and user manuals</li><li>• Using electronic communication devices and processes i.e. Computers, internet, intranet, email to produce written correspondence and reports</li><li>• Using technology to manage organisational information</li></ul>

## Tips and hints to help you prepare for recognition

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.

Bring your position description and any performance appraisals you have from any training and assessment centres you have worked in.

Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?

Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.

Collect any certificates from in-house training or formal training you have done in the past.

You can speak with your training organisation about other ways you can show your skills in the vocational training and education industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

## Steps in the RPL process

### Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the training and assessment or VET industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- Brief CV or work history
- Certificates/results of assessment
- Certificates/results of assessment – interstate/overseas
- Certificates/results of assessment – universities
- Results/statement of attendance/ certificates – vendor training courses
- Results/statement of attendance/ certificates – in house courses
- Results/statement of attendance/ certificates – workshops, seminars, symposiums, etc
- Industry awards
- Membership of relevant professional associations
- Learning resources developed (including electronic forms: videos, MP4s, dvds...)
- Minutes of industry network meetings
- Quality system documents
- Audit reports and documents
- Marketing information
- Minutes of meetings where leadership and teamwork are evident
- Attendance and enrolment forms
- Diaries/task sheets/job sheets/log books
- Feedback forms and comments
- References/letters from previous employers/supervisors
- Hobbies/interests/special skills outside work
- Any other documentation that may demonstrate industry experience (list)

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

### Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer training and assessment related questions to identify your current skills.

### Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

### Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

### Cost

Administration Cost.....	\$	100
If applicant enrolls in the 8 units the Administration will not apply.		
Cost of RPL per unit .....	\$	320
Full Qualification without RPL .....	\$	4,400
Full Qualification with RPL .....	\$	2500
If a referral from Skilling Solutions RPL cost.....	\$	1800
Full cost per unit of competency if required.....	\$	550
(All training resources are included in the training costs)		
If a referral from Skilling Solutions RPL cost.....	\$	1800

**APPLICATION – Self Assessment Questionnaire**  
**BSB50407 Diploma of Business Administration**

Candidate Name: \_\_\_\_\_ Date Completed: \_\_\_\_\_

How often do you perform the following?

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Some times	Never
<b>Core Units</b>				
BSBPMG510A	Manage Projects			
BSBADM502B	Manage meetings			
BSBADM503B	Plan and manage conferences			
BSBADM504B	Plan or review administration systems			
BSBADM506B	Manage business document design and development			
<b>Elective Units</b>				
BSBMGT502B	Manage people performance			
BSBSUS501A	Develop workplace policy and procedures for sustainability			
BSBLED401A	Develop teams and individuals			

Candidate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**RPL application form BSB50407 Diploma of Business Administration**

Applicant Details:

<b>1. Occupation you are seeking recognition in</b>		
<b>2 Personal Details</b>		
Surname		
Preferred Title (Mr, Mrs, Ms, Miss)		
First Name/s		
Any other name used		
Home Address		
Postal address if different from above		
Telephone Numbers	Home:	Work:
	Mobile:	Fax:
Date of Birth	/ /	
Gender	MALE / FEMALE	
Age		
Are you a permanent Resident of Australia		YES / NO
<b>3 Current Employment</b>		
Are you currently employed?		YES / NO
If yes. Position currently in.		.....
Employer		.....
If Yes, in which occupation are you currently employed?		
Who is your current employer?		
<b>4. Armed Forces details (If Applicable)</b>		
Branch of Service		
Trade classification on discharge		

<b>5. Further Training</b>	
Have you undertaken any training courses related to the occupation applied for?	YES / NO
If Yes	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
<b>6. Is there any further information you wish to give in support of your application?</b>	
<b>7. Professional Referees (relevant to work situation)</b>	
<b>Name</b>	
Position	
Organisation	
Phone Number	
Mobile Number	
Email Address	
<b>Name</b>	
Position	
Organisation	
Phone Number	
Mobile Number	
Email Address	
<b>Name</b>	
Position	
Organisation	
Phone Number	
Mobile Number	
Email Address	
<b>Name</b>	
Position	
Organisation	
Phone Number	
Mobile Number	
Email Address	

**Applicant Employment History Form**

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part-time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Attach additional sheet if required

If you are including documents in your application, please provide a brief description below

Supporting evidence	Tick the items you can provide	Year completed	Office Use Only – assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation	
Brief CV or Work History				
Certificates/Results of Assessment				
Certificates/Results of Assessment – interstate/overseas				
Certificates/Results of Assessment – universities Results/Statement of Attendance/ Certificates – vendor training courses				
Results/Statement of Attendance/ Certificates – in house courses				
Results/Statement of Attendance/ Certificates – workshops, seminars, symposiums, etc				
Results/Statements of Attendance/ Certificates – club courses e.g. first aid, Surf Life Saving				
Industry awards				
Membership of relevant professional associations				
Supporting evidence	Tick the items you can provide	Year Completed	Reference EG (A1 or C16)	Office Use Only – assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation



## Summary checklist for evidence for the BSB50407 Diploma of Business Administration

You need to provide evidence on how you manage and/or perform the following tasks.

- A 1. Develop a project plan
- A 2. How you monitored arrangement/s and evaluation of the project plans' efficacy to address timelines and budgets of project
- A 3. Made sure you knew relevant legislation and how you kept up to date
  
- A 4. Prepare for meetings
- A 5. Conduct meetings
- A 6. Follow up meetings
  
- A 7. Plan conference
- A 8. Promote conference
- A 9. Organise conference
- A 10. Coordinate conference proceedings
- A 11. Follow up conference proceedings
  
- A 12. Plan or review administration systems
- A 13. Implement new or modified administration system
- A 14. Monitor administration system
  
- A 15. Establish documentation standards
- A 16. Manage template design and development
- A 17. Develop standard text for documents
- A 18. Develop and implement strategies to ensure the use of standard documentation
- A 19. Develop and implement strategies for maintenance and continuous improvement of standard documentation
  
- A 20. Allocate work
- A 21. Assess performance
- A 22. Provide feedback
- A 23. Manage follow up
  
- A 24. Develop workplace sustainability policy
- A 25. Communicate workplace sustainability policy
- A 26. Implement workplace sustainability policy
- A 27. Review workplace sustainability policy implementation
  
- A 28. Identify and implement learning opportunities for others
- A 29. gave and received feedback from team members to encourage participation in and effectiveness of team
- A 30. created learning plans to match skill needs

# Notes

# Notes

# Our Mission:

**To Provide Training at a Standard of Excellence which improves the quality of other people's lives by sharing the benefits and privilege of learning.**

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