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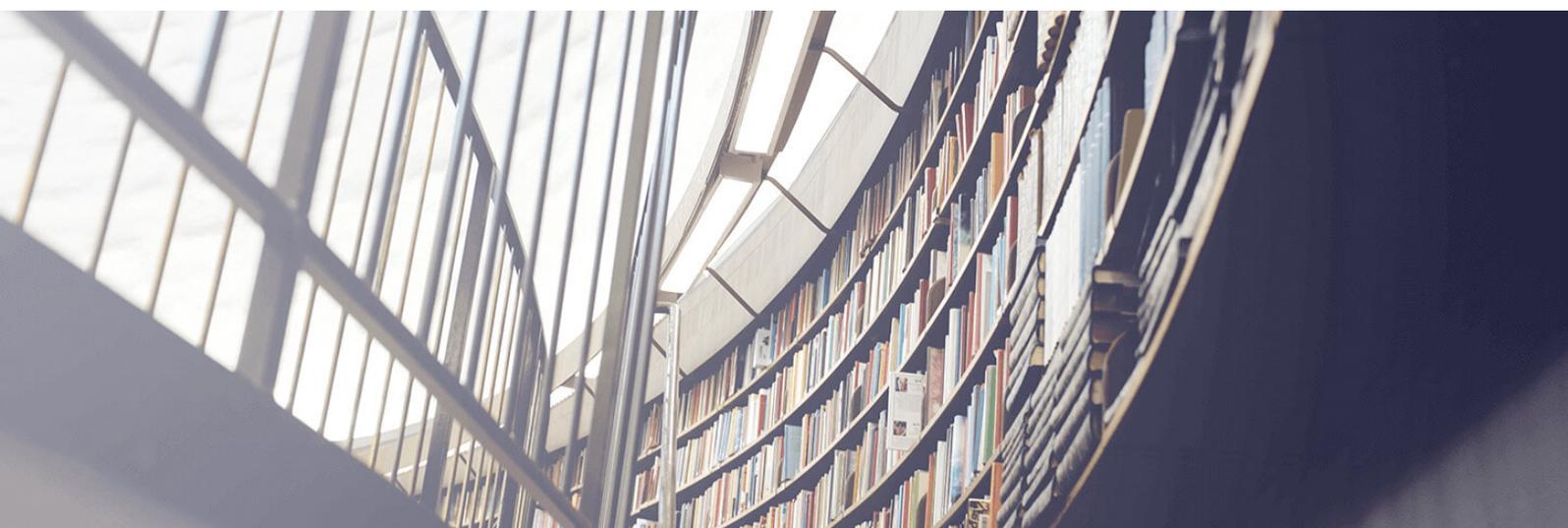of Commerce & Management
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Certificate IV in Recordkeeping

BSB41715

ADVANCED RECORD MANAGEMENT SKILLS FOR RECORDS PROFESSIONALS

About This Course

For experienced Records Officers, the Certificate IV in Recordkeeping will give you the advanced skills you need to properly control essential business records, apply appraisal and classification systems and implement correct disposal actions. This makes the Certificate IV in Recordkeeping the perfect course for any recordkeeping officer that wants to show commitment to advancing their career.

The Certificate IV in Recordkeeping will further your understanding and abilities in recordkeeping through core subjects teaching advanced concepts and techniques in the control, retrieval, maintenance and disposal of organisational records. You are then encouraged to choose between a wide range of business and management electives to create a well balanced and relevant course.

Subject Choices

3 - 4 Electives are required (depending on subjects chosen)

- Managing Records
- Status of a Record
- Establishing a Record System
- Effective Recordkeeping (E)
- Co-ordinate Customer Service Delivery (E)
- Prioritising to Achieve Team Goals (E)
- Build Client Relationships (E)
- Meetings and Business Travel (E)
- Implement Sustainability (E)

- Leadership Skills (E)
- Team Effectiveness (E)
- Risk Management Fundamentals (E)
- Keeping Your Work Team Safe (E)
- Quality Planning (E)
- Write Complex Business Documents (E)
- Word Processing - Advanced (E)
- Spreadsheets - Advanced (E)
- Participate in Networking Events (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 12 months

Group Training:
Workshops available

Course Fees: $4,400 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$1,000	$2,000	$4,400	$4,400			$4,400	$1,235

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$4,400	$2,000						

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$1,580							
$1,850							

* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment

Entry Requirements

Prior Studies

To enrol in this course you must have either Certificate III in Recordkeeping or over 2 years experience in a specialist Records role.

Work Placement

It is recommended that you are currently working in a specialist Records role while undertaking this qualification.

Reading and Writing Skills

The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment

Subject Descriptions

Core Subjects:

Managing Records

Managing Records covers the way records in a records system are used to source information within a business, as well as the security and legislative requirements are needed when maintaining records. This subject looks at managing and retrieving files, with a focus on electronic records. Problem solving for security access and lost records is also addressed.

Unit(s):

BSBRKG402 - Provide information from and about records

BSBRKG404 - Monitor and maintain records in an online environment

Status of a Record

A specialist record keeping subject: Status of a Record covers off the ways to undertake record disposal by referance to the organisational disposal authority. Topics include record surveys, determining disposal actions, and legislative requirements. This subject looks at a manual records system to ensure that learners understand what a records management software system is doing when they undertake disposal functions.

Unit(s):

BSBRKG401 - Review the status of a record

Establishing a Record System

Establishing a records system examines what is records management, why the need for records systems, what the components are of a good records system and how to conduct a records management needs analysis.

Unit(s):

BSBRKG403 - Set up a business or records system for a small business

Elective Subjects: 3 - 4 Electives are required (depending on subjects chosen)

Effective Recordkeeping

This subject is an introduction to efficient record keeping functions and policies within the specialised field of Records Management. Covering the legislative requirements of records management and creation, effective was of capturing and classifying records to ensure accurate tracking for audit.

Unit(s):

BSBRKG305 - Review recordkeeping functions

Co-ordinate Customer Service Delivery

Providing good service to your internal and external customers is a critical responsibility for senior staff, team leaders and managers. Learn how to identify the key aspects of service delivery important to your customers, and the customer service system needed to achieve your service standards.

Unit(s):

BSBCUS401 - Coordinate implementation of customer service strategies

BSBCUS403 - Implement customer service standards

Prioritising to Achieve Team Goals

Achieving goals is at the heart of leadership success. You will learn how to set effective targets and priorities to maximise your productivity and results. This subject covers how to assess urgency and priorities, plan work schedules, monitor individual and team performance and set professional development goals.

Unit(s):

BSBWOR403 - Manage stress in the workplace

BSBWOR404 - Develop work priorities

Build Client Relationships

This subject has been structured to progressively develop the students skill and knowledge in the building, managing and maintaining of customer relationships to support business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and also how to use networking effectively.

Unit(s):

BSBCUS402 - Address customer needs

BSBREL402 - Build client relationships and business networks

Meetings and Business Travel

This subject provides the skills and knowledge required to organise effective meetings including the preparation and distribution of meeting related documents such as agendas and minutes. It also covers skills and knowledge required to organise business travel, including preparing travel related documentation and making travel bookings.

Unit(s):

BSBADM405 - Organise meetings

BSBADM406 - Organise business travel

Implement Sustainability

Significant cost savings can be made by managing workplace technology in a sustainable way. This subject looks at ways to cost equipment replacement, consumables and maintenance, and how to apply "green" practices that benefit the business as well as the environment.

Unit(s):

BSBADM409 - Coordinate business resources

BSBSUS401 - Implement and monitor environmentally sustainable work practices

Leadership Skills

This subject is specifically designed to lay a strong leadership foundation for learners. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for anyone looking to build or enhance their leadership skills.

Unit(s):

BSBMGT401 - Show leadership in the workplace

BSBLDR401 - Communicate effectively as a workplace leader

Team Effectiveness

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):

BSBLDR402 - Lead effective workplace relationships

BSBLDR403 - Lead team effectiveness

Risk Management Fundamentals

This subject covers risk context and identification, which includes risk management processes, risk identification, and documentation. It looks into the analysis of a risk, its cause and risk tolerance. It details strategies for controlling and treating risks as well as reviewing and monitoring of those risks.

Unit(s):

BSBRSK401 - Identify risk and apply risk management processes

Keeping Your Work Team Safe

Supervisors and team leaders have strict legal obligations under safety legislation. Learn what these are, as well as the practical skills to identify, risk assess and resolve safety concerns. This subject also teaches how to better understand safety statistics and identify factors that can reduce injuries, and ensure the business is productive and profitable.

Unit(s):

BSBWHS401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Quality Planning

Long term success in business is a direct result of sound planning and having a quality focus. This subject teaches how to set realistic operational goals, effectively plan activities and prepare for contingencies. The concepts and methods of continuous improvement processes are also addressed throughout the subject to allow operational plans to be adapted and improved throughout their execution phase.

Unit(s):

BSBMGT403 - Implement continuous improvement

BSBMGT402 - Implement operational plan

Write Complex Business Documents

This subject addresses the skills and knowledge required to plan documents, draft text and produce documents of some complexity such as reports, detailed letters and proposals and general promotion documents.

Unit(s):

BSBWRT401 - Write complex documents

Word Processing - Advanced

Building on your basic knowledge of word processing, this subject goes into time saving techniques such as mail merge, the creation of template documents and handling multiple paged documents. You will learn how to insert applications and design and layout documents, as well as to follow and create your own style guides. This subject will also cover linking and embedding objects, formulas, fields and macros into your documents, including interactive fields and electronic forms.

Unit(s):

BSBITU401 - Design and develop complex text documents

Spreadsheets - Advanced

This advanced subject allows you to build on the basics of working with excel and creating formulas. You will learn how to best layout and show information and create charts, as well as save and store workplace documents safely, efficient computing and hazard identification. You will also learn time saving functions such as named ranges, linking and consolidating data, data tables, array formulas, data validation, macros, templates and cell protection.

Unit(s):

BSBITU402 - Develop and use complex spreadsheets

Participate in Networking Events

This is a practical subject that examines the skills and techniques needed to make business networking effective. It covers communication approaches when meeting new contacts; negotiating and problem solving; and how to maintain positive client relationships. You must attend a face to face networking event and actively participate in a social media network as part of the assessment requirements.

Unit(s):

BSBREL401 - Establish networks

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!

For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have.

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.