



BSB40215 CERTIFICATE IV IN BUSINESS

The Certificate IV in Business is designed to develop skills in business management. Learners will study units related to improving their customer's experience, developing business networks, promoting products and services, project management and refining presentation skills.

The program is best suited to those currently in a leadership role within their workplace or experienced employees wanting to take the next step in their business career.

Program Outcomes

- ✓ Understand work health and safety (WHS) policies, procedures and programs in order to meet legislative requirements.
- ✓ Learn to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.
- ✓ Prepare and deliver effective presentations.
- ✓ Develop effective work relationships and networks with effective relationship building and negotiation skills.
- ✓ Coordinate and review how your company promotes products and services.
- ✓ Plan, implement and monitor workplace projects to ensure success.
- ✓ Enhance customer service skills through relationship building and understanding customer needs.
- ✓ Contribute to the review, development and implementation of quality customer service standards.

Program Snapshot



Duration

10-16 months



Delivery Options

- Face to face classroom (or delivered in the workplace), supplemented by extensive workplace practice.
- Distance / Online learning available.



Assessment Methods

- Theory & knowledge assessments
- Case studies
- Practical exercises
- Project Work
- Workplace observations
- Workplace Supervisors' reports



Pre-requisites

It is required that learners be employed in a position that allows them to demonstrate application of skills required by the program. Learners will need access to the internet for on-line research and activities.

LLN will be assessed prior to course commencement.



Resources Provided

Learning resources will be provided including; training manuals, powerpoint presentations, You-tube clips, webinars etc.



Costs

\$2,700 full fee.

State Government funding may be available for eligible individuals. Contact us to see if you're eligible for government funding.



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Program Structure

BSB40215 Certificate IV in Business requires completion of 10 units of competency.

* Indicates core units.

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirement*

BSBADM405 Organise meetings

BSBCMM401 Make a presentation

BSBREL401 Establish networks

BSBLED401 Develop teams and individuals

BSBMKG413 Promote products and services

BSBMKG413 Promote products and services

BSBPMG522 Undertake project work

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBCUS401 Coordinate implementation of customer service strategies

Induction: Trainees will be introduced to the course, delivery and assessment methods, and expectations and rights of trainees prior to course commencement.

All trainees are expected to comply with worksite WHS procedures and policies during practical activities. Safety procedures in the classroom will be explained at the commencement of the course.

RPL & Credit Transfer: Students who believe they have sufficient past experience to demonstrate full competence against particular units may apply for RPL using the forms and processes available from the TME office. Students may apply for credit transfer for any units completed in prior qualifications, including for the elective units.

Funding: This program may be supported by Victorian State Government funding or subsidised by the NSW Government subject to eligibility. New employees may also be eligible for Commonwealth Government Funding. Contact us to check your eligibility.

Workplace Training: Programs can be customised to meet individual or workplace requirements. On the job training and assessment activities are built into our programs to benefit employers and enable learners to develop relevant workplace skills.

We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

Information in this flyer is current at 19/1/2017 and may be subject to change. Contact us to ensure you have the most current information about this program.

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