

Certificate IV in Business (BSB40215)

Course description

The Certificate IV in Business (BSB40215) is a nationally recognised qualification that specifies the competencies required by individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. This is a great middle management qualification for those working in a business environment, such as:

- Administration Supervisor
- Personal assistant
- Small business Manager
- Customer Service Office
- Team Leader
- Duty Manager
- Operational or Project Manager



Who should study the Business Services qualification?

- Those wanting to achieve new skills and/or recognition of current skills and knowledge in a business environment
- Those looking to start their own business and are looking to upgrade their current skills
- Those who want a nationally recognised qualification in recognition of their current skills
- Those looking to move into a more supervisory or frontline Management position by upgrading their current skills and knowledge.

Program overview

The Certificate IV in Business qualification consists of 10 units of competency (these are detailed on the next page). This course is delivered online allowing you to log in and work through your course at a time and place suitable to your needs.

Assessments

To complete the assessment requirements of this course you will need:

- * Access to a computer, word processing program
- * Access to a workplace or practice environment either as an employee or on a voluntary basis

Assessment tasks can consist of: Questionnaires, case studies, portfolios as well as Third Party Reports to be signed off by your supervisor/manager to confirm your WHS and Customer Service Skills within the workplace. *(If you are currently not in the workplace you may use a reference or referee from a previous employer to meet these requirements. If you cannot provide this, you may need to volunteer your services or seek work placement experience).*

Please contact Connect if you would like to discuss this further.

Course fees

Program fees includes access to your course content which includes all required resources as well as one-on-one trainer support for the duration of your enrolment. Payment can be made via our payment gateways by credit card, bank transfer, cheque or money order. Payment plans are also available by arrangement.

Course:	*Payment Plan	Up Front Payment	Enrolment period
Cert IV Business	\$1890	\$1490	12 months

*Initial upfront fee of \$240 then 10 x monthly payments of \$165 = \$1890

Prices subject to change, please check our website for most up to date specials.

Course Duration & Enrolment Period

We suggest that each lesson will take approximately 25-35 hours to complete. This is a very generous estimate that also depends on how many units of competency are addressed in the lesson as well as your previous experiences and current skill and knowledge. The enrolment period for this course is 12 months.

Trainer support

You have one-on-one trainer support for the duration of your enrolment. Your trainer will assist you throughout the program with any questions you may have and to assist you work on any challenges that may impede your progress. Support is provided by: Phone (1300 number); email; Skype text, chat and video link; message and forums from within your course. Assessments are turned around within 72-hours allowing you to continue working consistently through your course.

Description of units

The Certificate IV in Business (BSB40215) requires 10 units. You can contextualise this course to suit your needs by selecting one unit from the list provided under the Flexible unit selection option. There are other possible options based on other qualifications you have completed, so please discuss this with your Connect trainer.

The unit descriptions below are identified within their lesson name.

Workplace Health and Safety

▪ **BSBWHS401 – Implement and monitor WHS policies, procedures and programs to meet legislative requirements**

This unit specifies the competency required to effectively protect workers own health and safety, as well as that of others within the workgroup or organisation. This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in rating solution to unpredictable problems through analysis and evaluation of information for a variety of sources They provide supervision and guidance to others and have limited responsibility for the output of others.

Customer Service

▪ **BSBCUS401 – Coordinate implementation of Customer Service Strategies**

This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. This unit applies to individuals with a broad knowledge of customer service strategies who contribute well develop skills in addressing customer needs and problems.

▪ **BSBCUS402 – Address Customer Needs**

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions.

▪ **BSBCUS403 – Implement Customer Service Needs**

This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation. This unit applies to Front Line Managers, including team leaders and supervisors, who have responsibility for seeing that a customer service system and customer service standards are implemented.

Undertake Projects and organise meetings

• **BSBPMG522: Undertake Project Work**

This unit describes the performance outcomes, skills and knowledge required to undertake a straightforward project or a section of a larger project. This unit addresses the management of projects, including 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. 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.

• **BSBADM405: Organise Meetings**

This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation. It applies to individuals employed in a range of work environments who are required to organise a variety of meetings. They may provide administrative support within an enterprise, or have responsibility for these tasks in the context of a particular team, workgroup or project.

Develop Teams and Individuals

• **BSBLED401 – Develop Teams and Individuals**

This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. This unit applies to individuals

to assist them in identifying and addressing the development needs of others to meet team and work objectives.

Marketing products and services

▪ **BSBMKG413 – Promote Products and Services**

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services. This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation.

▪ **BSBMKG414 – Undertake Marketing Activities**

This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities. It is a foundation unit that covers general and basic marketing and promotional activities that do not require detailed or complex planning or implementation. The unit applies to people with no previous experience in marketing. It could be undertaken as part of a broader role of a person in a small enterprise, or as part of a marketing plan for a larger enterprise.

Risk Management

• **BSBRSK401 – Identify and apply risk management processes**

This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation. It applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Assessment Pathway

The following pathways are available for you:

- **Study followed by assessment**
- **Recognition of Prior Learning:** If you have previous skill and knowledge and can provide evidence to support your RPL application. RPL application kit provided on request.
- **Assessment only:** Simply work through the assessments

How do I enrol?

Through our website: connect.edu.au

Simply follow the prompts and when you get to the payment options, select 'Direct Transfer' to finalise your enrolment and we can then send you an invoice to commence your preferred payment plan.

If you have any questions please phone: **1300 737 434** during business hours or email: Connect Training Group

