



Certificate IV in Business

BSB40120



**EXPAND YOUR BUSINESS CAREER
OPTIONS WITH THE SKILLS KEY TO
LONG TERM BUSINESS SUCCESS**

About This Course

Build on your existing business skills with the Certificate IV in Business. Ensure that you have the necessary customer service management and client relationship skills to be successful in your chosen industry. You will also master the techniques behind critical and creative thinking, professional development, business writing and safety management.

Within this accredited qualification you undertake practical activities that can have an immediate impact on your business. The hands-on Certificate IV in Business course allows you to choose electives that best suit your business needs from our wide range of options.

Subject Choices

Select 1 elective

- Professional and Effective Work Practices
- Making and Communicating Good Business Decisions
- Building Strong Customer Relationships
- Mid Course Survey
- Develop Strong Business Writing Skills
- Implementing Effective Safety Procedures
- Organise Meetings (E)
- Exercising Good Leadership (E)
- Advanced Word Processing (E)
- Marketing Business Products and Services (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 49 weeks

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$5,000 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:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$2,050	\$0	\$5,000	\$5,000	\$2,230	\$1,045	\$5,000	\$5,000

Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	\$1,045	N/A	N/A

School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$1,580	N/A	N/A	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

** Subject to eligibility and availability at the time of enrolment

Entry Requirements

Prior Studies at Certificate III level

It is recommended that you have completed a Certificate III in Business or Business Administration qualification, or have at least 2 years of experience in office work before commencing this qualification.

Past Work Experience

It is recommended that you have completed a Certificate III in Business or Business Administration qualification, or have at least 2 years of experience in office work before commencing this qualification.

Literacy Skills

Reading Skills

You must be able to:

Interpret and analyse complex texts relevant to workplace requirements (ie policies and procedures)

Read, analyse and evaluate information and ideas to extract meaning relevant to the topic

Use different reading strategies to draw meaning for complex texts (ie identifying, questioning, previewing)

As a guide - you should have completed Year 12 schooling, or have proven workplace reading skills.

Writing Skills

You must be able to:

Clearly communicate complex ideas and information in writing

Draft complex emails and letters to convey required information or ideas

Demonstrate knowledge of written structure and layout appropriate to the purpose

As a guide - you must have completed Year 12 schooling, or have proven workplace written communication skills.

Language Skills (Spoken English)

You must be able to:

Demonstrate flexibility in spoken language by using the appropriate structure and/or strategy

Extract the key ideas or information from spoken conversations across a range of contexts

Explain complex procedures and give clear sequenced instructions to others in familiar setting

As a basic guide - you must have sufficient English speaking skills to be able to communicate effectively and professionally with your Student Adviser over the phone.

Numeracy Skills

You must be able to:

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

You must be able to:

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for both short and long answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

Subject Descriptions

Core Subjects:

Professional and Effective Work Practices

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. Skills to identify potential problems and prevent stress in the workplace are also covered. Also learn the importance of professional development activities.

Unit(s):

BSBPEF401 - Manage personal health and wellbeing

BSBPEF402 - Develop personal work priorities

BSBPEF501 - Manage personal and professional development

BSBPEF403 - Lead personal development

Making and Communicating Good Business Decisions

This subject focuses on the skills required to make and communicate sound business decisions. Active listening, critical and creative thinking, problem solving and using workplace data lead directly into how to best communicate results to your stakeholders.

Unit(s):

BSBCRT411 - Apply critical thinking to work practices

BSBTEC404 - Use digital technologies to collaborate in a work environment

BSBXCM401 - Apply communication strategies in the workplace

Building Strong Customer 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):

BSBTWK401 - Build and maintain business relationships

BSBOPS404 - Implement customer service strategies

Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

Develop Strong Business Writing Skills

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):

BSBWRT411 - Write complex documents

Implementing Effective Safety Procedures

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):

BSBWHS411 - Implement and monitor WHS policies, procedures and programs

Elective Subjects: Select 1 elective

Organise Meetings

In this subject you learn what constitutes a meeting and includes types of meetings, different ways to hold meetings and their structure. You will also cover how to organise meetings, formal meeting procedures, the preparation of minutes and agendas and the art of participation, as well as legal and ethical requirements surrounding meetings. Two case studies are used for you to prepare agendas and minutes.

Unit(s):

BSBOPS405 - Organise business meetings

Exercising Good Leadership

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):

BSBLDR411 - Demonstrate leadership in the workplace

Advanced Word Processing

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):

BSBTEC401 - Design and produce complex text documents

Marketing Business Products and Services

This subject covers market segmentation, marketing messages and the promotional mix. Students prepare a marketing plan for 2 different market segments which involves designing a specific promotional activity as well as evaluating the proposal. Spam laws and important consumer laws are covered to ensure relevant laws are addressed in your marketing efforts.

Unit(s):

BSBMKG433 - Undertake marketing activities

Service Guarantees

Quality Training Provider

ACCM has 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 applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via 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 a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

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

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors 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.
