

# BSB40120 Certificate IV in Business (Release 1)

CRICOS Code: 107150H

## Introduction

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## Qualification Rules

As part of the Australian Qualifications Framework this program is nationally recognised. Graduates will be awarded the BSB40120 Certificate IV in Business (Operations). A statement of attainment will be awarded to those who do not complete all units.

Participants must complete ten (12) units of competency in accordance with the guidelines published in the BSB Business Services Training Package Qualification Rules which requires:

- **6 core unit** and **6 elective units**
- Total: **12 units**

### *Core units (6)*

- BSBCRT411 Apply critical thinking to work practices (Release 1)
- BSBTEC404 Use digital technologies to collaborate in a work environment (Release 1)
- BSBTWK401 Build and maintain business relationships (Release 1)
- BSBWHS411 Implement and monitor WHS policies, procedures and programs (Release 1)
- BSBWRT411 Write complex documents (Release 1)
- BSBXCM401 Apply communication strategies in the workplace (Release 2)

### *Elective units (6)*

- BSBPEF502 Develop and use emotional intelligence (Release 1)
- BSBPEF402 Develop personal work priorities (Release 1)
- BSBOPS404 Implement customer service strategies (Release 1)
- BSBSTR402 Implement continuous improvement (Release 1)
- BSBMKG433 Undertake marketing activities (Release 1)
- SIRXSL5003 Achieve sales results (Release 1)

## Course Duration / Delivery Method

This program is delivered over 43 weeks which includes orientation, public and term break holidays. Set assessment tasks may sometimes need to be completed outside of class times. Trainers will provide any additional learning materials where gaps are identified in either a participant's underpinning knowledge or the training resources.

All students must attend a minimum of 20 class contact hours per week.

### **International Student Entry Requirements**

- Language, literacy and numeracy test required as condition of enrolment
- Completion of Year 11 / SACE 1 / HSC or equivalent
- Minimum IELTS 5.5 (overall) or equivalent

### **Tuition Fee**

- AUD \$13,000 (International Students)

### **Enrolment Fee (non-refundable):**

- AUD \$ 250

### **Intake**

February, April, July, October

### **Assessment Methods**

Participants will be provided with a timetable at the commencement of the course which will detail the assessment submission deadlines. As the course is competency-based, assessments are provided throughout the course and participants must achieve competency in each assessment. If competency cannot be achieved, a further training need may be identified and addressed accordingly.

A variety of methods will be used to assess the competency of participants, including:

- Case studies
- Projects (simulated work environment)
- Assignments
- Observation
- Presentations
- Role plays
- Questions/activities

### **Delivery mode**

- Classroom
- Online

### **Training Pathways**

Students who complete BSB40120 Certificate IV in Business (Operations), can then undertake BSB50120 Diploma of Business and/or BSB50420 Diploma of Leadership and Management and/or BSB50820 Diploma of Project Management at IAA.

### **Employment Pathways**

Participants who complete this qualification may be able to gain positions in a wide variety of industries and business sectors such as: Project Officer, Administrator, Supervisor, Team-leader, and/or Front-desk manager.