



**Australian
College**
of Commerce & Management
RTO ID: 1441

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1300 515 321

Certificate IV in Business

BSB40120

*Expand your staff's future with the skills they need
for long-term success in your industry*

the
ACCM
difference

*ACCM College's online program reflects
over 25 years of meeting our employers' needs.*

- **No extra fees!** All services included in the enrolment fee.
- **Maximum flexibility** - No set study times or off-site training, set weekly training commitments around your daily operations.
- **Suitable for full time or part time employees.**
- **All materials online** - designed to suit a wide range of learning styles. Available 24/7 via computer, tablet or mobile phone.
- **Proactive Student Advisers** - helping to drive progress.
- **Coaching and ongoing support** is part of our service.
- **Real time progress visibility** - check your staff's progress, timetable and results 24/7 via our online Employer Dashboard.

www.accm.edu.au

Foundation Skills

- Effective communication strategies
- Applying critical thinking at work
- Using digital collaboration techniques
- Building customer service strategies

Specialty Skills

- Managing priorities and personal wellbeing
- Building business relationships
- Writing complex documents
- Organising effective meetings
- Marketing products and services



*To see enrolment fees for
your region, please click
or scan the QR code*

courses@accm.edu.au

CERTIFICATE IV IN BUSINESS

BSB40120

COURSE DESCRIPTION:

Build on your staffs' Business skills with the Certificate IV in Business. This versatile qualification will deliver the necessary customer service management and client relationship skills to be successful in your industry.

SUBJECT	UNIT	CODE	DURATION (weeks)
Professional and Effective Work Practices	• Manage personal health and wellbeing	BSBPEF401	6
	• Develop personal work priorities	BSBPEF402	
	• Lead personal development	BSBPEF403	
	• Manage personal and professional development	BSBPEF501	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	6
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Customer Relationships	• Build and maintain business relationships	BSBTWK401	8
	• Implement customer service strategies	BSBOPS404	
Develop Strong Business Writing Skills	• Write complex documents	BSBWRT411	9
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWH5411	8
Organise Meetings	• Organise business meetings	BSBOPS405	6
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	5
Advanced Word Processing	• Design and produce complex text documents	BSBTEC401	8
Marketing Business Products and Services	• Undertake marketing activities Implement customer service strategies	BSBMKG433	8
Advanced Spreadsheets	• Design and produce complex spreadsheets	BSBTEC402	6

If you would like to discuss additional electives, please contact us.