



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

CALL ACCM NOW

1300 515 321

Certificate IV in Business (Business Operations)

BSB40120

Expand your staffs' Business skills and acumen with this comprehensive program designed to increase their operational abilities

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 strong business relationships
- Writing complex professional documents
- 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 (BUSINESS OPERATIONS)

BSB40120

COURSE DESCRIPTION:

Build on your staffs' existing business skills with the Certificate IV in Business (Business Operations). This operations stream will ensure your staff have the necessary customer service management and communication skills to be successful in your industry.

SUBJECT	UNIT	CODE	DURATION (weeks)
Manage Work Priorities and Personal Wellbeing	• Manage personal health and wellbeing	BSBPEF401	4
	• Develop personal work priorities	BSBPEF402	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	7
	• 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	BSBWHS411	8
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Marketing Business Products and Services	• Undertake marketing activities	BSBMKG433	7
	• Promote products and services	BSBMKG434	
	• Assess marketing opportunities	BSBMKG431	

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