



Certificate IV in Business

BSB40215



EXPAND YOUR BUSINESS CAREER
OPTIONS WITH A WIDE CHOICE OF
BUSINESS SUBJECTS

About This Course

Build on your existing office skills with the Certificate IV in Business. Ensure that you have the necessary safety and customer service management skills and also enjoy the widest choice of business subjects and electives possible. This creates a learning platform that can suit any combination of business skills needed and match your interests.

Diversify your business skills by taking subjects in marketing, leadership, administration or human resources. The list goes on! The Certificate IV in Business gives you the flexibility to be able to focus on subject areas that YOU want to learn about. If there are subjects you would like to do, but they are not listed, do not hesitate to get in touch.

Subject Choices

3 - 6 Electives are required (depending on subjects chosen)

- Co-ordinate Customer Service Delivery
- Keeping Your Work Team Safe
- Build Client Relationships (E)
- Write Complex Business Documents (E)
- Word Processing - Advanced (E)
- Meetings and Business Travel (E)
- Risk Management Fundamentals (E)
- Marketing Promotions (E)
- Spreadsheets - Advanced (E)
- Implement Sustainability (E)
- Participate in Networking Events (E)
- Team Coaching (E)
- Leadership Skills (E)
- Quality Management Principles (E)
- Team Effectiveness (E)
- Implement Operational Plans (E)
- Present Sales Pitches (E)
- Human Resource Management (E)
- Recruitment Best Practice (E)
- Performance Management Practices (E)
- Support Workplace Relations Processes (E)
- Prospecting for Sales Leads (E)
- Sales Planning (E)
- Compliance Framework (E)
- Prioritising to Achieve Team Goals (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 12 months

Group Training:
Workshops available

Course Fees: \$4,400 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:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$420	\$4,400	\$4,400	\$4,400	\$4,400	\$4,400	\$1,203

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$4,400	\$420						

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,580	\$1,890						
\$1,850							

* NSW fees depend on previous qualification levels

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



Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Spoken English Skills

Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

Numeracy Skills

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment

Subject Descriptions

Core Subjects:

Co-ordinate Customer Service Delivery

Providing good service to your internal and external customers is a critical responsibility for senior staff, team leaders and managers. Learn how to identify the key aspects of service delivery important to your customers, and the customer service system needed to achieve your service standards.

Unit(s):

BSBCUS401 - Coordinate implementation of customer service strategies

BSBCUS403 - Implement customer service standards

BSBCM301 - Process customer complaints

Keeping Your Work Team Safe

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):

BSBWHS401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Subjects: 3 - 6 Electives are required (depending on subjects chosen)

Build Client 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):

BSBCUS402 - Address customer needs

BSBREL402 - Build client relationships and business networks

Write Complex Business Documents

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):

BSBWRT401 - Write complex documents

Word Processing - Advanced

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):

BSBITU401 - Design and develop complex text documents

Meetings and Business Travel

This subject provides the skills and knowledge required to organise effective meetings including the preparation and distribution of meeting related documents such as agendas and minutes. It also covers skills and knowledge required to organise business travel, including preparing travel related documentation and making travel bookings.

Unit(s):

BSBADM405 - Organise meetings

BSBADM406 - Organise business travel

Risk Management Fundamentals

This subject covers risk context and identification, which includes risk management processes, risk identification, and documentation. It looks into the analysis of a risk, its cause and risk tolerance. It details strategies for controlling and treating risks as well as reviewing and monitoring of those risks.

Unit(s):

BSBRISK401 - Identify risk and apply risk management processes

Marketing Promotions

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):

BSBMKG413 - Promote products and services

BSBMKG414 - Undertake marketing activities

BSBSMB403 - Market the small business

Spreadsheets - Advanced

This advanced subject allows you to build on the basics of working with excel and creating formulas. You will learn how to best layout and show information and create charts, as well as save and store workplace documents safely, efficient computing and hazard identification. You will also learn time saving functions such as named ranges, linking and consolidating data, data tables, array formulas, data validation, macros, templates and cell protection.

Unit(s):

Implement Sustainability

Significant cost savings can be made by managing workplace technology in a sustainable way. This subject looks at ways to cost equipment replacement, consumables and maintenance, and how to apply "green" practices that benefit the business as well as the environment.

Unit(s):

BSBSUS401 - Implement and monitor environmentally sustainable work practices

BSBADM409 - Coordinate business resources

Participate in Networking Events

This is a practical subject that examines the skills and techniques needed to make business networking effective. It covers communication approaches when meeting new contacts; negotiating and problem solving; and how to maintain positive client relationships. You must attend a face to face networking event and actively participate in a social media network as part of the assessment requirements.

Unit(s):

BSBREL401 - Establish networks

Team Coaching

Learn and practice the skills and knowledge required to develop and facilitate workplace training and on-the-job coaching. Learn the starting point to analyse the training needs of an organisation; develop a learning plan and coaching plan; and evaluate training effectiveness.

Unit(s):

BSBCMM401 - Make a presentation

BSBLED401 - Develop teams and individuals

Leadership Skills

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):

BSBMGT401 - Show leadership in the workplace

BSBMGT405 - Provide personal leadership

Quality Management Principles

Total Quality Management (TQM) teaches you how to plan for the implementation of continual improvement to organisational processes and products. The end result of which is to meet and exceed customer need. This subject covers both the theoretical and practical things you can do to achieve a competitive advantage, foster a culture where all employees strive to improve and output is maximised. Also covered are measuring customer and stakeholder feedback, the use of interviewing, surveys and consultation along with problem solving, change management and mentoring and coaching.

Unit(s):

Team Effectiveness

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):

BSBLDR402 - Lead effective workplace relationships

BSBLDR403 - Lead team effectiveness

Implement Operational Plans

This subject covers concepts of operational plans and how to implement the key concepts for planning and budgeting for business. Also covered in this subject are techniques for investigating and actioning problems, working with teams to implement operational plans, HR issues and rostering.

Unit(s):

BSBINM401 - Implement workplace information system

BSBMGT402 - Implement operational plan

Present Sales Pitches

Presenting your sales pitch to a customer involves the skills to make a targeted and persuasive presentation, and to respond to buyer signals and overcome objections. As a key part of closing the sale you are also required to ensure post sales support is provided where applicable. This subject requires a SKYPE or similar sales role play to be undertaken as part of the assessment.

Unit(s):

BSBSLS408 - Present, secure and support sales solutions

Human Resource Management

This subject asks for the review of Human Resource functions, assessment of current policies and procedures against the relevant laws. This subject requires further research to be conducted into the Fair Work Best Practice Guidelines, Equal Employment Opportunity and Anti Discrimination Laws. A short report will ask to review existing procedures and make recommendations to improve practices to promote equality and fair treatment of workers.

Unit(s):

BSBCOM405 - Promote compliance with legislation

BSBHRM404 - Review human resource functions

Recruitment Best Practice

This subject covers the recruitment process, including the many steps involved in vital pre-recruitment activities such as revising job descriptions, advertising vacancies, short-listing and interviewing. Learners are provided with an opportunity to demonstrate their interviewing skills in an interview and reference check role play.

Unit(s):

BSBEMS402 - Develop and implement strategies to source and assess candidates

BSBEMS404 - Manage the recruitment process for client organisations

Performance Management Practices

This subject covers the performance management cycle, beginning with a review of existing performance management systems and their alignment with the Fair Work - Best Practice Guidelines. This subject is very practical with a focus on improving performance appraisals processes. Topics include analysing and resolving of substandard performance and addressing personal problems. It also explores the areas of professional development and the provision of support services.

Unit(s):

BSBHRM403 - Support performance management process

Support Workplace Relations Processes

This subject takes you through workplace grievance and conflict and reviews the day to day application of employee relations policies and procedures for its effective management. It involves the research and application of relevant anti-discrimination laws, covers Fair Work Guidelines and the National Employment Standards using case studies to illustrate procedures.

Unit(s):

BSBWRK411 - Support employee and industrial relations procedures

Prospecting for Sales Leads

This subject covers key concepts in sales and marketing, prospecting, qualifying prospects and approaching the prospect. Other topics covered are how to efficiently manage your client data; developing your personal sales plan; and managing your time.

Unit(s):

BSBSLS407 - Identify and plan sales prospects

Sales Planning

This subject takes you through developing sales plans, budgets and KPIs, as well as achieving sales budget requirements, understanding sales management techniques, promotional activities and working with teams to implement sales plans. It includes topics such as team consultation, team motivation and mentoring as well as cost consciousness.

Unit(s):

BSBSLS501 - Develop a sales plan

FNSSAM402 - Implement a sales plan

Compliance Framework

There are a wide variety of compliance obligations in any role. This subject looks at what compliance is, and how to find, interpret and implement it for your job role. As well you will look at the importance in monitoring and reviewing compliance procedures so they stay up to date. Privacy laws and Australian Consumer law are topics covered in this subject, with other compliance fields being customized to your job role.

Unit(s):

BSBCOM406 - Conduct work within a compliance framework

Prioritising to Achieve Team Goals

Achieving goals is at the heart of leadership success. You will learn how to set effective targets and priorities to maximise your productivity and results. This subject covers how to assess urgency and priorities, plan work schedules, monitor individual and team performance and set professional development goals.

Unit(s):

BSBWOR403 - Manage stress in the workplace

BSBWOR404 - Develop work priorities

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have 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 being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system 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 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

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

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time 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.
