

BSB40215

Certificate IV in Business



This mid-level qualification is suited for those who wish to further a career in an administration role and to learn the practical skills and knowledge in this area.

Employment Opportunities

The completion of this qualification could lead to employment as a:

- Customer service advisor
- Office administrator
- Office receptionist

How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

Why study with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration

12 Months

Traineeship

Yes

Apprenticeship

No

Cost (approx.)

Fee for Service - \$3000

Traineeship – \$1600

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees

Other Business Qualifications

BSB41419 Certificate IV in Work Health & Safety

BSB50215 Diploma of Business

Talk to our training specialists today or visit auscollege.edu.au

ABN 48 106 641 767



Qualification Outline

This qualification covers the skills and knowledge of a broad range of competencies required for a role in business administration, with some leadership and guidance responsibilities.

To achieve a Certificate IV in Business, a total of **ten (10) units** of competency must be completed, including:

- **One (1) core unit**
- **Nine (9) elective units**

Unit Code	Core Unit
BSBWHS401	Implement and monitor WHS policies, procedures & programs to meet legislative requirements

Elective Units

- Five (5) Elective Units must be chosen from the list below.
- The remaining four (4) units may be selected from the list below or any other training package at Certificate IV.
- One (1) elective may be from Certificate III or Diploma qualification. Elective units must be relevant to the job role and industry requirements.

Unit Code	Elective Units
BSBADM405	Organise meetings
BSBADM409	Coordinate business resources
BSBCM401	Make a presentation
BSBCUS401	Coordinate the implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBFIA402	Report on financial activity
BSBINN301	Promote innovation in a team environment
BSBITS411	Maintain and implement digital technology
BSBITU401	Design and develop complex text documents
BSBITU402	Develop and use complex spreadsheets
BSBITU404	Produce complex desktop published documents
BSBLED401	Develop teams and individuals
BSBMKG413	Promote products and services
BSBMKG414	Undertake marketing activities
BSBPMG522	Undertake project work
BSBRKG402	Provide information from and about records
BSBRES411	Analyse and present research information
BSBRSK401	Identify risk and apply risk management processes
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents