

BSB40207

Certificate IV in Business



Your Course Guide

BSB40207 Certificate IV in Business

Australian Salesmasters Training Company (RTO #6854)

Address: Suite 317, 30-40 Harcourt Parade, Rosebery NSW 2018
PO Box 638, Rosebery NSW 1445

Phone: 02 9700 9333 **Int:** 612 9700 9333 **Fax:** 02 9700 8988

Email: kathy@thesalesmasters.com

Website: www.thesalesmasters.com



The Certificate IV in Business is designed to provide you with the necessary skills for middle management in business/office/ administration environments. This course is appropriate for those with supervisory or limited management responsibilities within a number of business sectors including small business, medium sized enterprises or a business unit in a larger organisation.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The Certificate IV in Business will provide you with the skills and knowledge to manage physical, human and financial resources within a business environment.

When you have completed this course, you will be able to:

- Develop work priorities
- Develop teams and Individuals
- Coordinate implementation of customer service strategies
- Monitor a safe workplace
- Promote innovation and change
- Produce complex business documents
- Administer projects
- Promote the business
- Undertake business planning
- Implement effective workplace relationships
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification.

This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• Communication

- communicating with business contacts and team members to promote products and services, give and receive feedback, and negotiate effectively to address conflicts
- reading, interpreting, writing and presenting reports

• Teamwork

- supporting team members in developing skills and knowledge relating to products and services
- working within own role to support team activities



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HOW LONG DOES THE COURSE TAKE?

Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

EMPLOYABILITY SKILLS CONT.

- **Problem Solving**

- finding, analysing and interpreting data which may be incomplete or have discrepancies
- making decisions to complete tasks in a time efficient manner

- **Initiative and Enterprise**

- contributing to strategic direction of enterprise
- identifying learning opportunities to improve work practices

- **Planning and Organising**

- organising information relating to products and/or services into databases

- organising resources, equipment and time lines
- planning for contingencies

- **Self Management**

- evaluating own performance and identifying areas for improvement
- managing time to independently complete tasks

- **Learning**

- participating in professional networks and associations to obtain and maintain knowledge and skills

- **Technology**

- using business technology such as the internet and mobile phones to communicate with other people
- using business technology to collect, analyse and provide information

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 10 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBOHS407A (Core)	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBADM405B (Elective)	Organise meetings	This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.
BSBCUS401A (Elective)	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBCMM401A (Elective)	Make a presentation	This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience. This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions etc. They contribute well developed communication skills in presenting a range of concepts and ideas.
BSBLED401A (Elective)	Develop teams and individuals	This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.
BSBSUS301A (Elective)	Implement and monitor environmentally sustainable work practices	This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBMKG413A (Elective)	Promote products and services	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation.
BSBREL401A (Elective)	Establish networks	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.
BSBINN301A (Elective)	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBCUS403A (Elective)	Implement customer service standard	This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.

ASSESSMENT

ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –

and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

ASTC's assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:

- Multiple choice and/or short answer questionnaires
- Third party supervisor demonstration reports
- Projects/case studies
- Holistic Assessments

- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

E Books Only	Check out over 100 titles to assist you with your learning and development. New titles added monthly. www.ebooksonly.com.au
Simple Truths	Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. www.thesalesmasters.com/training-courses/simple-truths_dvd.php
DVD Training Library	The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. www.dvdtraining.com.au

To enrol please call 02 9700 9333 or visit www.thesalesmasters.com