



- FACT SHEET -

BSB 40207 Certificate IV in Business

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership guidance to others with some limited responsibility for the output of others.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing business staff should possess.

These competencies relate to the areas of:

- Sales skills
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

Purpose

The purpose of the training program is to develop the skills and knowledge of general business staff.

Program Benefits

- Improved productivity
- Increased innovation
- Development of general business competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- BSBOHS407A Monitor a safe workplace
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS403A Implement customer service standards
- BSBCUS402A Address customer needs
- BSBINN301A Promote innovation in a team environment
- BSBLED401A Develop teams and individuals
- BSBMKG413A Promote products and services
- BSBREL401A Establish networks
- BSBSUS301A Implement and monitor environmentally sustainable work practice
- BSBRSK401A Identify risk and apply risk management processes

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



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The training you need to excel in the Business Sector.

