



*Train them... Don't blame them!*<sup>®</sup>

**BSB40120**

# CERTIFICATE IV IN BUSINESS

(Business Operations)



## Work Skills

EC Training Pty Ltd  
t/a Work Skills  
(ACN 094 018 201)  
RTO Code: 31384

## Address

15 Wynnum Road,  
Norman Park,  
Queensland 4170  
Australia

## Contact

[www.workskills.com.au](http://www.workskills.com.au)  
[info@workskills.com.au](mailto:info@workskills.com.au)  
1300 360 567

## Work Skills Business Courses

Our Business courses provide practical and industry current qualifications for an exciting and fulfilling business career.

BSB40120 Certificate IV in Business is suited both to people who have no previous business experience and are looking to gain employment in the business sector and also to people who are already working in the business sector by offering the opportunity to formalise their experience and enhance or learn new skills.

### What Is the Qualification About?

The BSB40120 Certificate IV in Business (Business Operations) teaches advanced business skills such as promotion and marketing, customer service and workplace health and safety. Potential business employers will see that you have completed a business course that has relevance across a broad range of areas including problem solving, critical thinking, sustainability, teamwork, initiative and enterprise, planning and organising and self-management.

### How Do I Do It?

BSB40120 Certificate IV in Business is delivered online with the one-on-one support of a Work Skills trainer using the Work Skills Online Learning and Assessment System (WOLAS).

WOLAS is more than just e-learning. It is an industry leading platform that manages a student's progression through each unit of competency through to completion of a qualification.

**Course Duration:** 1 Year

### Qualification Entry Requirements

There are no entry requirements for this qualification.

### Work Skills Entry Requirements

- Work Skills requires the student to complete an LLN&D assessment to determine suitability for a level IV qualification. There is no need to be discouraged about this as the LLN&D is a great tool to allow us to identify any extra support that the student may require.

### What Needs to Be Completed?

12 units of competency are required to complete this qualification within the specific requirements as set out below:

- 6 core units
- 6 elective units within the specific requirements as set out in the tables below.

*Electives can be chosen according to the requirements of the enrolling students. Please discuss this with the Work Skills team during the enrolment process.*

## Core Units - Mandatory

BSBCRT411 Apply critical thinking to work practices

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBXCM401 Apply communication strategies in the workplace

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBTWK401 Build and maintain business relationships

BSBWRT411 Write complex documents

## Group A: Self-development

BSBPEF402 Develop personal work priorities

BSBPEF502 Develop and use emotional intelligence

## Group D: Business Operations

BSBOPS404 Implement customer service strategies

BSBMKG433 Undertake marketing activities

BSBMKG434 Promote products and services

BSBSTR402 Implement continuous improvement

## Delivery and Assessment

### 1. Online sessions with Work Skills Assessors

Training and Assessment will be conducted through a combination of blended learning environments. The student will have to successfully complete both knowledge and practical assessments for each unit of competency to achieve their certificate of completion.

## Additional Resources

The students would require access to a computer, Internet, webcam and MS-Office to be able to complete the learning and assessment activities within this program.

## Assessment methods

Work Skills may use a variety of assessment methods for assessing students' skills and knowledge including but not limited to knowledge assessment, case studies, portfolios, role plays and/or projects.

## Delivery Locations

This program will be delivered via Online Mode.

## Vocational Placement Requirement

No Vocational Placement is required for this course.

## Fee and Charges

For Fee details – refer to Fee and Charges Brochure

## Recognition of Prior Learning (RPL)

If you are currently working, or have previously worked in a relevant industry, you may be eligible for Recognition of Prior Learning (RPL). RPL applies where you have workplace experience/competency that can be formally assessed against the units of competency in this course. If you wish to undertake an RPL process, please discuss with the Work Skills team.

## Certificate Issuance

A certificate is issued where all 12 units have been deemed competent. A statement of attainment is issued when only some units are deemed competent and the course is not completed in full. Issuing of certificate and or statement of attainment occurs within 30 days of the last unit being deemed competent. However, this may be delayed if the student has not provided a valid Unique Student Identifier (USI) or has an outstanding fee.

## Pathways to Further Study

Upon successful completion of BSB40120 Certificate IV in Business, the student may wish to explore further study options in the business sector such as but not limited to:

- BSB50120 Diploma of Business\*, or a range of other Certificate IV qualifications

\*Please note Work Skills does not offer this qualification

## Potential Job Pathways

- Administration Officer
- Personal Assistant
- Project Officer
- Sales Account Assistant
- Customer Service Officer

## Additional Links:

\*Successful Completion of the course may result in loss of entitlement (government subsidy) in the future.

\*Work Skills will not collect more than \$1500 as pre-paid fee from the students

\*Refund Policy and other related policies can be accessed at <https://workskills.com.au/resources-information/>

\*<https://training.gov.au/Training/Details/BSB40120>

