

# Certificate IV in Business (Operations) BSB40120

#### About the course

This course is designed for individuals who are involved in, or aspire to take on, supervisory responsibilities. These individuals will carry out a blend of specialised and moderately complex administrative or operational tasks that encourage self-improvement. This course can be delivered as both part of a traineeship or as a non-trainee.

# Who should attend?

This qualification is suited to those working as administrators and project officers they may provide leadership and guidance to others with some limited responsibility for the output of others.

#### Possible job roles could be

- o Administrator
- Executive assistance
- o Customer Service Manager
- Administration Supervisor
- o Project Officer

# Recognition of Prior Learning (RPL)

RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submission of evidence.

# **Course Fees**

Fees are variable subject to eligibility for Government subsidised training. Please contact us for more information.

# Assessment

Assessment is ongoing during the program and includes undertaking workplace specific activities. The assessments consist of Q&A, projects, practicals, and observations. This is completed partially within the classroom with an expectation of approximately additional 3 hours per week of self-paced study.

# Access and Equity

Integrity Business College encourages participants who have disabilities to apply.

#### Duration

The minimum duration is 11-12 months depending on current skills, knowledge and previous experience.

#### **Possible Delivery Modes**

Delivery for this course is available in multiple modes.

Our preferred and most popular deliver mode:

<u>Virtual Classroom:</u> 3-hour classes every fortnight or 3 weeks, with a trainer and other students. Requires logging into the virtual classroom platform.

<u>Physical Classroom:</u> fortnightly classes held in our offices.

Traineeships: In addition to choosing one of the options mentioned above, trainees will also participate in up to four progress check-ins over a 12month period.

\*In specific cases, other tailored options may be available.

For more information, please visit our website <u>www.integritybusinesscollege.au</u>

Integrity Business College Australasia Pty Ltd (RTO # 21739) Level 4, Suite 401B, 198 Harbour Esplanade, Docklands VIC 3008 Adelaide: 217 Flinders Street, Adelaide SA 5000

# 1300 731 451

customerservice@integritybusinesscollege.com

# Prerequisites and pathways for the qualification

There are no entry requirements for this qualification, but participants are subjected to a pre-training review to confirm suitability. Possible qualification after successful completion is Diploma in Business or Management.

#### Requirements to receive the Certificate IV in Business (Operations)

This qualification requires the demonstration of competency in a minimum of 12 units.

#### **Potential Units Covered**

- BSBPEF402 Develop Personal Work Priorities
- o BSBWRT411 Write Complex Documents
- BSBWHS411 Implement and monitor WHS policies, procedures and programs
- BSBXCM401 Apply communication strategies in the workplace
- BSBOPS403 Apply Business risk management processes
- BSBPEF401 Manage personal health and wellbeing

- BSBOPS404 Implement customer service strategies
- BSBTEC404 Use digital technologies to collaborate in a work environment
- BSBSTR402 Implement continuous improvement
- BSBTWK401 Build and maintain business relationships
- BSBHRM415 Coordinate recruitment and onboarding
- BSBCRT411 Apply critical thinking to work practices

#### Locations

Level 4, Suite 401B 198 Harbour Esplanade, Docklands, 3008



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