

Certificate IV in Business

Overview

The revised Certificate IV in Business combines several previous qualifications such as general Business, Customer Engagement and Administration into one qualification where parts can be used to build the most appropriate qualification. A Certificate IV in Business can be delivered as a general qualification or with a specialisation. We are currently able to deliver general Business, Business (Leadership), Business (Operations) and Business (Administration) streams.

Individuals undertaking the course might be working in or working towards a broad set of roles involving complex administrative or operational tasks requiring analytical and leadership skills. They are likely working in a team lead, supervisory or middle-Management role.

Delivery and Structure

Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace-based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the BSB40120 Certificate IV in Business, students are required to complete a total of twelve (12) units of competency, comprising of either:

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- 6 core units
- 2 Group A Electives
- 4 Electives* from Groups⁺ A B C D E H I J

(Leadership)

- 6 core units
- 2 Group A Electives
- 4 Group B Electives

(Administration)

- 6 core units
- 2 Group A Electives
- 4 Group C Electives

(Operations)

- 6 core units
- 2 Group A Electives
- 4 Group D Electives

*General Business courses may contain up to 2 imported electives from another Certificate III, IV or Diploma course where it is relevant to job role and that FTS is able to deliver on. Specialisation courses do not provide for imported units.

+FTS is able to offer a selection of units from these Groups, but not all units will be available and so these Specialisations are not offered. FTS cannot offer any units from Groups F or G at time of the production of this marketing material. Some Group J units may be available pending trainer availability.

BSB40120 Certificate IV in Business



Duration:

This course is typically delivered over 9-24 months



Projects:

We believe that to get the most out of a training program, training should be applicable to the trainee's job role. Projects directly impact and relate to your business



Workplace mentors:

A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



Delivery Mode

Formal Delivery →

Mentoring →

Workplace Learning →

Formal Sessions

Workplace-based
- face to face
- online
- correspondence
- blended

As needed

Individual or group coaching sessions

Application workplace based

Continuous

Self paced
Workbook or online
Shadowing and observation
On-the-job project facilitation and assessment

This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

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The Certificate IV in Business has a broad range of units to select from. The below list doesn't cover all possibilities, but is instead a range of units that we believe give the best outcomes in the widest range of cases.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited to online/correspondence as a result.

Core Units

- BSBCRT411 Apply critical thinking to work practices
- BSBTEC404 Use digital technologies to collaborate in a work environment
- BSBTWK401 Build and maintain business relationships
- BSBWHS411 Implement and monitor WHS policies, procedures and programs
- BSBWRT411 Write complex documents
- BSBXC401 Apply communication strategies in the workplace

Group A: Self-development

- BSBPEF401 Manage personal health and wellbeing
- BSBPEF402 Develop personal work priorities
- BSBPEF403 Lead personal development
- BSBPEF502 Develop and use emotional intelligence

Group B: Leadership

- BSBCMM411 Make presentations
- BSBCMM412 Lead difficult conversations
- BSBCRT412 Articulate, present and debate ideas
- BSBCRT413 Collaborate in creative processes
- BSBHRM413 Support the learning and development of teams and individuals
- BSBLDR411 Demonstrate leadership in the workplace
- BSBPEF501 Manage personal and professional development
- BSBSTR401 Promote innovation in team environments
- BSBXDB501 Support staff members with disability in the workplace
- BSBXTW401 Lead and facilitate a team

Group C: Business Administration

- BSBHRM417 Support human resources functions and processes
- BSBINS402 Coordinate workplace information systems
- BSBOPS306 Record stakeholder interactions
- BSBOPS401 Coordinate business resources
- BSBOPS405 Organise business meetings
- BSBPMG430 Undertake project work
- BSBTEC401 Design and produce complex text documents
- BSBTEC402 Design and produce complex spreadsheets
- BSBTEC403 Apply digital solutions to work processes

Group D: Business Operations

- BSBHRM415 Coordinate recruitment and onboarding
- BSBMKG431 Assess marketing opportunities
- BSBMKG433 Undertake marketing activities
- BSBMKG434 Promote products and services
- BSBOPS402 Coordinate business operational plans
- BSBOPS403 Apply business risk management processes
- BSBOPS404 Implement customer service strategies
- BSBSTR402 Implement continuous improvement
- SIRXSL003 Achieve sales results

Group E: Sustainability

- BSBSUS411 Implement and monitor environmentally sustainable work practices
- BSBSUS412 Develop and implement workplace sustainability plans
- BSBSUS413 Evaluate and report on workplace sustainability
- BSBSUS511 Develop workplace policies and procedures for sustainability

Group H: Financial Administration

- BSBFIN301 Process financial transactions
- BSBFIN302 Maintain financial records
- BSBFIN401 Report on financial activity

Group I: Records and Information Management

- BSBINS402 Coordinate workplace information systems
- BSBINS408 Provide information from and about records
- BSBINS409 Maintain and monitor digital information and records

For more information contact us directly, or visit us online

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