Flexible Training Solutions

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:

Certificate IV in Business	**(Leadership)**
- 6 core units	- 6 core units
- 2 Group A Electives	- 2 Group A Electives
- 4 Electives* from Groups+ A B C D E H I J	- 4 Group B Electives

(Administration)	**(Operations)**
- 6 core units	- 6 core units
- 2 Group A Electives	- 2 Group A Electives
- 4 Group C 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.

BSB40520 Certificate IV in Leadership & Management

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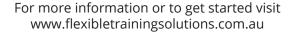
Workplace mentors:
A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.

Delivery Mode

Formal Delivery ➡	Mentoring ➡	Workplace Learning ➡
Formal Sessions	**As needed**	**Continuous**
Workplace-based	Individual or group coaching sessions	Self paced
- face to face		Workbook or online
- online		Shadowing and observation
- correspondence	Application workplace based	On-the-job project facilitation
- blended		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.

For more information or to get started visit
www.flexibletrainingsolutions.com.au

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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
BSBXCM401	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
SIRXSLS003	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

Published enrolment fees are available to view on our website at:

https://flexibletrainingsolutions.com.au/funding/wa-jobs-and-skills-wa/

JOBS & SKILLS WA

SKILLS READY
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LOWER FEES LOCAL SKILLS

For more information contact us directly, or visit us online

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NATIONALLY RECOGNISED TRAINING

MSF52W/1   16/11/2021