



This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.
Preferred pathways into this qualification include:

- BSB30115 Certificate III in Business or other relevant qualification/s
- OR**
- With vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

EMPLOYMENT OPPORTUNITIES/

Job roles and titles vary across different industry sectors. At the completion of this qualification, individuals will be able to manage in a wide range of organisational and industry contexts. Some job titles may include:

- Accounts clerk
- E-business practitioner
- Office administration assistant
- Clerk
- Medical receptionist
- Legal receptionist
- Customer service advisor
- Student services officer
- Word processing operator

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as office/site manager, administration supervisor and assistant to CEO roles.

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

COURSE OUTCOMES

Gain the skills required to:

- Read, interpret, write and present reports
- Use business technology to collect, analyse and provide information
- Make decisions to complete tasks in a time efficient manner
- Work within own role to support team activities
- Find, analyse and interpret data which may be incomplete or have discrepancies
- Identify learning opportunities to improve work practices

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- Contribute to strategic direction of enterprise
- Manage time to independently complete tasks and evaluate own performance and identify areas for improvement
- Organise information relating to products and/or services into databases
- Support team members in developing skills and knowledge relating to products and services
- Plan for contingencies
- Organise resources, equipment and timelines
- Communicate with business contacts and team members to promote products and services, give and receive feedback and negotiate effectively to address conflicts
- Participate in professional networks and associations to obtain and maintain knowledge skills
- Use business technology such as internet and mobile phones to communicate with other people

DELIVERY ARRANGEMENTS

The Certificate IV program is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours for total volume of learning at Certificate IV level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we recommend a minimum 20 hours of face-to-face group training sessions for the Certificate IV in Business (10 sessions x 2 hours each). In this way learners can learn from each other while being guided by the experienced facilitator.

PATHWAYS

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL

If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless, however, this is assuming that they are able to provide sufficient and current evidence.

GROUP SESSIONS

There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 10 session ideal structure for Certificate IV however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

FLEXIBLE

It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

BLENDED APPROACH

You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



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COURSE STRUCTURE

To complete this qualification, the student is required to complete 10 Units. This comprises 1 core unit and 9 elective units. At least 5 elective units must be chosen from the electives listed below and the remaining 4 can be selected from another certificate IV level qualification offered by Target Training. Alternatively, 1 elective unit may be chosen from either a Certificate III or diploma level qualification also offered by Target Training.

CORE UNITS

BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
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ELECTIVE UNITS

BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBEBU401	Review and maintain a website
BSBADM405	Organise meetings
BSBADM409	Coordinate business resources
BSBINN301	Promote innovation in a team environment
BSBIPR401	Use and respect copyright
BSBIPR405	Protect and use intangible assets in small business
BSBCMM401	Make a presentation
BSBITU401	Design and develop complex text documents
BSBITU402	Design and use complex spreadsheets
BSBITU404	Produce complex desktop published documents
BSBLED401	Develop teams and individuals
BSBMKG413	Promote products and services
BSBMKG414	Undertake marketing activities
BSBPMG522	Undertake project work
BSBRKG402	Provide information from and about records
BSBREL401	Establish networks
BSBRSK401	Identify risk and apply risk management processes
BSBSUS401	Implement and monitor environmentally sustainable work practices
BSBWRT401	Write complex documents

LEARNING OUTCOMES

Here is a selection of units below. For more information on other units please contact us.

CORE UNIT

BSBWHS401 - Implement and monitor WHS policies, procedures and programs to meet legislative requirements

- 1 Provide information to the work team about WHS policies and procedures
- 2 Implement and monitor participation arrangements for managing WHS
- 3 Implement and monitor organisational procedures for providing WHS training
- 4 Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks
- 5 Implement and monitor organisational procedures for maintaining WHS records for the team

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ELECTIVE UNITS

BSBCUS401 - Coordinate implementation of customer service strategies

- 1 Advise on customer service needs
- 2 Support implementation of customer service strategies
- 3 Evaluate and report on customer service

BSBCUS402 - Address customer needs

- 1 Assist customer to articulate needs
- 2 Satisfy complex customer needs
- 3 Manage networks to ensure customer needs are addressed

BSBCUS403 - Implement customer service standards

- 1 Contribute to quality customer service standards
- 2 Implement customer service systems
- 3 Implement team customer service standards

BSBEU401 - Review and maintain a website

- 1 Review website content and use
- 2 Update website
- 3 Carry out non technical site maintenance

BSBADM405 - Organise meetings

- 1 Make meeting arrangements
- 2 Prepare documentation for meetings
- 3 Record and produce minutes of meetings

BSBADM409 - Coordinate business resources

- 1 Determine resource requirements
- 2 Acquire and allocate resources
- 3 Monitor and report on resource usage

BSBINN301 - Promote innovation in a team environment

- 1 Create opportunities to maximise innovation within the team
- 2 Organise and agree effective ways of working
- 3 Support and guide colleagues
- 4 Reflect on how the team is working

BSBIPR401 - Use and respect copyright

- 1 Identify extent of copyright protection for original works
- 2 Ensure that copyright protection is effective when using original works
- 3 Monitor policies and procedures for use of own copyright materials by other parties
- 4 Monitor policies and procedures for legitimate use of others' copyright materials



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BSBIPR405 - Protect and use intangible assets in small business

- 1 Identify and value intangible assets which are key to the small business
- 2 Identify and select types of protection available for intangible assets
- 3 Implement appropriate protection for intangible assets
- 4 Develop and implement processes to avoid infringement of the rights of others
- 5 Use and commercialise the small business's and others' intangible assets

BSBCMM401 - Make a presentation

- 1 Prepare a presentation
- 2 Deliver a presentation
- 3 Review the presentation

BSBITU401 - Design and develop complex text documents

- 1 Prepare to produce word processed documents
- 2 Design complex documents
- 3 Add complex tables and other data
- 4 Produce documents

BSBITU402 - Develop and use complex spreadsheets

- 1 Prepare to develop spreadsheet
- 2 Develop a linked spreadsheet solution
- 3 Automate and standardize spreadsheet operation
- 4 Use spreadsheets
- 5 Represent numerical data in graphic form

BSBITU404 - Produce complex desktop published documents

- 1 Prepare to produce desktop published documents
- 2 Design desktop published documents
- 3 Create desktop published documents
- 4 Finalise desktop published documents
- 5 Produce desktop published documents

BSBLED401 - Develop teams and individuals

- 1 Determine development needs
- 2 Develop individual needs
- 3 Monitor and evaluate workplace learning

BSBMKG413 - Promote products and services

- 1 Plan promotional activities
- 2 Coordinate promotional activities
- 3 Review and report on promotional activities

BSBMKG414 Undertake marketing activities

- 1 Plan marketing activities
- 2 Implement and manage marketing activities
- 3 Review marketing activities

BSBPMG522 Undertake project work

- 1 Define project
- 2 Develop project plan
- 3 Administer and monitor project
- 4 Finalise and review project

BSBRKG402 - Provide information from and about records

- 1 Identify range of records required
- 2 Gather required records
- 3 Interpret and administer access rules and procedures
- 4 Provide the required information and/or records

BSBREL401 - Establish networks

- 1 Develop and maintain business networks
- 2 Establish and maintain business relationships
- 3 Promote the relationship

BSBRSK401 Identify risk and apply risk management processes

- 1 Identify risks
- 2 Analyse and evaluate risks
- 3 Treat risks
- 4 Monitor and review effectiveness of risk treatment/s

BSBSUS401 - Implement and monitor environmentally sustainable work practices

- 1 Investigate current practices in relation to resource usage
- 2 Set targets for improvements
- 3 Implement performance improvement strategies
- 4 Monitor performance

BSBWRT401 - Write complex documents

- 1 Plan documents
- 2 Draft text
- 3 Prepare final text
- 4 Produce document



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