

AOT Course Guide

BSB40207 Certificate IV in Business

Accredited Online Training Pty Ltd

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Certificate IV in Business

The Certificate IV in Business is designed to provide you with the necessary skills for middle management in business/office/administration environments.

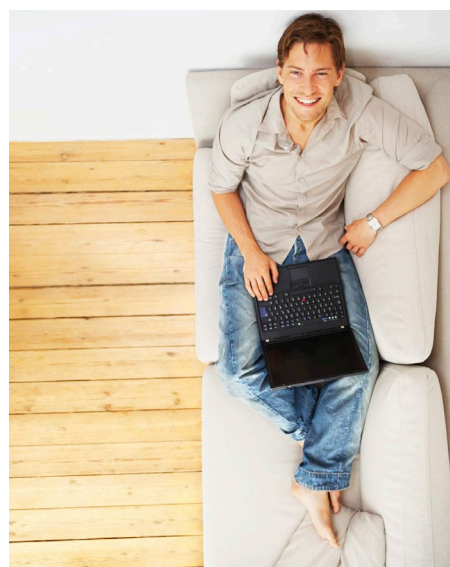
This course is appropriate for those with supervisory or limited management responsibilities within a number of business sectors including small business, medium sized enterprises or a business unit in a larger organisation.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The Certificate IV in Business will provide you with the skills and knowledge to manage physical, human and financial resources within a business environment.

When you have completed this course, you will be able to:

- Develop work priorities
- Develop teams and individuals



- Coordinate implementation of customer service strategies
- Monitor a safe workplace
- Promote innovation and change
- Produce complex business documents
- Administer projects
- Promote the business
- Undertake business planning
- Implement effective workplace relationships

EMPLOYABILITY SKILLS

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

- **Communication**
 - communicating with business contacts and team members to promote products and services, give and receive feedback, and negotiate effectively to address conflicts
 - reading, interpreting, writing and presenting reports
- **Teamwork**
 - supporting team members in developing skills and knowledge relating to products and services
 - working within own role to support team activities

HOW LONG DOES THE COURSE TAKE?

You, the student, are completely in control of your own learning schedule. Learning online allows you the freedom to study at home, during your lunch break or from anywhere in the world.

Total nominal hours: 438 hrs

Full time load: 12hrs/wk

Full-time duration: 37 weeks

Maximum 12 months access to online course. (Approx. 10-20 hours to complete each unit).

DELIVERY MODE

Online

HOW TO GAIN YOUR QUALIFICATION FASTER & TRANSFER TO UNIVERSITY!

- Fast Track
- RPL (Recognition of prior learning)
- University credit transfer

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an internet connection and computer

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EMPLOYABILITY SKILLS CONT.

- **Problem Solving**

- finding, analysing and interpreting data which may be incomplete or have discrepancies
- identifying learning opportunities to improve work practices

- **Initiative and Enterprise**

- contributing to strategic direction of enterprise
- organising information relating to products and/or services into databases

- **Planning and Organising**

- organising information

relating to products and/or services into databases

- organising resources, equipment and time lines
- planning for contingencies

- **Self Management**

- evaluating own performance and identifying areas for improvement
- managing time to independently complete tasks

- **Learning**

- participating in professional networks and associations to obtain and maintain knowledge and skills

- **Technology**

- using business technology such as the internet and mobile phones to communicate with other people
- using business technology to collect, analyse and provide information

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 10 units of study:

Unit Code	Unit Name	Description
BSBOHS407A	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.
BSBCUS401A	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBCUS402A	Address customer needs	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
BSBFIA402A	Report on financial activity	This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.
BSBMKG413A	Promote products and services	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
BSBRES401A	Analyse and present research information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.
BSBREL401A	Establish networks	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

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BSBPMG510A	Manage projects	<p>This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.</p> <p>This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.</p>
BSBITU306A	Design and produce business documents	<p>This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.</p>
BSBFIA401A	Prepare financial reports	<p>This unit describes the performance outcomes, skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.</p>

ASSESSMENTS

AOT uses competency based assessment methods to ensure students have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the student can actually do – and the standard

at which they are able to perform. Performance is measured in terms of whether students meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

AOT's assessment process may consist of the following tasks, dependant on the unit/chapter requirements:

- Portfolios/case studies
- Holistic Assessments
- Multiple choice and/or
- Short answer questionnaires