

BUSINESS

*Develop your expertise in
your Business Career*



This qualification will develop your skills in customer service and workplace health and safety. You will also gain experience that may allow you to provide technical advice and support to a team.

This course covers essential skills such as:

- Advanced Microsoft Excell skills
- Customer service
- Leadership skills
- Organising meetings
- Working in teams

BSB40215 Certificate IV in Business

The Certificate IV in Business is aimed at individuals who are already proficient in business operations and are looking for opportunities to broaden and advance their business skill sets. 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.

COURSE ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

Illawarra ITeC require students to have average english, reading and writing skills, or higher and should have completed Year 10 or above schooling, or have sound workplace written communication skills. Participants will be required to complete a Language, Literacy & Numeracy (LLN) Assessment prior to enrolment.

UNITS OF STUDY

To be awarded a full qualification in Certificate III in Business - BSB30115 you will need to be assessed as competent in 1 core plus 9 elective units of competency (10 units of competency). A Statement of Attainment will be issued for units deemed competent if a full qualification is not achieved.

BSB40215 - Certificate IV in Business

UNIT CODE	UNIT NAME
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBCMM401	Make a presentation
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBEBU401	Review and maintain a website
BSBINN301	Promote innovation in a team environment
BSBITU404	Produce complex desktop published documents
BSBADM409	Coordinate business resources
BSBREL401	Establish networks
BSBRISK401	Identify risk and apply risk management processes



Job Roles & Career Opportunities:

- Administrator
- Clerk
- Personal Assistant
- Project Officer

DELIVERY

This course can be delivered as class based, mixed mode (workshops and distance/correspondence) and may also be eligible to be delivered as an on-the-job Traineeship, through VET in Schools or as a School Based Traineeship.

Recognition of Prior Learning (RPL):

The skills, knowledge and experience you have gained from your previous learning, work experience and life in general may be taken into account. To apply for Recognition of Prior Learning in one or more units you must clearly show that you have the equivalent and relevant skills, knowledge and experience of the unit or group of units.

Credit Transfer:

If you have successfully completed exactly the same unit of competency or a unit similar in content and outcome to one in your current course, your previous result may be transferred (Credit Transfer). Your assessor will decide whether you are able to receive an automatic Credit Transfer.

STUDENT SUPPORT

The Illawarra ITeC is committed to ensuring that all students are offered:

- Practical and reasonable support to complete their qualification.
- Guidance on career paths.
- Training and Assessment that is flexible to meet clients needs.
- Students will receive regular support and assistance from their mentor or trainer.
- Language, Literacy and Numeracy (LLN) is assessed prior to beginning a course and students are offered support through learning and assessment that may include both internal support and referral to external support providers.

Unique Student Identifier (USI)

It is a requirement that all students completing a nationally recognised VET Qualification or Statement of Attainment have a Unique Student Identifier (USI) prior to enrolment. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi>.

COURSE FEES

Information about fees and charges will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees and clients of ITeC pay an agreed fee prior to commencement of the program.

Some students may be eligible for concession fees or a scholarship (under NSW Smart & Skilled).

The course is also offered on a fee for service basis for people that are not eligible for subsidies under a government funded program.

Refunds are made in accordance with Illawarra ITeC's Refund Policy and Procedure.

Please contact ITeC and speak to one of our staff who will be able to provide further information regarding the course delivery and fees.

Illawarra ITeC
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Email: itec@illawarraitec.com.au