



BSB40120

# Certificate IV in Business

Professional Development

Great for all Employees!

## Is this course for me...

YES! If you are interested in developing your career in operations, administration, marketing or customer service. This Certificate IV is the essential starting point for you to develop your career in business.

## How will this Course help my Career...

- Discover more about your new place of employment - Policies, Procedures, and how it all works.
- A proactive way to settle into your new role quickly
- Show your commitment to your new job and profession.
- This Certificate IV in Business provides practical skills, knowledge and support so that you can show your employer you have the valuable skills they need.
- Eligibility for Membership to Professional Associations – eg Australian Institute of Office Professionals

## What Qualification will I Gain...

After completion of the 12 month program, you will gain your: BSB40120 Certificate IV in Business

**Gain your qualification NOW while your Employer will pay for it!**

## Here's what one of our students thinks...

"This course had a significant impact on my life in terms of work and personal growth. I felt that I could build on my skills and put them into practice straight away.

I now feel much more confident in my skills and my ability to communicate with staff on a technical work and personal level."

Michelle Gledhill

## Here's what another student thinks...

"The GTI trainers and staff were always available when I called and happy to help. Training assessments were relevant and I can now implement what I learnt on the job.

Particular assessments prompted me to explore, understand and apply many policies/legislative documents I hadn't considered previously"

Bianca Shepherson

## How is this program delivered?

A very simple process that most find interesting, and rewarding.

### 1-1 Training Program:

- Online access 24/7 to everything you need – course materials, assessments, resource libraries...
- No Exams. No Essays. No college or workshop attendance required
- Complete your assessments based on projects in your current role.
- Monthly Phone appointments with your Trainer – to understand the assessment requirements, determine what evidence you already have and what is needed to complete for each unit, discuss the topic...
- Regular Tutorials via Zoom available to get all your questions answered as needed
- Regular phone sessions with your Completion Coach/Tutor – to help you through the units, sort out any issues, keep you on-track...
- Complete all units over the 12 month period
- Qualification awarded + online graduation celebration

## How much time will this course take?

The course runs over 12 months.

Your qualification will be issued after 12 months, when all the units have been completed.

Your assessments may take around 4 hours per week, or perhaps less if you have experience.

As they are work-based projects, you may be able to get some of it done during your work hours.

If you have experience, this may be a hunting and gathering exercise for you and then just answer the questions based on your work.

## Units

There are **10 units** in this qualification.

**BSBWOR404**  
Develop work priorities

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

**BSBRSK401**  
Identify risk and apply risk management processes

**BSBCUS401**  
Coordinate implementation of customer service strategies

**BSBWRT401**  
Write complex documents

**BSBLDR511**  
Develop and use emotional intelligence

**BSBMKG413**  
Promote product and services

**BSBHRM405**  
Support the recruitment, selection and induction of staff

**BSBCRT411**  
Apply critical thinking to work practices

**BSBTEC404**  
Use digital technologies to collaborate in a work environment

**BSBTWK401**  
Build and maintain business relationships

**BSBXCM401**  
Apply communication strategies in the workplace



## NEXT STEPS

Let your Employer know that this is the course you wish to do, and complete the **Employee Expression of Interest Form**.