

# BSB40215 Certificate IV Business



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RTO No 40467

Course Brochure

# BSB40215 Certificate IV in Business

## Course Overview

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.

## Key Outcomes

- Prepare, deliver and review a presentation to a target audience.
- Manage an ongoing relationship with a customer over a period of time including helping customers articulate their needs and managing networks to ensure customer needs are addressed.
- Contribute to quality customer service standards within an organisation.
- Design and develop business documents using complex technical features of word processing software.
- Use spreadsheet software to complete business tasks and produce complex documents.
- Coordinate and review the promotion of an organisation's products and services.
- Ability to encourage and support innovation in a team environment.
- Ability to determine individual and team development needs and to facilitate the development of the workgroup.
- Identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role.

## Career Opportunities

- Coordinator
- Leading Hand
- Supervisor
- Team Leader
- Customer Service Advisor
- Receptionist

## Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).







Further detailed information on your course, fees and charges, relevant student policies and procedures and to view the student handbook, please visit our website at [www.dynamiclearningservices.com.au](http://www.dynamiclearningservices.com.au) or contact Dynamic Learning Services on 02 4365 0040.



There are 10 units in the BSB40215 Certificate IV in Business. These are divided into 1 core unit and 9 elective units..

The units in the Dynamic Learning Services program are listed below:

#### **Core Units**

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

#### **Elective Units**

BSBCMM401 Make a presentation

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBITU401 Design and develop complex text documents

BSBITU402 Develop and use complex spreadsheets

BSBMKG413 Promote products and services

BSBINN301 Promote innovation in a team environment

BSBLED401 Develop teams and individuals

BSBRSK401 Identify risk and apply risk management processes

#### **Assessment**

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

#### **Entry Requirements**

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

#### **Volume of Learning**

Learners should expect a duration between 6 months to 2 years to meet the requirements of BSB40215 Certificate IV in Business, which is consistent with the AQF volume of learning indicators for a Certificate IV qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

#### **Pathways**

Qualifications that may be considered after successful completion include:

BSB50215 Diploma of Business

BSB51918 Diploma of Leadership and Management

# Smart and Skilled

This training is subsidised by the NSW Government

Further detailed information on Smart and Skilled in relation to your eligibility, fees and consumer protection visit :

<https://smartandskilled.nsw.gov.au/for-students>

or talk to one of our friendly consultants who can answer all your questions on (02) 43650040



## About Smart and Skilled

Smart and Skilled is a New South Wales (NSW) government funding incentive for those wanting to gain new skills needed to find a job or advance their careers.

As course costs are an important factor when deciding to undertake a study

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

### Are you eligible for Smart and Skilled training?

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then you may be eligible to enrol in a government-subsidised course with an approved Smart and Skilled training provider and registered training organisation, like DLS.

### Fees

1st Qualification \$1,580

2nd Qualification \$1,850

Eligible concession card holders \$240

Traineeships are fee free <https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>

For information on other States funding initiatives, requirements and fees please visit our website [www.dynamiclearningervices.com.au](http://www.dynamiclearningervices.com.au)