

**HEAD OFFICE**

9 Darling St Ipswich Qld 4305

BRISBANE OFFICE

4/621 Coronation Dr Toowong 4066

CONTACT DETAILS

Phone 07 3812 2920

Fax 07 3812 3552

Email skills@topoffice.com.auWeb www.topoffice.com.au

*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

BSB40207**Certificate IV in Business****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

JOB ROLES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Administrator
- Project Officer.

COURSE PRE-REQUISITES

- Evidence through either training or work experience of performance equivalent to Certificate III in Business.
- Some vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.
- Sufficient literacy, numeracy and computer skills to complete the course.
- Access to an internet connection and computer.

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB40207 Certificate IV in Business, candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

UNITS OF COMPETENCY

Certificate IV in Business requires completion of 10 units of competency to attain the qualification. They can consist of:

- One Core unit - BSBOHS407A – Monitor a Safe Workplace
- A minimum of five units from the **Elective** units listed on the following page
- The remaining four elective units may be selected from the remaining elective units listed on the following page or from the BSB07 Business Services Training Package. If not listed on the next page, one (1) unit may be selected from the BSB07 Certificate III qualification.
- Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.

CORE UNITS**Occupational Health and Safety**

BSBOHS407A Monitor a safe workplace

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...



BSB40207 Certificate IV in Business

ELECTIVE UNITS

Customer Service

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards

Financial Administration

BSBFIA402A	Report on financial activity
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General Administration

BSBADM405B	Organise meetings
BSBADM409A	Coordinate business resources

Innovation

BSBINN301A	Promote innovation in a team environment
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Interpersonal Communication

BSBCMM401A	Make a presentation
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IT Analysis and Design

BSBITA401A	Design databases
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IT Use

BSBITU401A	Design and develop complex text documents
BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents

Learning and Development

BSBLED401A	Develop teams and individuals
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Marketing

BSBMKG413A	Promote products and services
BSBMKG414A	Undertake marketing activities

Recordkeeping

BSBRKG402B	Provide information from and about records
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Relationship Management

BSBREL401A	Establish networks
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Research

BSBRES401A	Analyse and present research information
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Risk Management

BSBRSK401A	Identify risk and apply risk management processes
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Sustainability

BSBSUS301A	Implement and monitor environmentally sustainable work practices
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Writing

BSBWRT401A	Write complex documents
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