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*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

BSB40407**Certificate IV in Small Business Management****TRAINING DELIVERY MODE**

E-Learning (Online) / Correspondence / Facilitated Learning

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 small business 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, and have 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:

- Small Business Manager.

COURSE PRE-REQUISITES

- Vocational experience in Small Business but without formal qualifications
- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

PATHWAYS FROM THE QUALIFICATION

After achieving the BSB40407 Certificate IV in Small Business Management, candidates may undertake a qualification in a specialist area within the BSB07 Business Services Training Package such as marketing, management, human resources.

UNITS OF COMPETENCY

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

- A minimum of four units from the **Core** units listed below
- A minimum of six units from the **Elective** units listed on the next page
- *If not listed on the next page, one (1) units may be selected from the BSB07 Certificate III qualification.*

CORE UNITS**Small and Micro Business**

BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning

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>



BSB40407 Certificate IV in Small Business Management

Elective Units

Customer Service

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

Financial Administration

BSBFIA402A Report on financial activity

Innovation

BSBINN301A Promote innovation in a team environment

Management

BSBMGT404A Lead and facilitate off-site staff

Marketing

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

Relationship Management

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

Research

BSBRES401A Analyse and present research information

Small and Micro Business

BSBSMB405A Monitor and manage small business operations

BSBSMB406A Manage small business finances

BSBSMB407A Manage a small team

BSBSMB408B Manage personal, family, cultural and business obligations

BSBSMB409A Build and maintain relationships with small business stakeholders

SELECTING ELECTIVES FOR DIFFERENT OUTCOMES

The context for this qualification varies and this must guide the selection of elective units. **An example of appropriate elective units** for particular outcome is as follows:

Small Business Manager

Owner-operator of a small business such as a retail outlet employing between five and ten staff

4 core units plus 6 elective units:

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBMKG413A Promote products and services
- BSBSMB405A Monitor and manage small business operations
- BSBSMB407A Manage a small team
- BSBSMB408B Manage personal, family, cultural and business obligations
- BSBINN301A Promote innovation in a team environment