

## Certificate IV in Business

### Description

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. 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. A possible job title relevant to this qualification is Office Administrator, Analyst, Personal Assistant

<b>Employability Skills – Qualification Summary</b>	
The following table contains a summary of the employability skills for this qualification. The employability skills facets described here are broad industry requirements	
<u>Employability skill</u>	<u>Industry/enterprise requirements for this qualification include:</u>
<b>Communication</b>	▶ communicating with colleagues at the workplace for enabling task completions
<b>Teamwork</b>	▶ participating towards development of team cohesion and to foster innovative work practices
<b>Problem-solving</b>	▶ accessing and assessing information for accuracy and relevance
<b>Initiative and enterprise</b>	▶ identifying networking opportunities and carrying out tasks as per supervisor’s guidance to ensure the viability of the business ▶ contributing new or different work practices to improve productivity or service delivery
<b>Planning and organising</b>	▶ time management skills to be able to complete tasks within deadlines ▶ developing plans and schedules
<b>Self-management</b>	▶ management of tasks based on priority
<b>Learning</b>	▶ willingness to take initiatives to obtain and maintain personal knowledge and skills ▶ identifying learning and development needs for self

**Technology**

▶ able to use business technology to access information related to tasks

Duration: 12 Months

**Qualification Entry Requirements****Academic**

- GCE O-level pass in any 1 subject (Grades 1-7) (or)
- GCE 'N' level passes in any 2 subjects. (Grades 1-5) or
- 10 years of formal education or equivalent (or)
- Any other equivalent qualification
- Applicants must be of age 16 and above

(Matured students aged 30 years and above with at least 8 years of work experience will be considered for admission.)

**English Proficiency**

- IELTS 5.0 or
- AAC EFL (Level-4) or Equivalent

(Students without formal English qualifications will be given a placement test to determine their level of proficiency.)

## Qualification Modules

Full time

#	Code	Module Name	Competency Code*	Competency Name*	Learning Hours	Assessment Preparation hours	Self-Directed Study hours
1	CB001	Customer Service Strategies	BUSCUS401	Coordinate implementation of customer service strategies	45	40	40
2	CB002	Marketing	BSBMKG413	Promote products and services	45	40	40
			BSBMKG414	Undertake marketing activities			
3	CB003	Business IT- Word Processing	BSBITU404	Produce complex desktop published documents	45	40	40
			BSBITU401	Design and develop complex text documents			
4	CB004	Business IT – Database	BSBITU301	Create and use databases	45	40	40
			BSBITU402	Develop and use complex spreadsheets			
5	CB005	Business Environment	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	45	40	40
			BSBRSK401	Identify risk and apply risk management processes			
6	CB006	Business Accounting	BSBFIA402	Report on financial activity	45	40	40
					<b>270</b>	<b>240</b>	<b>240</b>
* Competency Code and Competency Name are taken from the BSB40215 - Certificate IV in Business Training Package release 2					<b>Total Learning hours 750</b>		

Part time

#	Code	Module Name	Competency Code*	Competency Name*	Learning Hours	Assessment Preparation hours	Self-Directed Study hours
1	CB001	Customer Service Strategies	BUSCUS401	Coordinate implementation of customer service strategies	30	55	40
2	CB002	Marketing	BSBMKG413	Promote products and services	30	55	40
			BSBMKG414	Undertake marketing activities			
3	CB003	Business IT- Word Processing	BSBITU404	Produce complex desktop published documents	30	55	40
			BSBITU401	Design and develop complex text documents			
4	CB004	Business IT – Database	BSBITU301	Create and use databases	30	55	40
			BSBITU402	Develop and use complex spreadsheets			
5	CB005	Business Environment	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	30	55	40
			BSBRSK401	Identify risk and apply risk management processes			
6	CB006	Business Accounting	BSBFIA402	Report on financial activity	30	55	40
					<b>180</b>	<b>330</b>	<b>240</b>
* Competency Code and Competency Name are taken from the BSB40215 - Certificate IV in Business Training Package release 2					<b>Total Learning hours 750</b>		

<b>Synopsis</b>			
Module Name	Competency Code	Competency Name	Description
Customer Service Strategies	BUSCUS401	Coordinate implementation of customer service strategies	This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.
Marketing	BSBMKG413	Promote products and services	This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
	BSBMKG414	Undertake marketing activities	This unit describes the skills and knowledge required to plan, implement and manage basic marketing and promotional activities. It is a foundation unit covering general and basic marketing and promotional activities that do not require detailed or complex planning or implementation.
Business IT- Word Processing	BSBITU404	Produce complex desktop published documents	This unit describes the skills and knowledge required to design and produce complex desktop published documents.
	BSBITU401	Design and develop complex text documents	This unit describes the skills and knowledge required to design and develop business documents using complex technical features of word processing software.
Business IT – Database	BSBITU301	Create and use databases	This unit describes the skills and knowledge required to create simple two-table relational databases with reports and queries, for storage and retrieval of information.
	BSBITU402	Develop and use complex spreadsheets	This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents.
Business Environment	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

	BSBRSK401	Identify risk and apply risk management processes	This unit describes the skills and knowledge required to 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.
Business Accounting	BSBFIA402	Report on financial activity	This unit describes the skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of financial reports.

### Assessment Arrangements

Competency Code	Competency Name	Demonstration	Practical	Activities	Observation	Role play	Case study/Scenario	Questions and Answers	Project/Report	Presentation,	Portfolio/Journal	Online
BUSCUS401	Coordinate implementation of customer service strategies		✓			✓	✓	✓	✓			
BSBMKG413	Promote products and services		✓			✓		✓	✓			
BSBMKG414	Undertake marketing activities		✓	✓		✓		✓				
BSBITU404	Produce complex desktop published documents		✓	✓				✓				
BSBITU401	Design and develop complex text documents		✓	✓			✓	✓	✓			
BSBITU301	Create and use databases		✓	✓			✓	✓	✓		✓	
BSBITU402	Develop and use complex spreadsheets		✓	✓			✓	✓	✓		✓	

BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements		✓	✓			✓	✓			✓	
BSBRSK401	Identify risk and apply risk management processes			✓			✓	✓	✓			
BSBFIA402	Report on financial activity			✓			✓	✓	✓		✓	

The assessment objectives tested in these modules are broadly categorised in the following hierarchical order:

1. **Knowledge:** Exhibit memory of previously learned materials by recalling facts, terms, basic concepts and answers
2. **Comprehension:** Demonstrate understanding of facts and ideas by organizing, comparing, translating, interpreting, giving descriptions, and stating the main ideas
3. **Application:** Using new knowledge. Solve problems in new situations by applying acquired knowledge, facts, techniques and rules in a different way
4. **Analysis:** Examine and break information into parts by identifying motives or causes. Make inferences and find evidence to support generalizations

### Specification Grid

The relationship between the assessment objectives and components of the scheme of assessment is as follows

Knowledge	Comprehension	Application	Analysis
30%	25%	25%	20%

The assessment objectives are weighted to give an indication of their relative importance.

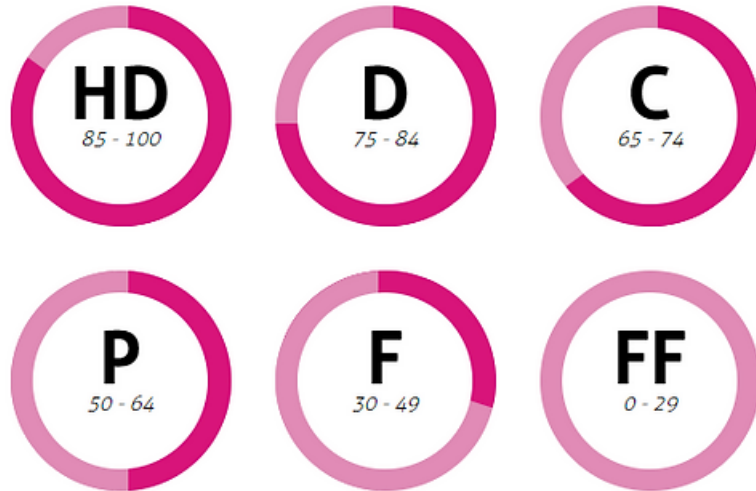
They are not intended to provide a precise statement of the number of marks in particular skills.

<b>Code</b>	<b>Name of the module</b>	<b>Assessment 1</b>	<b>Assessment 2</b>
CB001	Customer Service Strategies	50%	50%
CB002	Marketing	50%	50%
CB003	Business IT-Word Processing	50%	50%
CB004	Business IT – Database	50%	50%
CB005	Business Environment	50%	50%
CB006	Business Accounting	50%	50%



## Marks and Grades

The infographic below shows the academic grading of this course with the breakdown of marks.



## Graduation Requirement:

In order to be awarded the Certificate IV in Business, student must obtain at least a **Pass** Grade in all the modules within the eligibility period of 2 years from the original completion date.

Certificate will be awarded by Academies Australasia College.