



**Australian
College**
of Commerce & Management

Certificate IV in Business

BSB40120

Expand your staff's future with the skills
they need for long-term success in
your industry



The  difference

- ✓ **Maximum Flexibility** - No set study times or off-site training.
- ✓ **All Materials Online** - designed to suit a wide range of learning styles.
- ✓ **Available 24/7** - via computer, tablet or mobile phone.
- ✓ **Proactive Student Advisers** - helping to drive progress.
- ✓ **Coaching and Ongoing Support** - it is part of our service.



Call ACCM today

1300 515 321

Foundation Skills

Effective communication strategies
Applying critical thinking at work
Using digital collaboration techniques
Building customer service strategies

Specialty Skills

Managing priorities and personal wellbeing
Building business relationships
Writing complex documents
Organising effective meetings
Marketing products and services

30 YEARS
of meeting employers' needs

✉ courses@accm.edu.au

🌐 www.accm.edu.au

RTO ID: 1441

CERTIFICATE IV IN BUSINESS

BSB40120

COURSE DESCRIPTION:

Build on your staffs' Business skills with the Certificate IV in Business. This versatile qualification will deliver the necessary customer service management and client relationship skills to be successful in your industry.

SUBJECT	UNIT	CODE	DURATION (weeks)
Professional and Effective Work Practices	• Manage personal health and wellbeing	BSBPEF401	6
	• Develop personal work priorities	BSBPEF402	
	• Lead personal development	BSBPEF403	
	• Manage personal and professional development	BSBPEF501	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	6
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Customer Relationships	• Build and maintain business relationships	BSBTWK401	8
	• Implement customer service strategies	BSBOPS404	
Develop Strong Business Writing Skills	• Write complex documents	BSBWRT411	9
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Organise Meetings	• Organise business meetings	BSBOPS405	6
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	5
Advanced Word Processing	• Design and produce complex text documents	BSBTEC401	8
Marketing Business Products and Services	• Undertake marketing activities Implement customer service strategies	BSBMKG433	8
Advanced Spreadsheets	• Design and produce complex spreadsheets	BSBTEC402	6

If you would like to discuss additional electives, please contact us.

FEES - BSB40120 CERTIFICATE IV IN BUSINESS

STATE / TERRITORY	NEW ENTRANT TRAINEESHIPS	EXISTING WORKER TRAINEESHIPS	FULL FEE / EMPLOYER SPONSORED
New South Wales	\$0	\$3750	\$3750
Australian Capital Territory	\$350	\$3750	\$3750
South Australia	\$3750	\$3750	\$3750
Tasmania	\$1045	\$1045	\$3750
QLD, WA, NT, VIC	\$3750	\$3750	\$3750

STATE SUBSIDY DECLARATIONS, AS APPLICABLE

New South Wales (NSW)

This training is subsidised by the NSW Government.

Tasmania (TAS)

Supported by the Tasmanian Government

Australian Capital Territory (ACT)

Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments

South Australia (SA)



Supported by
**Government of
South Australia**

Visit www.skills.sa.gov.au for Participant Eligibility Criteria



NATIONALLY RECOGNISED
TRAINING