



**Australian
College**
of Commerce & Management

Certificate IV in Business (Business Operations)

BSB40120

Expand your staffs' Business skills and acumen with this comprehensive program designed to increase their operational abilities



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 strong business relationships
Writing complex professional documents
Marketing products and services

30 YEARS
of meeting employers' needs

CERTIFICATE IV IN BUSINESS (BUSINESS OPERATIONS)

BSB40120

COURSE DESCRIPTION:

Build on your staffs' existing business skills with the Certificate IV in Business (Business Operations). This operations stream will ensure your staff have the necessary customer service management and communication skills to be successful in your industry.

SUBJECT	UNIT	CODE	DURATION (weeks)
Manage Work Priorities and Personal Wellbeing	• Manage personal health and wellbeing	BSBPEF401	4
	• Develop personal work priorities	BSBPEF402	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	7
	• 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	BSBWHS411	8
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Marketing Business Products and Services	• Undertake marketing activities	BSBMKG433	7
	• Promote products and services	BSBMKG434	
	• Assess marketing opportunities	BSBMKG431	

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

FEES - BSB40120 CERTIFICATE IV IN BUSINESS (BUSINESS OPERATIONS)

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