

Certificate IV in Business

BSB40215



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 resources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Common positions that may be suited with this qualification are:

- < **Coordinator**
- < **Leading hand**
- < **Supervisor**
- < **Team leader**

COURSE REQUIREMENTS:

DOMESTIC STUDENTS

Training and assessments are conducted in English. A pre training intake interview will be conducted and each learner will undertake a Language, Literacy and Numeracy Assessment.

There are no pre-requisites or any other training package entry requirement to enrol in this course.

INTERNATIONAL

English requirements:

- must have an IELTS score of 5.5 or
- must have a TOEFL iBT score of 46 or
- must have a PTE Academic score of 42 or
- must have a Cambridge English Advanced (CAE) score of 162 or
- must have an OET score of B for each component
- Completed year 11 or equivalent

TRAINING DELIVERY:

Classroom delivery: Face to face training and Practical Placement.

Please note that the assessment methods for this course includes Theory component and mandatory practical placement component of 120 hours. You must complete placement hours to be able to achieve the competency in the units and successfully complete the course

Virtual Classroom Delivery: Theory delivery via zoom & Face to Face practicals as required in the qualification

DURATION:

- Domestic: 26 weeks
- International: 26 weeks

Domestic students: ☎ 13 13 89

International students: 📞 +61 3 9450 0500

Please see over for Units of Study

Units of Study



Units of study

Students will need to complete 10 Units of Competency, consisting of: 1 Core and 9 Electives
(NB: Elective units will be selected for delivery by ETEA and are subject to change to meet client and industry requirements)

CORE	
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements
ELECTIVES	
BSBCMM401	Make a presentation
BSBCUS401	Coordinate implementation of customer service strategies
BSBCUS402	Address customer needs
BSBCUS403	Implement customer service standards
BSBHRM405	Support the recruitment, selection and induction staff
BSBRSK401	Identify risk and apply risk management processes
BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness

RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER

You can apply to recognise your prior learning, work experience and course work towards this qualification.

Detailed information is available on the ETEA website www.etea.edu.au

FURTHER INFORMATION

For further information, including student pre-engagement information, entry requirements, course duration, assessment methods, how to enrol, RPL, Credit Transfer, pathways etc. please visit our website at www.etea.edu.au

GOVERNMENT FUNDING:

You may be able to access government funding if you meet the eligibility criteria.

To check if you are eligible visit www.etea.edu.au



FURTHER INFORMATION
Visit our website or contact your
closest office for further information.
www.etea.edu.au



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