

Certificate IV in Business



Descriptor

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.

Possible Job Titles

- Office Administrator
- Customer Service Advisor
- E-business Practitioner
- Project Officers
- Office Administration Supervisor

Mode of delivery

This course is delivered to international students in mixed-mode classes of 15 hours face-to-face and 5 hours distance education/online totalling 20 hours per week.

Assessment

Assessment for this qualification is by written reports, case studies, projects, role plays, written assessments and third party reports as well as portfolios of evidence and workplace reports.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all students applying for this qualification. Conditions apply. RPL is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience.

Target Groups

Students who wish to work in a variety of businesses in a supervisory positions or to further their career or promotional prospects. International students must hold an approved student visa and study according to their visa conditions.

Term	Term Dates		
	2018	2019	2020
Term 1	29 Jan to 6 Apr	29 Jan to 5 Apr	28 Jan to 3 Apr
Term 2	23 Apr to 29 Jun	22 Apr to 28 Jun	20 Apr to 26 Jun
Term 3	16 Jul to 21 Sep	15 Jul to 20 Sep	13 Jul to 18 Sep
Term 4	8 Oct to 14 Dec	7 Oct to 13 Dec	5 Oct to 11 Dec

COURSE DURATION

52 weeks

UNITS OF COMPETENCY:

CORE UNIT

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

ELECTIVE UNITS

- BSBADM405 Organise meetings
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS402 Address customer needs
- BSBCUS501 Manage quality customer service
- BSBITA411 Design and develop relational databases
- BSBITS411 Maintain and implement technology
- BSBITU401 Design and develop complex text documents
- BSBITU404 Produce complex desktop published documents
- BSBMKG413 Promote products and services

The Illawarra Business College
(a division of Focal Holdings Pty Ltd)
A.C.N. 064 243 367
RTO ID 90191

CRICOS Provider No.: 01497F
Head Office: 44 Raymond Street
Bankstown NSW 2200 Australia

+61 2 9791 6555

Fax: +61 2 9791 6544

info@tbbc.nsw.edu.au

www.tbbc.nsw.edu.au