



Quality Training Solutions



Certificate IV in Business
BSB40215

Quality Training Solutions

Quality Training Solutions (QTS) is a Registered Training Organisation (RTO), delivering nationally recognised courses. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

The quality of an education and training provider can be measured by the standard of its curriculum, the excellence of its academic staff, the strength of its industry partners and ultimately the success of its graduates. QTS's education technology platform enables students to fit study within their busy schedules by allowing them to study when and where they like. This flexible learning technology also facilitates direct access to academic teaching staff and support services.

Our **Vision** is to be recognised as one of the leading business education and training providers in Australia and the Asia Pacific region.

Our **Mission** is to deliver quality education and training programs that gives our students the chance to create a positive future for themselves in the form of employment, career advancement and pathways to further education and self-development.



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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.

Career Outcomes

- Administrator
- Project officer

Delivery Modes

- Online
- Distance (workbooks and assessments are mailed via Australia post)
- Recognition of prior learning (RPL)

Course Commencement

QTS does not have set course commencement dates meaning individuals can enrol and commence their chosen course at any time.

Duration

QTS courses are self-paced. **Enrolments are valid for 12 months (full time) or 24 months (part time).** Students can apply for an additional 6 month extension if required at a cost of \$250 AUD.

Entry Requirements

Age:

The minimum age for entry into this qualification is 18 years.

Education & Experience:

There are no formal entry requirements in relation to prior education and experience for this qualification. However, it is recommended that you meet the following criteria;

- Successfully completed Australian Year 12 OR
- Successfully completed Certificate III or higher qualification(s) AND
- Have at least 12 months work experience in a role that involves communicating with colleagues and/or customers both written and verbally AND
- Sound literacy, numeracy and computing skills

If you are not able to provide proof of the above, you must complete a language, literacy and numeracy test upon enrolment.

The learning materials and assessment within this qualification are in a written online or workbook format. Therefore, in order to successfully complete this course, you must have the ability to read and comprehend learning materials and undertake a variety of written assessments.

English Language:

Entry into this qualification requires proof of English proficiency to an Australian Year 12 level or equivalent. Equivalency can be shown through the following;

- Qualification completed in English at a Certificate III level or higher OR
- A minimum of 2 years work experience in a position that involves communicating in English (written and verbal communication).

Student Support

QTS provides **24/7 support!** Students are supported by their industry experienced trainer via phone and email throughout enrolment.

Resource Requirements

Students will be provided with training material either online or in a workbook, a learner guide to supplement the training material and assessment activities for all units of competence.

Students **must** have access to the following resources

- Computer
- Internet
- Email
- Scanner
- Software such as Microsoft Word, Excel, PowerPoint
- Printer
- Adobe Acrobat Reader
- Digital video recording device/digital camera (included in most mobile phones)

Please note: If you are currently not working and do not have access to workplace policies and other documents, your trainer and/or assessor will provide you with simulated samples or information regarding how you can access such policies and documents

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Available Units

Students are required to complete 10 out of the 16 units listed below in order to obtain the Certificate IV in Business. This qualification consists of 1 core units plus 9 units elected from the electives list below.

Unit Code	Unit Name
CORE	
BSBWHS401	<p>Apply knowledge of WHS legislation in the workplace This unit describes the skills and knowledge required to implement and monitor an organisations work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none">▪ Provide information to the work team about WHS policies and procedures▪ Implement and monitor participation arrangements for managing WHS▪ Implement and monitor organisational procedures for providing WHS training▪ Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks▪ Implement and monitor organisational procedures for maintaining WHS records for the team
ELECTIVES	
BSBADM405	<p>Organise meetings This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none">▪ Make meeting arrangements▪ Prepare and distribute documentation for meetings▪ Record and produce minutes of meeting
BSBADM409	<p>Coordinate business resources This unit described the skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none">▪ Determine resource requirements▪ Acquire and allocate resources▪ Monitor and report on resource allocation and usage
BSBCUS402	<p>Address customer needs This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.</p>

BSBCUS403	<p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Assist customer to articulate needs ▪ Satisfy complex customer needs ▪ Manage networks to ensure customer needs are addressed
	<p>Implement customer service standards This unit describes the skills and knowledge required to contribute to quality customer service standards within an organisation</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Contribute to quality customer service standards ▪ Implement customer service systems ▪ Implement team customer service standards
BSBEBU401	<p>Review and maintain a website This unit describes the skills and knowledge required to undertake data analysis, review website content and update and maintain a website</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Review website content and use ▪ Update website ▪ Carry out non-technical site maintenance
	<p>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.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Prepare to produce work processed documents ▪ Design complex documents ▪ Add complex tables and other data ▪ Produce documents
BSBITU402	<p>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.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Prepare to develop spreadsheet ▪ Develop a linked spreadsheet solution ▪ Automate and standardise spreadsheet ▪ Use spreadsheets ▪ Represent numerical data in graphic form
	<p>Produce complex desktop published documents This unit describes the skills and knowledge required to design and produce complex desktop published documents. Please note; you will be required to use Microsoft publisher software in order to successfully complete this unit.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Prepare to produce desktop published documents ▪ Design desktop published documents ▪ Create desktop published documents ▪ Finalise desktop published documents ▪ Produce desktop published documents
BSBLED401	<p>Develop teams and individuals</p>

BSBMKG413

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

Elements – Essential Outcomes

- Determine development needs
- Develop individuals and teams
- Monitor and evaluate workplace learning

Promote products and services

This unit describes the skills and knowledge required to coordinate and review the promotion of an organisations products and services.

Elements – Essential Outcomes

- Plan promotional activities
- Coordinate promotional activities
- Review and report on promotional activities

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.

Elements – Essential Outcomes

- Research marketing information
- Plan marketing activities
- Implement marketing activities
- Review marketing activities

BSBPMG522**Undertake project work**

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application of future projects.

Elements – Essential Outcomes

- Define project
- Develop project plan
- Administer and monitor project
- Finalise project
- Review project

BSBREL401**Establish networks**

This unit describes the skills and knowledge required to develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

Elements – Essential Outcomes

- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

BSBRES401**Analyse and present research information**

This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality of the information, and preparing and producing reports.

Elements – Essential Outcomes

- Gather and organise information
- Research and analyse information
- Present information

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.

Elements – Essential Outcomes

- Identify risks
- Analyse and evaluate risks
- Treat risks
- Monitor and review effectiveness of risk treatment/s

Recognition of Prior Learning:

Recognition of prior learning (RPL) is a process whereby you demonstrate that you have acquired the required skills and knowledge for certain units or qualifications within a particular industry through work experience, education, training and life experiences.

We have created a Recognition of Prior Learning kit that includes a portfolio of evidence checklist. The checklist details the information and evidence you need to collect and provide in order to demonstrate that you have the required skills and knowledge to obtain the unit/certificate. The process is rather straight forward and we are here to help with any questions that you may have along the way. Should you not have the skills and knowledge in a given area you can complete the associated unit via online/distance learning.

RPL is available on the Certificate IV in Business. Information regarding RPL is available on the QTS website under '[Training](#)'. Alternatively, you can contact a QTS staff member on 1300 946 309 to discuss your RPL options.



Course Fees

Online/RPL delivery: \$1,250 AUD (includes admin fee)	
Option 1	Full fees upon enrolment – Save 10%
Option 2	\$250 upon enrolment plus \$20.00 x 50 weekly payments
Option 3	\$250 upon enrolment plus \$40.00 x 25 fortnightly payments
Option 4	\$250 upon enrolment plus \$100.00 x 10 monthly payments

Distance delivery: \$1,500 AUD (includes admin fee)	
Option 1	Full fees upon enrolment – Save 10%
Option 2	\$250 upon enrolment plus \$25.00 x 50 weekly payments
Option 3	\$250 upon enrolment plus \$50.00 x 25 fortnightly payments
Option 4	\$250 upon enrolment plus \$125.00 x 10 monthly payments



Why Choose QTS?

- Nationally recognised training
- Full support by phone and email 7 days a week
- All training materials provided
- No hidden costs
- Study where and when it suits you
- Progress at your own pace
- Combine self-paced learning with experienced trainer support
- Continue working while you are studying
- Graduate within 6 – 12 months or less if you commit the time
- Our courses enable participants to apply their learning to their workplace and/or life experience
- Our courses are competency based
- Able to resubmit assessments until competent

Enrol Today!

Online or Distance learning allows students the flexibility of completing their course at their own pace, at times to suit work and other life commitments. Avoiding commutes, classrooms and rigid timetables are just a few good reasons to undertake online or distance learning. Students can "attend" a course at any time, from anywhere.

Enrolling into the Certificate IV in Business through QTS is a quick and easy process.

1. Read the [Participant Handbook](#)
2. Register as a student by completing the [Enrolment Form](#)
3. Email your completed enrolment form to admin@qts.edu.au

If you require any additional information or assistance then please don't hesitate to contact our friendly staff on 1300 946 309 or email admin@qts.edu.au

Other Qualifications Available Through QTS Include:

BSB30115 Certificate III in Business
BSB30415 Certificate III in Business Administration
BSB40515 Certificate IV in Business Administration
BSB42615 Certificate IV in New Small Business
BSB41015 Certificate IV in Human Resources
FNS40215 Certificate IV in Bookkeeping
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management

