



Quality Training Solutions



Certificate IV in New Small Business
BSB42615

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.



Certificate IV in New Small Business

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Description

This qualification has been designed to help individuals develop the skills and knowledge required to establish their new small business. This qualification equips learners with the tools needed to plan, analyse and market their new small business.

Career Outcomes

- Small Business Manager
- Small Business Owner

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 12 units listed below in order to obtain the Certificate IV in New Small Business. This qualification consists of 4 core units plus 6 units elected from the electives list below.

Unit Code	Unit Name
CORE UNITS	
BSBSMB401	Establish legal and risk management requirements of small business This unit describes the skills and knowledge required to identify and comply with all regulations affecting the business Elements – Essential Outcomes <ul style="list-style-type: none">▪ Identify and implement business legal requirements▪ Comply with legislation, codes and regulatory requirements▪ Negotiate and arrange contracts
BSBSMB402	Plan small business finances This unit describes the skills and knowledge required to identify financial requirements of a business, including profit targets, cash flow projections and strategies to garner financial support. Elements – Essential Outcomes <ul style="list-style-type: none">▪ Identify costs, calculate prices and prepare profit statement▪ Develop a financial plan▪ Acquire finance
BSBSMB403	Market the small business This unit describes the skills and knowledge required to monitor and improve business performance via a clear marketing strategy integrated into the business plan. Elements – Essential Outcomes <ul style="list-style-type: none">▪ Develop marketing strategies▪ Determine a marketing mix for the business▪ Implement marketing strategies▪ Monitor and improve marketing performance
BSBSMB404	Undertake small business planning This unit described the skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives. Elements – Essential Outcomes <ul style="list-style-type: none">▪ Identify elements of a business plan▪ Develop a business plan

- Develop strategies for minimising risks

ELECTIVE UNITS

BSBCUS402

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.

Elements – Essential Outcomes

- Assist customer to articulate needs
- Satisfy complex customer needs
- Manage networks to ensure customer needs are addressed

BSBCUS401

Coordinate implementation of customer service strategies

This unit described the skills and knowledge required to advise, carry out and evaluate customer service strategies.

Elements – Essential Outcomes

- Advise on customer service needs
- Support implementation of customer service strategies
- Evaluate and report on customer service

BSBEBU401

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

Elements – Essential Outcomes

- Review website content and use
- Update website
- Carry out non-technical site maintenance

BSBINN301

Promote innovation in a team environment

This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

Elements – Essential Outcomes

- Create opportunities to maximise innovation within the team
- Organise and agree effective ways of working
- Support and guide colleagues
- Reflect on how the team if working

BSBREL402

Build client relationships and business networks

This unit describes the skills and knowledge required to establish, maintain and improve client relationships and to actively participate in networks to support attainment of key business outcomes.

Elements – Essential Outcomes

- Initiate interpersonal communication with clients
- Establish client relationship management
- Maintain and improve ongoing relationships with clients
- Build and maintain networks

BSBSMB405

Monitor and manage small business operations

This unit describes the skills and knowledge required to implement a business plan and modify operations as required.

BSBSMB406	<p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Develop operational strategies and procedures ▪ Implement operational strategies and procedures ▪ Monitor business performance ▪ Review business operations
	<p>Manage small business finances This unit describes the skills and knowledge required to implement and review financial management strategies on a regular basis.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Implement financial plan ▪ Monitor financial performance
BSBSMB407	<p>Manage a small team This unit describes the skills and knowledge required to select, induct, train and develop staff members to enhance business operations within the parameters of all relevant legislative requirements.</p> <p>Elements – Essential Outcomes</p> <ul style="list-style-type: none"> ▪ Develop staffing plan ▪ Recruit, induct, train and retrain team ▪ Comply with industrial relations obligations ▪ Maintain staff records ▪ Manage staff ▪ Review team performance

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 New Small 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 New Small 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:

BSB30415 Certificate III in Business Administration
BSB30115 Certificate III in Business
BSB40515 Certificate IV in Business Administration
BSB40215 Certificate IV in Business
BSB41015 Certificate IV in Human Resources
FNS40215 Certificate IV in Bookkeeping
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management

