

BSB40120

## Certificate IV in Business (Traineeship)

Many administrators are required to carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They 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. Participants must be employed as a trainee in a suitable business before commencing this course. Location: Workplace

### Who is the course for?

This course is designed to give participants the office and computer skills needed to work in a professional business environment. Students develop the specialist skills necessary when working in an office environment.

### Course Overview

- Online learning resources available 24/7
- Monthly electronic contact with a trainer i.e. zoom, phone, email
- Monthly trainer support class via zoom
- Dedicated trainer with 1-1 support (if required)
- Group catch up sessions via zoom every 6 months
- Delivered over 12 months
- Assessments consists of a combination:
  - Multiple choice quizzes
  - Short answer assessments
  - Case studies
  - Observation practical assessments
  - Workplace projects



## Course Outline

The BSB40120 Certificate IV Business includes training and assessment in the following units of competence:

Code	Title	Unit Type
BSBLDR411	Demonstrate leadership in the workplace	Elective
BSBWRT411	Write complex documents	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Elective
BSBHRM413	Support the learning and development of teams and individuals	Core
BSBSTR402	Implement continuous improvement	Core
BSBPEF401	Manage personal health and wellbeing	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBCRT411	Apply critical thinking to work practices	Core
BSBTEC404	Use digital technologies to collaborate in a work environment	Core
BSBTWK401	Build and maintain business relationships	Core
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core

## Application

This course will equip you with the required skills to work in the administration area of any business, such as administrative officer, receptionist, accounts payable and/or accounts receivable officer.

Fees: please refer to [itfe.edu.au](http://itfe.edu.au)



RT0# 6372  
CRICOS Code: 02737J

05.2023

**Contact us for more information**  
1300 659 557 ● [itfe.edu.au](http://itfe.edu.au)