



Certificate IV in Business On - Line

BSB40207 Certificate IV in Business

Course Overview

The Certificate IV in Business provides the participant with an opportunity to develop office and business administration competencies and apply them practically in the workplace.

This development program is offered through our on-line e-learning platform. This means the participant can undertake learning activities at a time and place convenient to workplace demands without having to leave the work site to attend workshops.

All that is required is access to a computer and the internet. IPS also has experience in consulting to determine blended delivery methods where applicable.

An initial induction into the program is provided at the time of enrolment when we assess and recognise existing skills

the participant may possess. This enables them to receive advanced-standing in the program and allows us to focus on the skills they need to develop.

A coach is allocated to the participant and is available on-line or by phone Monday to Friday during working hours. Assessments are completed and submitted on-line to our qualified assessors who provide feedback in a timely manner.

Target Audience

- Accounts Clerk
- Customer Service Advisor
- Receptionist (General, Legal, Medical)
- Office Administration Assistant
- Student Services Officer
- Word Processing Operator



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Total Number of Units Required for Qualification - 10

1 Core Unit Required:

- Monitor a safe workplace

Elective Units - Choose 9 appropriate to the trainee's role:

- Coordinate implementation of customer service strategies
- Address customer needs
- Implement customer service standards
- Report on financial activity
- Organise meetings
- Coordinate business resources
- Promote innovation in a team environment
- Make a presentation
- Design databases
- Design and develop complex text documents
- Develop and use complex spreadsheets
- Produce complex desktop published documents
- Develop teams and individuals
- Promote products and services
- Undertake marketing activities
- Manage projects
- Establish networks
- Analyse and present research information
- Identify risk and apply risk management processes

- Establish effective workplace relationships
- Develop work priorities
- Implement and monitor environmentally sustainable work practices
- Write complex documents

Registration and Enquiries

Time required to complete the qualification: 2 years full-time or up to 4 years part-time.

Average time to complete: 6 months

This qualification is nationally recognised and portable throughout Australia. Federal government incentives of up to \$4,000.00 per participant may apply subject to meeting eligibility criteria and completion of qualifications.

Contact IPS Institute to organise enrolment today

Phone: (07) 3841 8011

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