

# BSB40120

## Certificate IV in Business (Operations)



Career Training Institute (CTI) is offering a 2023 enrolment opportunity for students wishing to further their career opportunities by undertaking BSB40120 Certificate IV in Business (Operations).

This qualification reflects the role of individuals in a variety of business job roles, with units on marketing and sales. Individuals in these roles 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.



### ROUND THE CLOCK ACCESS

Access your course material any time and anywhere **at your convenience.**



### ONE ON ONE TRAINER SUPPORT

Personalised trainer support by phone, email and messaging to help **maximise your potential.**



### FLEXIBLE LEARNING

Online delivery so you can **self-direct your learning.**



### SET MILESTONES

Scheduled milestones and reminders to help keep you **on track to success.**

### Course structure

To graduate from this course, students are required to complete ten units: six core units plus six electives. The following units in this course have been selected by CTI after investigation informed by engagement with industry.

### Units of Competency

BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXCM401	Apply communication strategies in the workplace
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development
BSBOPS404	Implement customer service strategies
BSBMKG433	Undertake marketing activities
BSBMKG434	Promote products and services
SIRXSL5003	Achieve sales results

### Graduate skills

Students graduating from this course will be equipped with a range of skills to work in business related roles such as office administrator, marketing assistant, sales representative and customer service representative.

### Entry requirements

There are no specific entry requirements, but it is expected that students will have the ability and aptitude commensurate with completing a secondary school education.

An enrolment, students will be given access to their course on the CTI Learning Management System. Prior to course commencement students are required to complete a Language, Literacy and Numeracy test. Pending the result of this test, the student will be permitted to continue to the course. It is strongly recommended this is completed before course commencement in February.

### Duration

The course is designed to be completed over a period of 12 months.

For the 2023 enrolment intake, the student has until 15 February 2024 to complete the course, which allows some flexibility. A schedule for the completion of each unit will be established by CTI, and it is expected that students will commit to comply with this schedule.

If the course is not completed by the end of the enrolment period, the student will be required to enrol for an additional period at full new enrolment cost.

### Course Fees

The total cost of enrolment in BSB40120 Certificate IV in Business (Operations) in 2023 will be \$2,700.00.

This enrolment will conclude on 15 February 2024.

Course fees are GST free.

Clients will be charged 50% (\$1,350.00) at course commencement and will be charged for the remaining 50% (\$1,350.00) after six months.



### HOW TO APPLY

Applications open on 1 December 2022 for a start from February 2023.

An online application is available from [www.careertraining.edu.au](http://www.careertraining.edu.au) under the [Postgraduate](#) tab.

### Find out more

T: 1300 284 111

E: [admin@careertraining.edu.au](mailto:admin@careertraining.edu.au)

W: [www.careertraining.edu.au](http://www.careertraining.edu.au)