



The Canberra Training School Pty. Ltd. T/A CANBERRA BUSINESS AND TECHNOLOGY COLLEGE

BSB40215 CERTIFICATE IV IN BUSINESS COURSE INFORMATION

COURSE INFORMATION	
RTO Name	Canberra Business and Technology College (CBTC)
RTO Code	40882
CRICOS Code	03465J
Training package	BSB Business Services Training Package
Qualification	BSB40215 Certificate IV in Business
CRICOS Course Code	089834M
Units of Competency	Total: 10 Units 1 Core and 9 Elective
Qualification details/ Course overview	<p>This qualification is suited to students who are aspiring to become 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 analyses information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.</p> <p>Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.</p> <p>Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.</p>
Job roles	<ul style="list-style-type: none"> • Administrator • Project Officer • Team Leader • Student Services Officer • Office Administration Assistant
Pathways into the qualification	<p>No specific pathway, however Certificate III in Business or similar recommended.</p> <p>Please also refer to CBTC Entry Requirements below.</p>



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<p>Pathways from the qualification</p>	<ul style="list-style-type: none"> BSB50215 Diploma of Business or other Diploma qualifications. <p style="text-align: center;">Business / Administration Pathway</p> <div style="text-align: center;"> </div>
<p>Entry requirements</p>	<ul style="list-style-type: none"> ▪ Domestic students <ul style="list-style-type: none"> ○ Age 18+ ○ Completed high school, or equivalent ▪ International students <ul style="list-style-type: none"> ○ <u>Age:</u> 18+ ○ <u>English language requirements:</u> IELTS 5 or equivalent; or pass CBTC English test; or successful completion of any other Certificate IV or higher level course in Australia; ○ <u>Educational requirements:</u> Completion of Year 12 or equivalent or higher ○ <u>Work experience:</u> Not required
<p>Qualification and recognition</p>	<p>Students who successfully complete this qualification will be awarded nationally recognised BSB40215 Certificate IV in Business.</p>



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Program/ Course Content

This program requires the completion of 10 units of competency

Total: 1 Core and 9 Elective units

	Code	Unit of Competency	
1	BSBADM405	Organise Meetings	Elective
2	BSBCMM401	Make a Presentation	Elective
3	BSBCUS401	Coordinate implementation of customer services strategies	Elective
4	BSBCUS402	Address Customer Needs	Elective
5	BSBCUS403	Implement Customer Services Standards	Elective
6	BSBINN301	Promote innovation in a team environment	Elective
7	BSBITU402	Develop and use complex spreadsheets	Elective
8	BSBLED401	Develop teams and individuals	Elective
9	BSBMKG413	Promote product and services	Elective
10	BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core

Electives may be changed at any stage

Learning outcomes

- General Administration
- Customer Service
- Innovation and teamwork
- Learning and Development

Mode of delivery

- Classroom based 20 hours per week

Program delivery details

Delivery location: 75 Gozzard St, Gungahlin ACT 2912, Australia
Number of study weeks: 36
Holiday weeks: Up to 16 weeks
Total course duration: 52 weeks
Number of hours per week: 20 hours
Class timetable: Classes may be held between 8:30am-9pm, Monday- Saturday (excluding public holidays). Students are advised of their class timetables during orientation.



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Sample timetable				
9-week term	8:30-11:00am	11:05am-1:15pm	1:45-3:45pm	3:50-pm-5:00pm
Monday (8 hours)	Organise Meetings	Organise Meetings	Organise Meetings	Organise Meetings
Tuesday (8 hours)	Make a Presentation	Make a Presentation	Make a Presentation	Make a Presentation
Online (4 hours)	Organise Meetings		Make a Presentation	
Recognition of Prior Learning (RPL)/ Credit Transfer	Students can apply for RPL/ Credit transfer based on prior work experience and/or education/training. Please note that the course duration may be reduced if RPL/ Credits are granted and the 'Confirmation of Enrolment' will be adjusted accordingly.			
Teaching/learning resources	Students will have access to the following course materials: <ol style="list-style-type: none"> 1. Study Guides 2. Assessment packs 3. Power-point presentations 4. Online course content 5. Computers 6. Internet access 7. Links to external resources 8. Overhead projectors 9. Library resources 			
Assessment methods	<p>Assessments/ Evidence-gathering techniques <u>may</u> include:</p> <p>A. Role Play / Video recordings/ Presentation / Discussion Forums</p> <p>B. Oral – Questioning</p> <p>C. Case study</p> <p>D. Written assessments/Report/Essay/Research/Group Project</p> <p>Students may be required to submit video presentations to authenticate some of their practical work. They may also be required to participate in an oral interview at their course end of the course.</p>			



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Nominal training hours	720 hours
Term Dates	Please refer to CBTC Term Dates
Fees	Please refer to CBTC Fee Schedule

