

Course Outline

BSB41101 Certificate IV in Business Management

This qualification is aimed at those individuals who have significant experience within a business environment and want to develop new management skills, enhance their existing skills, or be recognised for some of the management and business skills they have accumulated during their career.

This qualification, as with the majority of the qualifications in the Business Services Training Package allows for some flexibility in design. This allows the participant and employer to create a qualification that will provide them with the best outcome for both themselves and the workplace. The focus of this qualification is on the skills required to manage a business, workplace, team or department and the many functions of the role (e.g.: leadership, finance, marketing etc).

Besides having a significant amount of experience, there are no specific pre-requisites for this qualification other than suitable language, literacy and numeracy skills. Questions regarding this can be discussed with your Work Plus Development & Training contact person. Assistance in this area by access to specialist programs is also offered by Work Plus Development & Training (refer participants guide).

Work Plus Development & Training use a number of different approaches to facilitate learning and assessment for this qualification and they include:

- Classroom or Workshop style training sessions may be offered subject to numbers
- Text books to provide knowledge as well as activities to enable you to practice your skills
- Assessment Activities to enable you to prove competence once you have gained the knowledge and skills necessary
- Visits to the workplace to conduct coaching session, facilitate workplace learning and conduct assessments
- Contact via telephone, email and other forms of communication outside of workplace visits

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development & Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals
Negotiating the “Planned Outcomes” with the business and the individuals
Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Certificate IV in Business Management – the qualification rules

Requiring 10 units for the qualification.

- A minimum of 4 units from the list below:

- **BSBCMN403A Establish business networks**

This unit covers the skills and knowledge required to develop and maintain effective workplace relationships and networks. It covers the activities of communication and representation.

- **BSBCMN404A Develop teams and individuals**

This unit covers the skills and knowledge required to determine individual and team development needs and facilitate the development of the workgroup.

- **BSBCMN407A Coordinate business resources**

This unit covers the skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

- **BSBCMN410A Coordinate implementation of customer service strategies**

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.

- **BSBCMN412A Promote innovation and change**

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

- **BSBCMN413A Implement and monitor environmental policies**

This unit covers the implementation and monitoring of the organisation's environmental policies and procedures as an integral part of the organisation's business program. Those who work or who expect to work in a supervisory capacity would be advised to undertake this unit. It could also be useful for small business.

- **BSBFLM412A Promote team effectiveness**

This unit specifies the outcomes required of frontline managers to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

To complete the qualification:

- A minimum of 3 units from any field or domain of the Business Services Training Package at Certificate IV (some popular units are listed below).
- And 3 units from the Business Services Training Package or any other endorsed Training Package, of which a minimum of 2 units must be from a Certificate IV qualification, and 1 unit may be included from a Certificate III or Diploma qualification.
- Units from other Training Packages must not duplicate units selected from the Business Services Training Package.
- All units selected must contribute to and combine to form a work outcome.

Popular Business Units at Certificate IV are:

- BSBFLM403B Implement effective workplace relationships
- BSBFLM405B Implement operational plan
- BSBFLM406B Implement workplace information system
- BSBFLM409B Implement continuous improvement
- BSBCMN402A Develop work priorities
- BSBCMN405A Analyse and present research information
- BSBCMN408A Report on financial activity
- BSBCMN409A Promote products and services
- BSBCMN411A Monitor a safe workplace
- BSBCMN414A Undertake marketing activities
- BSBCMN415A Manage first aid policy
- BSBCMN416A Identify risk and apply risk management processes
- BSBCMN417A Coordinate customer service activities
- BSBCMN418A Address customer needs
- BSBCMN419A Manage projects
- BSBCMN420A Write complex documents
- BSBHR402A Recruit and select personnel

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