COURSE GUIDE
CERTIFICATE IV IN BUSINESS
BSB40215
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CERTIFICATE IV IN BUSINESS

No matter what aspect of business you're interested in, you'll often be asked to solve problems, assess resources and provide solutions. Our Certificate IV in Business will equip you with the skills to succeed in these areas. You'll learn how to make strategic decisions that affect your customers, undertake project work and develop teams and individuals.

IS THIS COURSE RIGHT FOR YOU?

Are you ready to gain new skills so you can be more effective in your current job? Or land that job you really want? Do you have a lot to contribute but management doesn't seem to notice? If you answered yes, then a Certificate IV in Business can help you achieve your goals. Although not essential, experience in an administrative role or a Certificate III in Business or similar would provide a good grounding. Being keen to learn new skills is more important!

Whether you have a prior qualification or not, it doesn't matter, our courses are designed to help you achieve your goals. If this seems too advanced and this course isn't quite right, try our Certificate III in Business and if you have more experience try our Diploma in Business.

Where it could lead you

- Office administrator
- Project officer
- Team leader
- Personal assistant

COURSE INFO

NATIONAL CODE
BSB40215

FLEXIBLE PAYMENT PLANS
Choose from weekly or fortnightly plans

NATIONALLY RECOGNISED
Registered Training Organisation
(RTO: 40766)

PREREQUISITES
None

DELIVERY MODE
Online

DURATION
6 to 12 months*

*We know sometimes life gets in the way. If you need to take longer to complete you have up to two years without any additional costs.
We’ve designed our courses so they’re challenging to take but easy to understand. Each one is made up of four modules and in each module there are several units of competency.

<table>
<thead>
<tr>
<th>MODULE</th>
<th>UNIT CODE</th>
<th>UNIT TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinating work groups</td>
<td>BSBADM405</td>
<td>Organise meetings</td>
</tr>
<tr>
<td></td>
<td>BSBMKG413</td>
<td>Promote products and services</td>
</tr>
<tr>
<td>Managing customers</td>
<td>BSBCUS401</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td></td>
<td>BSBCUS402</td>
<td>Address customer needs</td>
</tr>
<tr>
<td></td>
<td>BSBCUS403</td>
<td>Implement customer service standards</td>
</tr>
<tr>
<td>Arranging your business assets</td>
<td>BSBHRM404</td>
<td>Review human resources functions</td>
</tr>
<tr>
<td></td>
<td>BSBPMG522</td>
<td>Undertake project work</td>
</tr>
<tr>
<td></td>
<td>BSBWRT401</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>Managing risks and compliance</td>
<td>BSBRSK401</td>
<td>Identify risk and apply risk management processes</td>
</tr>
<tr>
<td></td>
<td>BSBWH504</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
</tr>
</tbody>
</table>
How you will be assessed

You’ll be asked to apply your knowledge and demonstrate your skills for each unit of competency in your course. As such, your assessments* are based on a combination of written exercises and practical tasks designed to keep you engaged and motivated.

Assessment tasks:

- Write emails
- Fill in forms
- Create new business documents
- Conduct research
- Create presentations
- Review business documents
- Make recommendations
- Communicate effectively

WHAT YOU WILL NEED BEFORE YOU START YOUR COURSE

There are a few resources you will need to complete your online learning. They will allow you to access your learning material, do research, prepare and submit your assessments, and communicate with your trainers and other students.

- Modern computer with high-speed internet, sound card, microphone and speakers
- Microsoft Office or similar [e.g. GoogleDocs or OpenOffice]
- Adobe Acrobat Reader
- File compression / zip software
- Microsoft Publisher
- Video camera
- Voice recorder

PATHWAYS

Once you’ve finished your Certificate IV in Business with Open Training you may** receive credit towards some of Open Training’s other qualifications. Credit is given when an education institution can determine that you’ve already completed the Unit of Competency taught in a part of a course they offer. Because of that, successfully applying for credit often allows you to finish a course more quickly.

Pathways into other Open Training courses

You may receive credit into the following Open Training qualifications:

- 1 Unit of Competency into Diploma of Management
- 1 Unit of Competency into Diploma of International Business
- 1 Unit of Competency into Diploma of Business Administration
- 1 Unit of Competency into Certificate IV in Small Business Management
- 2 Units of Competency into Diploma of Human Resources Management
- 2 Units of Competency into Certificate IV in Marketing
- 3 Units of Competency into Certificate IV in Business Sales
- 3 Units of Competency into Certificate IV in Human Resources
- 4 Units of Competency into Certificate IV in Business Administration
- 4 Units of Competency into Certificate IV in Frontline Management
- 4 Units of Competency into Certificate IV in Customer Contact

* Please see the Certificate IV in Business course page online for full assessment details.
** when equivalence is current.
HOW WE SUPPORT YOU

Student Advisors
New to Open Training? Our Student Advisors are here to help 5 days a week with personalised advice to answer any general questions about Open Training, the courses on offer and to help you with enrolment.

Course Trainers
Your course trainer is your first point of contact as a student at Open Training. Available 5 days a week, they’ll answer any learning and assessments questions, as well as follow your online classroom conversations and discussion boards.

Student Support Team
Helping to maintain stress-free, flexible online-learning, our Student Support team is here to help all students at Open Training. They understand that life doesn’t always go as planned so if you need to make changes, withdraw from units or are experiencing technical issues, get in touch.

Student Coaching
Our Student Coaches can help you overcome difficulties you’re having with study and to explore ways of improving your study techniques:
• Managing your work / life / study balance
• Discuss motivation and procrastination tools
• Exam preparation tips
• Access tips and resources on academic writing and research styles
• Reading and note taking guidelines.

One to One Counselling
At Open Training there’s always someone to talk to. Our counsellors can help you to restore balance, create coping strategies and maintain your wellbeing. No issue is too big or small and seeking help before things hit crisis point can help ensure you stay on the right track! All current Open Training students can access free and confidential appointments with our Specialist Student Coaches (Welfare).

Our counsellors can help with many issues including:
• Managing self-expectations, self doubt and perfectionism
• Loneliness and isolation
• Depression and anxiety
• Professional and career concerns
• Grief and loss or onset of illness.

Disability Support Services
Open Training Disability Support services provide assistance to students who require reasonable adjustments to ensure that they have the best chance of success. Alternative format study materials to support students with a disability may include:
• Additional tutor support
• Printed / PDF / Large print material
• Speech options may be available also.

Make an appointment anytime, just call 1300 923 804 or email counselling@opentraining.edu.au
Appointments are available:
Office hours: Monday to Friday, 9am – 5pm
[Australian Eastern Standard or Daylight Time]**
By phone or audio Skype
For all contact information and office hours, please see pg 11.

When contacting the Specialist Student Coaches (Welfare) you’ll be asked to provide some personal details, such as your name, student number, a contact number and in some cases additional information.

*The Open Training counselling service respects the privacy of all students and holds information obtained in the course of professional service in confidence, except where the law demands otherwise or where there are ethical or moral reasons not to do so.

** If you’re seeking support outside these hours, you can contact Lifeline on 13 11 14. Emergency services can be contacted on 000. Additional services are listed under General Support Services.
FLEXIBLE ONLINE LEARNING
WITH EXPERT SUPPORT

Welcome to online learning that is flexible, created by real people for real people, that doesn’t require you to put your life on hold; instead get the qualification you want, when you want and study your way.

WHY STUDY WITH OPEN TRAINING?

- Open Training is backed by Open Universities Australia with more than 20 years of experience and a longstanding reputation as experts in online learning.
- You will study Nationally recognised courses, written by experts, specifically shaped to fulfill in-demand business requirements.
- You’ll get support and guidance from an extensive Support Team whenever you need it.
- Develop real-world skills, practical capabilities and confidence in a range of industries; from Administration, Business and Human Resources to Project Management, Marketing and Customer Sales and Services.
- You’ll discover a new way of learning; videos, quizzes, assignments and discussion all amalgamated into flexible online programs that fit in with your life.
- Stress-free and flexible payment options.

At Open Training, you can study at your own pace, and that means you’re in control of how long it takes you to complete your course. Our courses are designed to be completed within 6 to 12 months. But if you need longer, you have up to two years to complete. We can help you to meet your study requirements along the way, with reminders of when assessments are due so you are able to meet your commitments.

Studying at your own pace means you can:

- Start your course now, or whenever you choose
- Complete as quickly as you want with up to two years
- Manage your own schedule and workload
- Receive study tips and assessment reminders to meet your commitments
- Go through the learning materials when you want to
- Submit your assessments at any time of the day
- Call on our support when you need it.

HOW ONLINE STUDY WORKS

- You will have 24 hour access to your online classroom via your tablet, laptop or desktop computer; when and where you want
- Study at a time, location and pace that suits you
- Extensive, personalised support at every step and when you need it most
- Interact with your peers in your online classroom
- Make changes as you study, just give us a call
PLANNING YOUR STUDY TIME

It depends on how quickly you want to gain your qualification. If you structure your study plan, you can complete your course within 6 to 12 months. We can provide you with study tips and assessment date reminders. If you need more time, that’s okay. We can adjust our reminders to fit in with you.

<table>
<thead>
<tr>
<th>COURSE PACE</th>
<th>FINISH FAST</th>
<th>PERFECT LIFE / WORK BALANCE</th>
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<tr>
<td>COURSE DURATION</td>
<td>6 months</td>
<td>12 months</td>
</tr>
<tr>
<td>WEEKLY HOURS</td>
<td>15 – 20 hours</td>
<td>7 – 10 hours</td>
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Need a little longer? Don’t worry, if you need more time you can take up to 2 years to complete your qualification.

PAYMENT METHODS

At Open Training we believe in offering specifically designed online qualifications backed by the reputable Open Universities Australia. We deliver the highest quality, nationally recognised courses at competitive fees.

Course fees will differ depending on the qualification or course you choose, but below gives you an overview of the Open Training fees.

<table>
<thead>
<tr>
<th>COURSE LEVEL</th>
<th>TOTAL COST</th>
<th>SAVE 15% BY PAYING UPFRONT</th>
<th>WEEKLY PAYMENTS (over 12 months)</th>
<th>FORTNIGHTLY PAYMENTS (over 12 months)</th>
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<tr>
<td>Certificate III*</td>
<td>$2,500 to $2,700</td>
<td>Save up to $405</td>
<td>From $48.20</td>
<td>From $96.40</td>
</tr>
<tr>
<td>Certificate IV*</td>
<td>$2,600 to $3,800</td>
<td>Save up to $570</td>
<td>From $50</td>
<td>From $100</td>
</tr>
<tr>
<td>Diploma</td>
<td>$4,900 to $5,800</td>
<td>Save up to $870</td>
<td>From $94.40</td>
<td>From $146.40</td>
</tr>
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* These course prices are indicative only and may differ depending on the units studied and whether you are eligible for credit transfers.

How can I pay for my course?

We believe education is an invaluable life tool, so we have combined our nationally accredited courses with simple payment options so you can invest in your future with Open Training without question or stress.

**UPFRONT PAYMENT**

- Pay by credit or debit card
- Pay online or by phone
- Payment plan

**PAYMENT PLAN**

- Pay by direct debit
- Use a credit card or bank account
- Align with your pay cycle
- Weekly or fortnightly payments
HOW TO ENROL

We’ve made enrolment as easy as possible; you can either call us or do it all online.

If you have any questions about the courses or need help enrolling please call us on 13 87 75.

FAQs

ASSESSMENTS

How many assessments will there be?
All courses have an average of 10 units, with several assessments in each unit. Some assessments will be quite straightforward and some more involved. All assessments are created to help you demonstrate your understanding progressively as you work through each unit.

How are the assessments marked?
For each unit of competency, you’ll be marked ‘Competent’ if you’ve demonstrated competence against all the performance criteria or ‘Not yet competent’ if you haven’t.
Your Competent result is in turn made up of the results of the assessments that make up that unit. You’ll need to be marked ‘Satisfactory’ for each assessment in the unit to get an overall result of Competent. To receive your full qualification, you must get marked Competent for all units.

When do I get my results?
Your trainer will post your results to your online classroom with their comments, within three to five business days.

ENTRY REQUIREMENTS

What are the entry requirements to study with Open Training?
For most courses, there are no formal entry requirements. However, to help you choose the right level of course, we do recommend the type of experience or qualification that would best prepare you for each particular course.

Unique Student Identifier (USI)
The USI is a personal 10 character number required by the Australian Government when you study any nationally recognised training course.
When you enrol with OTI you will need to create your USI online via the USI website – your account will contain your personal details including your training records and results (as of January 2015).
Once you’ve enrolled simply inform us of your USI and we will update your results.
FAQs CONTINUED

FEES & REFUND

What if my situation changes?
We are confident in our online learning service and so we offer you a 7 day trial to experience your course for free.
We are sure you're going to love your time with us but if circumstances change within the first 7 days, just call us and we will withdraw you and refund any fees paid without question.
We also understand that it may take longer than 7 days to decide whether it is the right course for you, so if after this time you wish to withdraw from your course, you need only to pay for the module(s) you have access to (see refund policy for full details).

Can I get Recognition of Prior Learning (RPL)?
Recognition of Prior Learning (RPL) is an assessment process which evaluates your existing skills, knowledge and experience against nationally recognised qualifications.
Skills may have been gained through:
- Work experience (paid or unpaid)
- Informal training and education
- Skills and knowledge gained on the job
- General life experience
- Voluntary work.

How much does RPL cost?
Once you're enrolled in one of our courses, there's no additional cost to apply for RPL.

What is the application process?
1. Contact Open Training Institute on 13 87 75 for a RPL self-assessment. The self-assessment form has been developed to assist you in determining whether to proceed with RPL prior to enrolment.
2. Send your RPL self-assessment to Open Training.
3. If you decide to proceed with a RPL application, enrol in the course.
4. Once enrolled, your trainer will send you the full RPL kit. You'll have to gather and collate evidence of your RPL application and you can contact your trainer for assistance at any time before submitting your application. Your trainer will contact you for an interview and you'll be notified of the RPL assessment outcome in 20 business days.
5. If your application is accepted, you'll receive a written response detailing the RPL granted, and the RPL will be automatically applied to your course. If your application is denied, you'll receive written explanation detailing why with the option to request further information.

Can my employer pay for my course?
Yes, they can pay for your course and we will issue your employer an invoice. But keep in mind that payment needs to be registered before we can officially enrol you.

When will I get billed or invoiced for my course?
If you choose to be on a payment plan, we'll debit your account at the time of your enrolment.
(Please keep in mind that it can take up to 48 hours for the payment to be processed.)
If you wish to have your future installments aligned with your pay cycle (or make any other payment date change), you can request this once your enrolment has been processed.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

Can I get credit for my other studies?
You may have started studying somewhere else and weren't able to complete your qualifications because life got in the way. If you have already completed units with a recognised VET provider, you'll receive credit for that and you won't need to repeat it with Open Training. This process is called Credit Transfer and, if you're eligible, it means you won't need to do as many units to complete your course.
“Open Training gives you the ability to work at your own speed and at your own level of ability. You can make mistakes and get corrected online.”

KEY CONTACTS AND SERVICES

Student Advisors:
Contact Student Advisors on 13 87 75 or chat live online on our website to answer any general questions about courses or help you with enrolment Monday to Friday 8.30am – 8pm (AEST).

Trainers:
Contact Trainers through your online classroom or post a message on the discussion board.

Student Support Team:
If you are enrolled and need some help, contact the team Monday to Friday 8.30am – 6pm AEST on 13 87 75 option 2.

Student Coaching:
Contact Coaching Monday to Friday 9am – 5pm by email: studentsuccess@opentraining.edu.au

Counselling:
Appointments available Monday to Friday, 9am – 5pm AEST by phone 1300 923 804 or email: counselling@opentraining.edu.au

Disability Support Services:
For more information contact by email: disability@opentraining.edu.au

All information within this course guide is correct at the time of publication. For the most current course details and more information about Open Training, please call our Student Advisors on 13 87 75.