

	<p align="center"><b>Australian Education and Training Institute (AETI) Pty Ltd</b>  <b>T/as Alpha Education House</b>  <b>ABN : 58 164 980 027   ACN: 164 980 027   RTO Code : 46419</b>  <b>Email : info@alphaeducationhouse.edu.au Website:alphaeducationhouse.edu.au</b>  <b>Address: PO Box 46, Austral NSW 2179</b>  <b>Tel : 0415 467 684</b></p>
<p align="center"><b>BSB40120 Certificate IV in Business (Release1)</b></p>	



The BSB40120 Certificate IV in Business (Release 1) is a nationally recognised qualification. This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

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.

## Employment Pathway

The BSB40120 Certificate IV in Business (Release 1) is intended to prepare students or recognise and develop existing workers who are performing a range of administrative based roles in a business environment.

Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.

This qualification is transferrable across many industries, as it teaches transferrable business skills.

Employment outcomes targeted by this qualification include:

Customer service advisor	E-Business Practitioner
General clerk	Student services officer
Personal Assistant	Word processing operator
Administration Manager	Team Leader

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## Learning Outcomes

This course BSB40120 Certificate IV in Business supports participants to develop the skills required for a range of business services job roles.

Individuals undertaking this course will be able to carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills, such as:

- 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.
- provide leadership and guidance to others with some limited responsibility for the output of others; and may have supervisory performance accountabilities.



Through case studies, projects activities the course seeks to ensure that students develop the practical skills they need to commence work in a business environment.

## The Course Facts

**Duration:** Maximum of 12 months from the date of commencement

### Delivery mode:

100% self-paced online.

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### Course Structure:

The course will be delivered in over a one-year period.

### Units of Competency:

Code	Title	Core/ Elective
BSBWHS411	Implement and monitor WHS policies, procedures, and programs	Core
BSBTWK401	Build and maintain business relationships	Core
BSBWRT411	Write complex documents	Core
BSBCRT411	Apply critical thinking to work practices	Core
BSBTEC404	Use digital technologies to collaborate in a work environment	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBOPS405	Organise business meetings.	Elective
BSBOPS402-	Coordinate business operational plan	Elective
BSBPEF401	Manage personal health and wellbeing	Elective
BSBPEF502	Develop and use emotional intelligence	Elective
BSBOPS404	Implement customer service strategies	Elective
BSBOPS403	Apply business risk management process	Elective

### Course fees

#### P.O.A

The students are required to pay the fees in two equal instalments.

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### Minimum Entry Requirements:

**There are no entry requirements by training.gov.au however:**

- \* Be over the age of 18.
- \* Demonstrate good command of written and spoken English.
- \* Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work experience.
- \* Provide your own Laptop and/or tablet.

Alpha Education House expect that candidates have basic computer skills such as ability to open and shut down a computer, work with files and folders, basic knowledge in MS Word, and Excel, using the internet, email and search engines to complete learning and research activities. To meet virtual meeting requirements, learners must be able to independently use video conferencing system e.g., Teams (available free). Candidates are also expected to have adequate language, literacy, and numeracy skills to successfully complete the required competencies. Therefore, a pre-training suitability (an LLN Skills Test available on through LLN Robot) is required to determine if a student has sufficient LLN skills to absorb the breadth and depth of the learning outcomes. Foundation skills essential to performance are explicit in the performance criteria of each of unit of competency. Learners are encouraged to visit [www.training.gov.au](http://www.training.gov.au) to find more details about the foundation skills applied to this qualification.

### Recognition of Prior Learning and Credit Transfers

You can apply for recognition of prior learning, academic credit and work experience towards this qualification. During the course of your life, you will develop a wide range of skills and knowledge. Through work, volunteer roles, family commitments and various tasks undertaken in everyday life, you are building up a bank of knowledge. The evidence of these skills and knowledge accumulated can be used to help you gain a qualification.

### Student Support, Welfare, and Guidance

AEH assists all students in their efforts to complete their training program. If a student is experiencing any difficulties with his/her studies the student is to contact the trainer as the first line of support. If the matter requires more attention, then the student will be referred to the Director of Studies to assess the nature of the underlying problem and they will develop an appropriate action plan. At this point, an analysis of the nature of the problem will be undertaken to identify the key issue(s) such as language problems, time management problems, conceptual understanding etc.

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Once a mutually agreed upon plan of action has been set out, this will be documented in the student file with feedback to the trainer including timelines for the actions to be undertaken and assessed for success or re-evaluation. AEH will make available its full resources to ensure the student achieves the required level of competency in the qualification.

Where the student is experiencing any personal difficulties s/he should be referred to the Director of Studies who will seek to assist. If the student's needs exceed AEH's support capacity, it will refer the student to an appropriate external agency. There are no fees charged for referral, although fees may apply for the accessed service.

### Delivery Arrangements

The course will be delivered online on a Learning Management System and with the support using a video conferencing system, telephone, and via email. Learners will be studying at their own time and pace, following a delivery schedule provided at the commencement of the training, which include tentative duration for each unit of competency to complete and timeframe to submit the associated assessments.

After enrolment, the learner will be supported by providing a step-by-step guideline (via video conferencing) to navigate through the AEH LMS and explain the different sections and assessment tasks. The trainer and assessor will be provided with an Online Training to explain how they will work with the learners at different times of their training.

Candidates may choose to begin assessments in individual unit according to the delivery schedule when they have studied all the chapters and have sufficiently practiced relevant skills and therefore, feel confident about their learning. The training materials provide step-by-step instructions on work processes as well as case studies for learners to understand the real-life situations. Candidates may choose to consult with the assigned trainer/assessor before attempting the assessments.

Video conferencing and recordings may be used to collect evidence of competency if required

The Trainer/assessor will keep track of progress and assist by regularly communicating with the learners by email or by responding to any of their inquiries via email., which keeps records of learner activities when studying online including any tasks they have completed so far. In case of significant gap in such activities where the trainer/assessor has reasonable ground to establish that the student is not making steady progress, the student will be contacted by the trainer/assessor to discuss any challenges they are facing. The trainer will initiate support session if needs arise

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## Application Process

To enrol into a course at Alpha Education House, applicants must complete the Student Enrolment Form available from the website. The form should be completed in full and submitted by email to: [info@alphaeducationhouse.edu.au](mailto:info@alphaeducationhouse.edu.au)

When we receive your application, our Admissions Officer will review it for completeness. When the application for enrolment is complete you will be issued a Letter of Offer (valid 30 days), invoice for initial payment of fees and provided with a Student Agreement for your review.

Once you accept the offer you are required to return the student agreement with the initial payment of fees.

## For further information please contact:

Alpha Education House admissions Office on:

E-mail: [info@alphaeducationhouse.edu.au](mailto:info@alphaeducationhouse.edu.au)

Phone: 0415 467 684

Please refer to the website and the Student Handbook for further details

Students should also visit: [alphaeducationhouse.edu.au](http://alphaeducationhouse.edu.au) which gives more information about the study environment, course fees and refund policy and support services.

The website covers the remaining general information that is relevant to all students.

Please refer to the website and the Student Handbook for further details.

**\*\* Please note: electives may vary by state and are subject to change to meet client and industry requirements.**