The Certificate IV in Business provides superior grounding in key competencies commonly deployed in clerical roles, and in the administrative and business support sector generally. Participants develop the skills required to oversee an office, undertake informed decision-making across a variety of administrative tasks, and liaise on administrative matters with colleagues.

Who Should Attend
The qualification is appropriate to any role that has an administrative component as part of its ongoing responsibilities, and has great relevance for a very broad range of industry sectors. The capabilities the certificate targets are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to these positions.

Course Structure
The Certificate IV in Business is delivered by expert trainers in 6 x full day workshops scheduled across 9 months of this 12 month program. This approach allows students sufficient time between, and after workshop completion to undertake self-directed learning, assignments and out-of-class assessment. Workshops engage participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to the efficient conduct of administrative business operations and procedures.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System, ‘MyUpskilled’. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

Prerequisites
There are no formal prerequisites for this qualification.

Recognition of Prior Learning (RPL)
RPL is available for each Unit of Competency based on relevant workplace experience, formal training, or other expertise. To apply for RPL, please submit documentation in portfolio form for evaluation by Upskilled assessors.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.
Course Outline
The Certificate IV in Business comprises 10 units of competency as identified in the National Business Services Training Package. All units must be successfully completed to attain the certificate.

Upskilled arranges units of competency around a series of learning clusters in order to consolidate and customise the overall learning experience. Participants target skills and knowledge across 6 clusters (5 core, 1 elective). Below is Upskilled’s standard course outline, however other elective streams are available upon request, in the areas of written communication, and improvement and innovation.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
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</thead>
<tbody>
<tr>
<td>BSBWORS501B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBMG1402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSBREL401A</td>
<td>Establish networks</td>
</tr>
<tr>
<td>BSBREL402A</td>
<td>Build client relationships and business networks</td>
</tr>
<tr>
<td>BSBWOR402A</td>
<td>Promote team effectiveness</td>
</tr>
<tr>
<td>BSBLED401A</td>
<td>Develop team and individuals</td>
</tr>
<tr>
<td>BSBHS407A</td>
<td>Monitor a safe workplace</td>
</tr>
<tr>
<td>BSBRSK401A</td>
<td>Identify risk and apply risk management processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs</td>
</tr>
</tbody>
</table>

Incentives of up to $3,000 are available to businesses for each eligible* employee as part of the Australian Apprenticeships Incentives Program.

Other Related Qualifications
1. Certificate II in Business
2. Certificate III in Business
3. Certificate IV in Small Business Management
4. Certificate IV in Business Administration
5. Diploma of Business
6. Diploma of Business Administration

Course Fees and Payment Options
The certificate has a course fee of $3,330, payable in one of two ways:
1. A single upfront payment of the course fees attract a 10% DISCOUNT, making the total fee $2,995
2. An upfront enrolment fee of $495, and 7 x $405 paid per month for seven consecutive months. The total course fee is therefore $3,330

Government Funding and Incentives
At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many Upskilled participants find that their courses are often heavily subsidized*. As part of the Australian Apprenticeships Incentives Program, employers could receive up to $3,000 per $3,330 they outlay for every eligible* employee who enrolls.

How to Apply
Whether you’re inquiring as an individual, or as a manager acting on behalf of one or more employees, the easiest way to apply is to contact Upskilled:
- Select from more than 30 nationally accredited certificate and diploma courses
- Complete an application form at www.upskilled.edu.au
- Submit the form and an Upskilled Education Manager will contact you.

*Eligibility for traineeships & User Choice will be determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au