Certificate IV in Business - BSB40120

GEM COLLEGE OF INTERNATIONAL BUSINESS
RTO 0366

Online and/or Blended Delivery

Qualification

Certificate IV in Business - **BSB40120**

Training Package

BSB Business Services Training Package

GEM Online Campus

The Learner is provided with User Name and Password to the GEM Online Campus, which enables access to the interactive Online Screen Guide; the Learner Guide (pdf); the Assessment Guide; and the Quick Reference Guide.

Blended Delivery

Study via face to face intensives; supported by Learner Guide, Assessment Guide; Online Seminars.

Time Commitment

Nominal minimum hours of study plus individual research and on the job application is 600 - 1,200 hours (normally over a period of **6-12 months**); **OR** approximately 10 hours research and study per week (face-to-face/online) for 6 months from commencement. During the balance of the time, learners will be engaged in work-based/simulated work-based (portfolio building) activities and assessments.

Course Overview

The Certificate IV in Business will enable you to maximise your use of digital technologies and develop your - critical thinking; business relationships; and communication strategies. Or you can select one of 9 specialisations (big data, administration, sustainability, leadership, finance, procurement, records and information management, cyber security or operations. Our enrolment team will help you to select an option that will equip you with an arsenal of skills that is a great match for your actual/intended job role.

This course reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

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.

Graduates of this qualification are able to demonstrate a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning. They will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

Persons wishing to enrol in this qualification may elect to undertake the course in one of the given specialisations (see Course Structure). At GEM College we do understand that this might be overwhelming to some and that each individuals is unique. Therefore our course counsellors can assist in guiding you towards a choice that is best suited to your needs.

Australian **Qualifications** Framework

NATIONALLY RECOGNISED TRAINING

STUDY LOANS the affordable way

The is qualification is equally suited to people working in a business environment, or those aspiring to entrepreneurship.

Pathways

Entry Requirements/Pathways

While there are no prerequisite requirements for entry into this qualification, pathways for candidates considering this qualification will need:

- Communication skills at a requisite level to complete the course
- Computer skills such as:

  o Knowledge of common computing terms and word processing;
  o Familiar with web browser software;
  o Able to send/receive e-mail, including e-mail with attachments; and
  o Proficient in navigating the Internet.

Computer hardware and software requirements

- Operating System: Windows 7 or higher; MAC OS X 10.6 or higher (recommended);
- CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended;
- Processor: 2.0 GHz processor or higher (32-bit or 64-bit);
- Monitor with at least 1024x768 screen resolution;
- Internet access: Minimum ADSL1 with a speed of at least 1.5Mbps;
- Valid personal email address;
- Speakers and microphone/headset;
- Adobe Reader;
- Word processing and presentation software e.g. - Microsoft Office, PowerPoint, etc; and
- In date web browser – e.g. Google Chrome, Mozilla Firefox, etc.

Student selection

Each applicant will be interviewed to:

- Ensure suitability of program for the individual and his/her current position and/or career path;
- Explore possibilities for RPL and/or credit transfer (as applicable);
- Identify special needs and determine reasonable adjustment (if applicable/required);
- Establish delivery mode(s) that match the requirements of the student;
- Inform important policies/processes (e.g. - student selection/admissions, privacy, payment/refunds, grievance/complaints processes, etc).

Articulation Pathways from the Qualification

On completion of this qualification, you may undertake a specialist qualification, e.g. - Diploma of Work Health and Safety; Diploma of Human Resources Management; Diploma of Training Design and Development; or a generic qualification such as Diploma of Leadership and Management OR Diploma of Business.

Gaining University Entrance

A Certificate IV or Diploma may gain 6-12 months advanced standing in a university degree. Some Advanced Diplomas may be eligible for even more credit. Choosing a GEM College of International Business to University Pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage.

A Graduate Certificate/Diploma from GEM College of International Business, coupled with relevant industry experience, may gain entrance to post graduate qualifications.

Course Structure

The Course Structure consists of **12 Units**. Graduates must complete **6 Core Units** plus **6 Elective Units**, of which:

- 2 Units **must** be selected from the Group A Elective Units listed below;
- For the remaining 4 Elective Units:

    o   Up to 4 may be selected from Groups A – J below; and
    o   If not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.

Elective Units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Specialisations

This qualification **can also provide for specialisations**. To achieve a specialisation, additional packaging rules must be adhered to. Thus, for Specialisation in:

- **Leadership** - Certificate IV in Business (**Leadership**), 4 Elective Units must be selected from Group B;
- **Business Administration** - Certificate IV in Business (**Administration**), 4 Elective Units must be selected from Group C;
- **Business Operations** - Certificate IV in Business (**Operations**), 4 Elective Units must be selected from Group D;
- **Sustainability** - Certificate IV in Business (**Sustainability**), 4 Elective Units must be selected from Group E;
- **Big Data** - Certificate IV in Business (**Big Data**), 4 Elective Units must be selected from Group F;
- **Cyber Security** - Certificate IV in Business (**Cyber Security**), 4 Elective Units must be selected from Group G;
- **Financial Administration** - Certificate IV in Business (**Finance**), 4 Elective Units must be selected from Group H;
- **Records and Information Management** - Certificate IV in Business (**Records and Information Management**), 4 Elective Units must be selected from Group I; or
- **Procurement** - Certificate IV in Business (**Procurement**), 4 Elective Units must be selected from Group J.

Core Units

Apply communication strategies in the workplace	**BSBXCM401**
Apply critical thinking to work practices	**BSBCRT411**
Build and maintain business relationships	**BSBTWK401**
Implement and monitor WHS policies, procedures and programs	**BSBWHS411**
Use digital technologies to collaborate in a work environment	**BSBTEC404**
Write complex documents	**BSBWRT411**

Elective Units

Group A (Self-development)

Develop and use emotional intelligence	**BSBPEF502**
Develop personal work priorities	**BSBPEF402**
Lead personal development	**BSBPEF403**
Manage personal health and wellbeing	**BSBPEF401**

Group B (Leadership)

Articulate, present and debate ideas	**BSBCRT412**
Collaborate in creative processes	**BSBCRT413**
Demonstrate leadership in the workplace	**BSBLDR411**
Lead and facilitate a team	**BSBXTW401**

Group B (Leadership) - Continued

Lead difficult conversations	BSBCMM412
Make presentations	BSBCMM411
Manage personal and professional development	BSBPEF501
Promote innovation in team environments	BSBSTR401
Support a positive and culturally appropriate workplace culture	BSBATSIM421
Support staff members with disability in the workplace	BSBXDB501
Support the learning and development of teams and individuals	BSBHRM413

Group C (Business Administration)

Apply digital solutions to work processes	BSBTEC403
Coordinate business resources	BSBOPS401
Coordinate workplace information systems	BSBINS402
Design and produce complex spreadsheets	BSBTEC402
Design and produce complex text documents	BSBTEC401
Organise business meetings	BSBOPS405
Record stakeholder interactions	BSBOPS306
Support human resources functions and processes	BSBHRM417
Undertake project work	BSBPMG430
Work within compliance frameworks	BSBAUD412

Group D (Business Operations)

Achieve sales results	SIRXSLS003
Analyse and present research information	BSBINS401
Apply business risk management processes	BSBOPS403
Assess marketing opportunities	BSBMKG431
Coordinate business operational plans	BSBOPS402
Coordinate recruitment and onboarding	BSBHRM415
Develop a basic website for customer engagement	SIRXOSM005
Develop organisational policy	BSBSTR503
Implement continuous improvement	BSBSTR402
Implement customer service strategies	BSBOPS404
Negotiate contracts	BSBPRC402
Participate in organisational governance	BSBOPS406
Promote products and services	BSBMKG434
Research and develop business plans	BSBESB401
Review and maintain organisation's digital presence	BSBTEC405
Undertake marketing activities	BSBMKG433
Use social media to engage customers	SIRXMKT002

Group E (Sustainability)

Develop a business case for sustainability improvements	MSS015025
Develop and implement workplace sustainability plans	BSBSUS412
Develop team understanding of and commitment to sustainability	CPPCMN4009
Develop workplace policies and procedures for sustainability	BSBSUS511
Evaluate and report on workplace sustainability	BSBSUS413
Implement and monitor environmentally sustainable work practices	BSBSUS411

Group F (Big Data)

Analyse big data	BSBXBD403
Capture and store big data	BSBXBD401
Develop procedures for managing big data	BSBXBD405
Implement and review procedures for managing big data	BSBXBD408
Present big data insights	BSBXBD406
Protect big data integrity	BSBXBD407
Test big data samples	BSBXBD402
Use big data for operational decision making	BSBXBD404

Group G (Cyber Security)

Contribute to cyber security incident responses	BSBXCS405
Contribute to cyber security risk management	BSBXCS404
Contribute to cyber security threat assessments	BSBXCS403
Maintain security of digital devices	BSBXCS401
Promote workplace cyber security awareness and best practices	BSBXCS402

Group H (Financial Administration)

Administer subsidiary accounts and ledgers	FNSACC312
Conduct e-procurement	BSBPRC406
Establish and maintain payroll systems	FNSTPB402
Maintain financial records	BSBFIN302
Prepare operational budgets	FNSACC412
Process business tax requirements	FNSACC411
Process financial transactions	BSBFIN301
Process payroll	BSBHRM416
Report on financial activity	BSBFIN401

Group I (Records and Information Management)

Coordinate data management	BSBINS502
Coordinate workplace information systems	BSBINS402
Implement records systems for small business	BSBINS410
Maintain and monitor digital information and records	BSBINS409
Maintain digital repositories	BSBINS504
Provide information from and about records	BSBINS408

Group J (Procurement)

Apply project procurement procedures	BSBPMG427
Conduct demand and procurement spend analysis	PSPPCM018
Conduct e-procurement	BSBPRC406
Conduct international procurement	BSBPRC403
Manage contracts	PSPPCM007
Negotiate contracts	BSBPRC402
Plan procurement	BSBPRC401
Plan to manage a contract	PSPPCM011
Select providers and develop contracts	PSPPCM006

Course Fees

Fees

State Assistance:

Assistance might be available for this qualification: http://www.gemcollege.edu.au/financial-assistance/. State Government funding/subsidies may be available within your state. Please check with your GEM representative if you require clarity in this regard.

Student Loan:

GEM College now partners with Study Loans as a great way for you to finance your course. Click here to find out more and apply.

Tuition Fees include:

Your tuition fee includes:-

- Access to GEM Online Campus – and interactive Onscreen Guides
- Learner Guide for each Unit (pdf)
- Assessment Guide for each Unit (pdf)
- All essential reference materials.
- Additional Reference materials may be requested to further enhance your learning. These might attract an additional charge.

Contact our Administration Centre on (08) 8342 3316 for more information and payment options. Fees, charges and course offerings are subject to change. Fees can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order. **Note:** GEM College may not accept upfront payments in excess of $1,500 from individuals, prior to a pre-enrolment discussion with a course advisor.

Scholarships

A limited number of Partial Scholarships are offered within Australia annually. A limited number of Offshore Scholarships are offered annually. See Application for Consideration for Scholarship on the GEM website.

Course Fees: $3,500

Grievances and Appeals

GEM College of International Business is committed to ongoing improvements that will enhance the service that is provided to you, the client. Should you have any grievance with the way in which GEM College has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through us.

In the first instance, any grievance should be discussed with the relevant Administrative person, Tutor or Facilitator. If the problem is not resolved to your satisfaction, it will be referred to the Campus Manager. If the Campus Manager was your first point of contact or if the issue is still not resolved to your satisfaction, the National Manager shall endeavour to resolve the matter. If the National Manager does not resolve the matter to your satisfaction, the Director-International Business or the Corporate Leader will be pleased to make an appointment and listen to your grievance. Further detail regarding our grievance and appeals policy is contained in our "Customer Service Charter and Grievance Policy" which is located at https://www.gemcollege.edu.au/student-policies/

If you do not agree with the result given for an assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your Tutor or Facilitator. If you are not satisfied with the outcome of that discussion, you can access the appeal process through the Campus Manager. More information on Learner's rights and responsibilities can be found at https://www.gemcollege.edu.au/student-policies/

GEM College of International Business hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

Assessment

There are assessments tasks for every Performance Criteria built into every Unit of Competency. You will not be assessed until you indicate that you are prepared for assessment. Your Tutor or Facilitator will give you at least one-week notice of any assessment being organised by the Assessor. You will be required to have submitted your portfolio of evidence prior to the actual assessment date, or to bring it with you to the assessment. If face to face assessment is being undertaken you must attend. If you are sick, a phone call is required to advise of your absence. Otherwise, a doctor's certificate will be necessary for an alternative date to be set for the assessment. For more information on assessment, refer to your 'Course Information Guide' for this Unit, and/or for additional information, which is available on the GEM website.

Location

If you do not have a workplace that is suitable for you to demonstrate your competence on the job, GEM College of International Business may be able to provide customised, flexible or on-the-job options for this course. Contact your Tutor or Facilitator for further information to discuss your needs.

Reasonable adjustment

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately discuss this with your Tutor or Facilitator, about a 'reasonable adjustment'. This is the adjustment of the way in which you are to be assessed to take into account your condition. This may include providing additional time, or a support person. While assessment tasks may be changed to suit your condition, the actual performance criteria cannot be altered.

Recognition of Prior Learning and Current Competency

GEM College of International Business recognises skills gained through previous studies, the workplace and life experience which may allow you to complete your qualification more quickly than the nominated minimal hours.

You may be entitled to recognition that will exempt you from one or more Units of Competency. Where you can provide evidence of competency in all Units in a given qualification, you will be required to complete a major project, to demonstrate your ability to provide current application of those competencies across a range of sectors, or with regards to a range of contingencies.

If you are granted RPL the target unit will be reported on your Academic Transcript advanced standing. No gradings are provided for Units granted under RPL arrangements.

You must enrol in all Units of Competency and apply for an exemption by completing a form. Attendance at class, or Online is necessary until any relevant exemption is granted.

For further information please contact the Quality Control Officer via stephen.short@gem-college.com or visit the GEM College website.

Digital Marketing Examination

Examinations to gain international industry certification (for students taking the Digital Marketing specialisations as an add-on) must be taken at a Vue Pearson examination centre. Price is included in the course.

Student Journey

At GEM College of International Business, we are committed to aligning our policies, processes and the information that we share with the unique needs of each student. Thus, we tailor each phase of the 'Student Journey according to this. A generic overview of the 'Student Journey' appears in the illustration below. An inter-active version can be

found at our website by clicking **here**.

Important GEM College Policies, Processes and Student Information

GEM College of International Business is acknowledged by its industry partners and former students as upholding the highest standards of ethical conduct and professional excellence. We strive to inculcate these same standards in our learners and to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and its learners.

The policies and processes of the College are transparent; we therefore discuss these with our learners during an Orientation Session at the commencement of each course. You will be required to acknowledge that you have read, understand, accept and are willing to ascribe these policies and processes during the Orientation Session.

The college website (https://www.gemcollege.edu.au/student-policies/) includes various policy and processes that are considered essential pre-reading. Other important student information can be found at https://www.gemcollege.edu.au/students/.

Additional Details

Contact Details

Address:	GEM College of International Business, 52 Prospect Road, Prospect, SA 5082				
Phone:	61 8 8342 3316	**Mobile:**	61 411 694 717	**Fax**:	(08) 8342 2848
Email:	admin@gemcollege.edu.au	**Web:**	https://www.gemcollege.edu.au/		

Course Commencement Dates

Rolling enrolments are offered as an option for those preferring this. This means that a course commences when you indicate that you are ready to start.

Registration of Expression of Interest - https://www.gemcollege.edu.au/expression-of-interest/

Orientation Sessions

Will occur on GEM Campus, or via Zoom or GEM Constant Learning. Dates to be advised.