

SG LEARNING & DEVELOPMENT  
PROVIDING A SOLID  
GROUNDING FOR  
YOUR FUTURE

# Certificate IV in Business BSB40120



The role of the emerging business leader is a challenging one. Often this leader is moving from being the subject matter expert in their technical field, to having a wider responsibility for the work of others, and for how their work area intersects with others in the organisation.

The Certificate IV in Business is a qualification that enables emerging leaders to select across a broad range of units to reflect their own individual business leadership application.

Our Certificate IV in Business graduates can select a learning and assessment strategy that reflects the broad business stream, of lead to specialisations in Leadership, Administration and Business Operations. Depending on their selections they will learn to:

- Manage themselves and others by creating “clear line of sight” to organisational, team and individual strategic objectives
- Lead high performance teams, including leading difficult conversations
- Identify key areas requiring improvement and managing the team effort required to facilitate and integrate the necessary actions
- Ensure relevant legislation is adhered to in everyday business operational practice
- Create effective customer service practices, principles and techniques

## Learning & Assessment Strategy

Every program is tailored to suit the group or individual, and we consult to ensure the integration of organisational strategic objectives, as well as team and individual performance outcomes. Our strategy takes a performance improvement focus that can be applied for immediate effect. It may include all, or some of the following:

- Attendance at workshops/coaching sessions
- SG Virtual Learning Centre
- 360 Degree Feedback Analysis
- Hogan Leadership Inventories (additional cost)
- Self Evaluation- Personality/Behavioural Profiling
- Setting professional developmental goals
- Conducting research, analysing and presenting information
- Evaluating work processes and best practice
- Planning and implementing a work based quality audit project
- Reflecting on work applied experiences to highlight opportunities to further refine skills, knowledge and application.

Students are provided with a current textbook and course materials to assist them with their learning. Our facilitators/assessors are both qualified and experienced in business management and best management practices, which enables them to take a hands on coaching approach throughout the program.

## SG Virtual Learning Centre

Our Virtual Learning Centre offers students and their workplace sponsor/manager an online coaching facility throughout the course of the program. Extra learning resources, discussion forums and the ability for managers to remain connected with progress enables program outcomes to be maximised on the job, ensuring a better return on investment for both the student and their organisation.

This qualification can also be completed completely on line in our VLC. This is not an “off the rack” e-learning activity where students have to read and answer questions on their own. Ours is a facilitated on line coaching experience with everyday access to both your learning and assessment materials and your coach. Call us for a demonstration of our approach.



SG Learning  
& Development



NATIONALLY RECOGNISED  
TRAINING

Offering a customised program that brings 'real' results for you and your work place.

## Delivery/Assessment Options

- **Group Training/Coaching**
- **Facilitated On Line Learning – SG Virtual Learning Centre – work with your own coach**
- **RPL**

A **Blended** workshop/online Learning option is available and may be discussed at the initial consultation.

## Our Value

- Full Group training option includes up to 10 workshops
- Qualified experienced facilitators/coaches for full group training, fully online and blended delivery options
- Delivery and assessment strategies contextualised so you can apply skills immediately to maximise your return on investment
- Text, learning resources and VLC access included

*Note:*

*Fees do not include venue hire, travel & accommodation or associated expenses.*

*Information in this brochure applies as at the issue date 30 October 2020.*

*SG Learning & Development reserves the right to refuse any application if we believe we do not have the appropriate resources, or cannot provide the required service to the client.*

## Contact

For registration or further information about our services please contact:

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## Certificate IV in Business- BSB40120

### Course Requirements

Successful completion of 12 units is required to achieve the Diploma of Business – 6 core units and 6 electives. We offer the following general Certificate IV in Business and associated specialisations:

Certificate IV in Business – 2 electives from Group A, 4 electives from Groups A – D)

Certificate IV in Business (Leadership) – 4 electives must be selected from Group B

Certificate IV in Business (Business Administration) – 4 electives from Group C

Certificate IV in Business (Business Operations) – 4 electives from Group D

### Core Units

BSBCRT411 Apply critical thinking to work practices

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBTWK401 Build and maintain business relationships

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBWRT411 Write complex documents

BSBXC401 Apply communication strategies in the workplace

### Group A – Self Development

BSBPEF401 Manage personal health and wellbeing

BSBPEF402 Develop personal work priorities

BSBPEF403 Lead personal development

BSBPEF502 Develop and use emotional intelligence

### Group B - Leadership

BSBCMM411 Make presentations

BSBCMM412 Lead difficult conversations

BSBCRT413 Collaborate in creative process

BSBHRM413 Support the learning and development of teams and individuals

BSBLDR411 Demonstrate leadership in the workplace

BSBPEF501 Manage personal and professional development

BSBST401 Promote innovation in team environments

BSBXTW401 Lead and facilitate a team

### Group C – Business Administration

BSBAUD412 Work within compliance frameworks

BSBHRM417 Support human resources functions and processes

BSBINS402 Coordinate workplace information systems

BSBOPS405 Organise business meetings

BSBPMG430 Undertake project work

### Group D – Business Operations

BSBHRM415 Coordinate recruitment and onboarding

BSBINS401 Analyse and present research information

BSBOPS402 Coordinate business operational plans

BSBOPS403 Apply business risk management processes

BSBOPS404 Implement customer service strategies

BSBST402 Implement continuous improvement

## Delivery & Assessment Strategy

Options are available for Group Training (minimum 5 participants), Coaching groups (1- 4 participants), or fully facilitated and coached on line in our Virtual Learning Centre (VLC).

### Time Frame

The course usually takes 12-24 months to complete for a student who is working full time. This can be adapted depending on previous experience, performance outcome or operational requirements, and with consideration to work/life balance.

### Facilitated On Line Learning – SG Virtual Learning Centre

Our VLC offers candidates an online coaching option for all or some of the units in their course. They participate in regular discussion forums with their coach, and complete regular assessment activities that are designed to break down assignments into manageable sized chunks. This option can be discussed at the initial consultation and can be tailored to suit both groups working together, and individuals working on their own.

### Recognition of Prior Learning (RPL)

We offer RPL to experienced candidates and provide a comprehensive package that their RPL coach will use to guide them through the RPL process.

**Assessment** - Our focus is the application and integration of competencies on the job. Assessments are practical and include group/written exercises and discussions, self-assessments, workplace research, reviews, activities and projects.