



Certificate IV in Business - BSB40215 (Release 2)

Online and/or Blended Delivery

Qualification

Certificate IV in Business - **BSB40215** (Release 2.0).

Training Package

BSB Business Services Training Package (Release 2.0).

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 - 2,400 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

Course Description

This qualification is suited to those working as administrators and project officers. In this role, individuals 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.

Career Opportunities/Vocational Outcomes

This qualification may apply to people who are working in a small business environment, or who have an interest in entrepreneurship.

Pathways

Entry Requirements/Pathways

There are no prerequisite requirements for individual units of competency.

Articulation Pathways from the Qualification

On completion of this qualification, you may undertake a specialist qualification; i.e. Diploma of Work Health and Safety (BSB51315); Diploma of Human Resources Management (BSB50615); Diploma of Training Design and Development (TAE50211); or a generic qualification such as Diploma of Leadership and Management (BSB51915) OR Diploma of Business (BSB50215).

Student selection

Each applicant will be interviewed to ensure suitability of program for the individual and his/her current position and/or career path.

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 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 **10 units. 1 Core unit** plus **9 Elective units**, of which:

- 5 elective units must be selected from the Elective units listed below
- 4 elective units may be selected from the Elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

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.

Core Unit

Implement and monitor WHS policies, procedures and programs to meet legislative requirements	BSBWHS401
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Elective Units

Address customer needs	BSBCUS402
Analyse and present research information	BSBRES401
Coordinate business resources	BSBADM409
Coordinate implementation of customer service strategies	BSBCUS401 *
Design and develop complex text documents	BSBITU401 *
Design databases	BSBITA401 *
Develop and use complex spreadsheets	BSBITU402 *
Develop teams and individuals	BSBLED401
Establish networks	BSBRELE401
Identify risk and apply risk management processes	BSBRSK401 *
Implement and monitor environmentally sustainable work practices	BSBSUS401
Implement customer service standards	BSBCUS403
Maintain business technology	BSBITS401
Make a presentation	BSBCMM401 *
Organise meetings	BSBADM405
Produce complex desktop published documents	BSBITU404 *
Promote innovation in a team environment	BSBINN301 *
Promote products and services	BSBMKG413
Protect and use brands and business identity	BSBIPR403
Protect and use innovative designs	BSBIPR404
Protect and use intangible assets in small business	BSBIPR405
Protect and use new inventions and innovations	BSBIPR402
Provide information from and about records	BSBRKG402
Report on financial activity	BSBFIA402 *
Review and maintain a website	BSBEBU401 *
Undertake marketing activities	BSBMKG414 *
Undertake project work	BSBPMG522 *
Use and respect copyright	BSBIPR401
Work effectively in a business continuity context	BSBCON401
Write complex documents	BSBWRT401 *

Course Fees

Fees

Assistance might be available for this qualification: www.gem-college.com/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.

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, and these will 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.

This fee can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order.

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: \$5,000

Course Fees with Digital Marketing specialisations: \$7,499

Units marked with an asterisk, include the following converged **Digital Marketing Topics**:

Intro to Digital Selling	Engagement
Social Media Research	Social Account Management
Sales Enablement	CRM
Communications Planning	Digital Sales Leadership
Digital Sales Messaging	

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 they cannot resolve the problem to your satisfaction, it will then 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, then 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 www.gem-college.com/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 www.gem-college.com/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. You will be given at least one-week's notice by your Tutor or Facilitator for any assessment being organized by the Assessor. You must have submitted your portfolio of evidence prior to the actual assessment date, or 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 on (08) 8342 3316 or visit the GEM College website.

Digital Marketing Examination

Examinations to gain international industry certification must be taken at a Vue Pearson examination centre. Price is included in the course

Important GEM College Policies and Processes

GEM College of International Business is acknowledged as upholding the highest standards of ethical conduct and professional excellence. We inculcate these same standards in our learners and strive to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and 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 (at www.gem-college.com/policies) includes the following as essential pre-reading:

- Customer Service Charter and Grievance Policy
- Fair treatment and equal opportunity (Equity) Policy and Procedures
- Sexual Harassment Policy
- Plagiarism Policy
- Environmental Policy
- Student Review Procedures and Refund Policy
- Statement of Tuition Assurance.
- Privacy and Personal Information Policy and Procedures
- Schedule of Tuition fees

More information can be found at the GEM College of International Business website at www.gem-college.com

Additional Details

Contact Details

GEM College of International Business

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Prospect

SA 5082

Phone: (08) 8342 3316

Mobile: 0424 273 007 (Stephen Short)

Fax : (08) 8341 2848

Email: administration@gem-college.com

Web: www.gem-college.com

Course Commencement Dates

Rolling enrolments – courses commence at any time.

Registration of Expression of Interest

www.gem-college.com/index.php/register

Orientation Sessions

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