

CRICOS Code: BSB40120

Certificate IV in Business (Operations)

Course Details	
Provider Name:	The Wales Institute (TWI)
CRICOS Course Code:	105975E
Delivery Site:	Level 4 ,72 -82 Mary St Surry Hills NSW 2010
Delivery mode:	This program is delivered Face to Face in the classroom.
Duration:	49 weeks
Course Fees:	\$8,000

About the course:

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Requirements:

Six (6) core units and six (6) elective units are required for the award of the BSB40120 Certificate IV in Business (Operations). Units have been selected according to packaging rules, and are relevant to the work outcome, local industry requirements and qualification level.

The latest release of the qualification and packaging rules can be found at the following link:

<https://training.gov.au/Training/Details/BSB40120>

Release 1 Date 19-10-2020

Course Duration:

This qualification will be delivered over 49 weeks, including 40 weeks of training and assessment spread over eight terms of 10 weeks each, with 9 weeks of holidays.

Entry Requirements:

TWI has the following entry requirements for domestic students:

- Applicants must have a demonstrated capacity in learning, reading, writing, oral and numeracy competencies to the appropriate level of the Australian Core Skills Framework (ACSF). This will be tested before enrolment in the qualification.

TWI has the following entry requirements for international students:

International students must meet TWI's standards for English proficiency. To demonstrate possession of adequate English language proficiency, students must provide valid evidence of attainment of at least one of the following:

- Academic IELTS (International English Language Testing System) overall band score: 5.5, but minimum 5.0 in individual band (test results must be no more than 2-years-old).
- TOEFL iBT (Test of English as a Foreign Language Internet-Based Test) test score band: 46
- PTE Academic (Pearson Test of English) test score band: 42
- CAE (Cambridge English Advanced) test score band: 162
- OET (Occupational English Test) test score band: Pass (A or B)

In addition to that, students are exempt from providing evidence of English language proficiency with their visa application if they fall into one of the following categories:

- Students who have completed at least five years of study in Australia, New Zealand, Canada, South Africa or the Republic of Ireland.
- Citizens and passport holders of the UK, USA, Canada, New Zealand or the Republic of Ireland.
- Students who have successfully completed the Senior Secondary Certificate of Education or study at AQF Certificate IV level or higher in Australia within two years of applying for this qualification.
- Students enrolled full-time in school studies as a principal course (including secondary exchange programs), postgraduate research or a standalone ELICOS program.
- Foreign Affairs or Defence sponsored students.

(Source: Studies in Australia, Blog: English language requirements: FAQs, 2020)

Students who do not have an IELTS Test score or equivalent can take an English Placement Test on campus to assess if their English level meets entry requirements.

In some instances, students may participate in an interview with the Student Services to determine suitability. This interview will occur either online via Skype or face-to-face.

Units of Competency:

Code	Title	Core / Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core
BSBCRT411	Apply critical thinking to work practices	Core
BSBTEC404	Use digital technologies to collaborate in a work environment	Core
BSBTWK401	Build and maintain business relationships	Core
BSBWRT411	Write complex documents	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBOPS404	Implement customer service strategies	Elective
BSBHRM415	Coordinate recruitment and onboarding	Elective
BSBINS401	Analyse and present research information	Elective
BSBSTR402	Implement continuous improvement	Elective
BSBPEF401	Manage personal health and wellbeing	Elective
BSBPEF402	Develop personal work priorities	Elective

Delivery and Assessment:

The qualification is delivered over 49 weeks comprising of:

- Four terms of 10 weeks each (40 weeks total).
- Holiday breaks, approx. three weeks in between terms amounting to 9 weeks (as specified in the timetable. This is subject to minor changes due to variations in the holiday schedule)

Students are required to attend 20 hours of classroom training per week to fulfil the volume of learning. The training and assessment schedule shows the weeks during which training is delivered, and assessment is conducted for each unit.

The total amount of training provided for structured classroom sessions is 800 hours, including student assessment preparation to completion, research, and supervised study, tutorial and training delivery. Thus, the total delivery and assessment hours are equivalent to the volume of learning—800 hours. A detailed breakdown of hours is provided in the Training and Assessment Schedule.

TWI operates a system of rolling enrolments, meaning that students may commence at the beginning of any unit. Students may enter the qualification after any unit, as there are no pre-requisites. The Training and Assessment Schedule is shown in terms and represents the scheduling of units on commencement. However, depending on when a student joins the course, the term number will vary.

TWI has decided on the course duration and amount of training, taking into account the AQF Volume of Learning, which is typically 49 weeks or 800 hours. The duration and amount of training provided will allow students the opportunity to absorb the required knowledge and skills fully. This duration is not reduced to account for existing competencies, as most learners will not have any prior relevant experience. However, where learners have prior skills and knowledge, they may apply for RPL or credit transfer, which will reduce the course duration if granted.

Pathways:

Potential employment options include Learning and development senior consultant Manager, Learning and change management Manager, Learning and development in the workforce planning, and capability development in various industry areas.

Students who complete this course may also continue their education into a range of higher education qualifications in organisational learning and development.

Course Credit:

Students may apply for recognition of existing qualifications or skills, knowledge or experience (credit-transfer or recognition of prior learning [RPL]). The granting of course credit may affect course fees as well as the duration of the course.

This process is outlined in TWI Student Enrolment and Completion Policy, and Associated Procedures such as Training and Assessment Policy & Associated RPL and Credit Transfer Procedures.