

BSB40407

Certificate IV Small Business Management



ELECTUS

Qualification:	Nationally recognised Certificate IV Small Business Management
Course overview:	This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of small business contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, and have responsibility for the output of others
Prerequisite:	None
Content:	10 units of competency
Delivery duration:	Classroom and on-the-job mentoring and assessment – 12 to 18 months and/or Recognition of Prior Learning (RPL) – 6 months If you have worked in the workplace for some time and have the requisite skills and knowledge you may apply and submit evidence to gain this qualification via the RPL process.
Study Pathways:	As a graduate of this course you are eligible to enrol in: <ul style="list-style-type: none">• Diploma Level Courses
Career Opportunities:	Graduates will gain the skills and knowledge to become a Small Business Manager.

Electus– Now offering 44 nationally recognised qualifications

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Qualification Program

Students must gain competency in 10 units to qualify for Certificate IV Small Business Management.

Electus provides you with a Certificate IV Small Business Management qualification that acknowledges your skills and knowledge in the area of your interest.

Electus delivers a learning pathway from Certificate IV to Diploma levels.

The following table summarises the Units of Competency covered in the Certificate IV in Small Business Management.

Unit Title
Core
Establish legal and risk management requirements of small business
Plan small business finances
Market the small business
Undertake small business planning
Elective
Coordinate implementation of customer service strategies
Report on financial activity
Manage projects
Manage a small team
Analyse and present research information
Build client relationships and business networks

Employability Skills

The following table contains a summary of the employability skills for this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include
Communication	<ul style="list-style-type: none">• Being appropriately assertive when with clients/customers• Establishing and using appropriate formal or informal business networks• Establishing rapport and relationships with client and client representatives• Using gestures, posture, body language, facial expressions and voice to create a supportive selling environment
Teamwork	<ul style="list-style-type: none">• Identifying and using the strengths of other sales team members to promote the attainment of sales objectives• Working as an individual or as part of a sales team to conduct sales activities and to support other team members in achieving sales targets and objectives
Problem solving	<ul style="list-style-type: none">• Identifying and addressing reasons for reluctance to purchase by potential buyers• Refining the system of recording prospect information based on an evaluation
Initiative and enterprise	<ul style="list-style-type: none">• Identifying and presenting options for cross-selling or up-selling• Using initiative to develop sales prospects and lists of potential buyers
Planning and organising	<ul style="list-style-type: none">• Collecting the names of potential buyers likely to be interested in purchasing a product/service• Pipelining and planning sales activities to identify sales solutions and prospects, securing sales prospects and supporting post sales activities
Self management	<ul style="list-style-type: none">• Establishing an individualised sales plan• Managing stress, time and sales related paperwork effectively
Learning	<ul style="list-style-type: none">• Acquiring knowledge of products/services• Obtaining feedback on the sales process and product/service satisfaction from customers
Technology	<ul style="list-style-type: none">• Using business technology to process orders• Using the internet to obtain product information

Training Program

Your training program will take approximately 20 months to complete and will be customised to suit your requirements and timetable. It will be a combination of:

- Classroom training sessions
- One-on-one training sessions
- Workplace experience
- Mentoring
- Assignments
- Review sessions

Throughout the training program you will have formal review and assessment sessions to ensure that the elements of competency are being achieved and to ensure that your skill development is progressing as planned.

The role of Electus (your RTO)

Electus will have the multiple roles of co-ordinator, trainer, assessor and mentor. Electus will be responsible for:

- Co-ordinating your training and assessment program
- Monitoring training and skills development progress and provide assistance to you where necessary
- Delivering classroom training as per your training plan
- Visiting you in the work place to provide on-the-job mentoring and coaching
- Visiting you in the work place to conduct on-the-job assessments
- Checking your portfolio of evidence and developing an action plan for the next on-the-job training and assessment period.
- Providing support and advice throughout the training and assessment program

Your role

It is expected that you will:

- Undertake all training sessions and complete all assessment assignments as per your training program
- You will make every effort to achieve the competencies specified in your training plan.
- Maintain the records of assessment in your training manual.
- Submit assignments by agreed due dates.
- Immediately discuss any problems relating to your training program with your assessor or workplace supervisor.

Simulated Work Environment

If you are currently unemployed Electus will provide you with a simulated work environment enabling you to study and complete assignments.