



## TACTICAL TRAINING AUSTRALIA

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REALISM IN  
TRAINING

# CERTIFICATE IV in BUSINESS ADMINISTRATION

*Get Yourself That Competitive Advantage!*

#### TIME TO MOVE FORWARD IN YOUR CAREER?

Want promotion? Take this outstanding opportunity today to **expand your knowledge and career**. Get that **competitive advantage** and be **unrivalled by your peers**.

This course will enhance your existing skills and is a testament to your increasing abilities. **Experience the satisfaction and success of your achievement**.

#### FLEXIBLE STUDY ADVANTAGE

This easy to do, no fuss course is offered in a flexible study option. This means you can start any time with the option to attend evening workshops delivered over the duration of the course. You will be required to complete some study between sessions and are provided with all necessary training resources.

**DELIVERING THE LATEST TRAINING  
PACKAGE NOW!**

#### LOSE NO TIME – REASONS WHY YOU CAN'T AFFORD TO MISS THIS OPPORTUNITY

Want to further your career? – Certificate IV helps you move forward and demonstrates your desire to develop professionally

This **Life Changing Experience** will give you extra confidence in yourself to achieve career goals

Tactical is a **Multi Award Winning** company

You can **Start Immediately** – this means you do not have to wait; you can start your course straight away with Tactical's flexible study options

You will be **allocated a mentor** – this means you can contact your mentor anytime when you need advice or assistance whether it is for your course or employment advice

Training Materials are Included – no further costs will be incurred purchasing course materials

**Get the added benefit of learning and retaining skills using exciting new teaching methods.**

**Are you a new employee? You may be eligible for a traineeship through your current employer – RING TODAY TO FIND OUT HOW**

### **BSBOHS407A Monitor a safe workplace**

This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

- Provide information to the workgroup about OHS policies and procedures
- Implement and monitor participative arrangements for the management of OHS
- Implement and monitor the organisation's procedures for providing OHS training
- Implement and monitor procedures for identifying hazards and assessing risks
- Implement and monitor the organisation's procedures for controlling risks
- Implement and monitor the organisation's procedures for maintaining OHS records for the team

### **BSBADM405B Organise Meetings**

This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

- Make meeting arrangements
- Prepare documentation for meetings
- Record and produce minutes of meeting

### **BSBADM406B Organise Business Travel**

This unit describes the performance outcomes, skills and knowledge required to organise domestic and overseas business travel, including developing associated itineraries, booking travel and accommodation, preparing travel related documentation and making travel arrangements.

- Organise business itinerary for domestic and overseas travel
- Make travel arrangements
- Arrange credit facilities

### **BSBITU401A Design and develop complex text documents**

This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software.

- Prepare to produce word processed documents
- Design complex documents
- Add complex tables and other data
- Produce documents

### **BSBITU402A Develop and use complex spreadsheets**

This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.

- Prepare to develop spreadsheet
- Develop a linked spreadsheet solution
- Automate and standardise spreadsheet operation
- Use spreadsheets
- Represent numerical data in graphic form

### **BSBWRT401A Write Complex Documents**

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

- Plan documents
- Draft text
- Prepare final text
- Produce document

### **BSBCUS401A Coordinate implementation of customer service strategies**

This unit applies to individuals with a broad knowledge of customer service strategies who contribute well developed skills in addressing customer needs and problems. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

- Advise on customer service needs
- Support implementation of customer service strategies
- Evaluate and report on customer service

### **BSBCUS402A Address Customer Needs**

This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.

- Assist customer to articulate needs
- Satisfy complex customer needs
- Manage networks to ensure customer needs are addressed

### **BSBREL401A Establish networks**

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

- Develop and maintain business networks
- Establish and maintain business relationships
- Promote the relationship

### **BSBADM409A Coordinate business resources**

This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

- Determine resource requirements
- Acquire and allocate resources
- Monitor and report on resource usage

### **BSBCMM401A Make a presentation**

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

- Prepare a presentation
- Deliver a presentation
- Review the presentation

## **DURATION**

CIV in Business (Business Administration) is delivered over a 6 month period and allowing up to 12 months for external students to complete all units and assessments.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

RPL is available for participants who are able to demonstrate competence in any units of this qualification. Participants who have prior skills or experience gained through previous training, work and life experience are encouraged to contact us to discuss their eligibility for RPL.

## **TUITION FEES**

CIV in Business (Business Administration) Just \$2800

## **REGISTER TODAY**

Invest in your future. Contact Tactical today to get started immediately. Appointments are necessary – please call:

**Tactical Training Australia Pty Ltd**  
**(08) 8331 1620**

**Tactical Training is a MULTI AWARD WINNING Registered Training Organisation receiving a special commendation in 2008 for providing consistent levels of excellence in customer service**

