

Your Next Steps in Your Career

BSB40120

Certificate IV in Business - (Operations) Customer Service Focus

Course Details

Course Code:
BSB40120

Duration: 6-12 months (depending on experience)

Delivery: Online + Unlimited Phone Sessions

Nationally Recognised: Yes

Suitable Roles:

- Young People
- Re-enter the workforce
- career swapping
- admin or HR experience but no formal qualification
- wanting to update skills.



Who is this course for?

If you are interested in developing your career in developing your career in Customer Service e.g. Hospitality, Retail, or Reception. Learn how to Implement customer service strategies, promote products and services, apply business risk management processes and Implement continuous improvement to your workplace.

Where can this course take you?

This business course could be the key to solve your current career frustrations and assist you to advance your career across a wide range of Industries. Once completed you will be equipped with:

- Your Certificate IV of Business qualification,
- letters after your name (Cert IVBus)
- Eligibility for Membership to Professional Associations – eg Australian Institute of Office Professionals
- Move towards a customer service manager role

"All aspects of the training were helpful for developing work skills as it was all relevant to my position at work. It allowed me to gain the qualifications for the work I currently do"

– Tracey Benn

*Accurate as 02/12/2022 For the latest information see our webpage.

Get Your Postnominal Today!
CertIVBus

Risk Free Guarantee
Click Here for details.
(gti.edu.au/riskfree)



CONTACT US



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1800 998 500



Website
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Live Chat
gti.edu.au/contact

How much will it cost?

NSW Funded

There is lots of funding available at the moment: subsidies, payment plans, government grants that may make your course 100% FEE-FREE or at least pay \$0 upfront to start...

To see what you are eligible for, either complete the free funding quiz below quick or just give us a call on 1800 998 500 and we will work out the best option for you.

Click to take our FREE FUNDING QUIZ and find out which funding option suits you best.

[FUNDING QUIZ](#)

NSW Smart and Skilled Subsidy

You may be eligible for a fully funded FEE-FREE qualification with us through the NSW Skilling for Recovery – JobTrainer program.

Take advantage while the government helps pay for your course. Don't miss out on this opportunity to stand out from the crowd on your next job application.

'Training under JobTrainer is fee-free and fully funded by the NSW and Commonwealth governments'



[CLICK HERE FOR MORE INFO](#)

Confused which options may suit you?

Our friendly staff are here to help you out. Give us a call and we will work out the best options for you. Click the button to book a call, or chat to us online.

[CONTACT US](#)

Units

There are **12 units** in this qualification.

Your units may differ depending if you have credits, if you are completing another qualification also at the same time or if you have chosen different electives.

BSBPEF402

Develop personal work priorities

BSBCRT411

Apply critical thinking to work practices

BSBTWK401

Build and maintain business relationships

BSBXC401

Apply communication strategies in the workplace

BSBTEC404

Use digital technologies to collaborate in a work environment

BSBPEF401

Manage personal health and wellbeing

BSBWHS411

Implement and monitor WHS policies, procedures and programs

BSBOPS403

Apply business risk management processes

BSBSTR402

Implement continuous improvement

BSBOPS404

Implement customer service strategies

BSBMKG434

Promote products and services

BSBWRT411

Write complex documents

NEXT STEPS

1

Choose Funding

Complete our **Funding Quiz** OR **Call Us on 1800 998 500** to find out what funding you are eligible for.

2

Enrol!

Meet your Completion Coach and Trainer and get started on your course.