



## BSB40120 CERTIFICATE IV IN BUSINESS

Enrolment Application  
Kit 2023

[www.pivot.edu.au](http://www.pivot.edu.au)  
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(08) 9221 1803  
RTO Code 51586

# PROGRAM STRUCTURE & CONTENT



## BSB40120 Certificate IV in Business

BSB40120 Certificate IV in Business is a nationally recognised qualification that provides graduates with the skills and knowledge required to perform effectively as an executive officer, program consultant or program coordinator in an organisation. Graduates of the BSB40120 Certificate IV in Business will gain knowledge and awareness of business management practices, an understanding of the dynamics and principles underlying effective organisations, as well as the necessary skills to competently function within small or large business units. The BSB40120 Certificate IV in Business reflects the role of individuals who lead and manage staff, as an Office Manager. The position should also be responsible for the performance of individuals within that office environment or within the office team and must be in this role for the duration of the training contract. This qualification requires a sound theoretical knowledge base and business management competencies to plan, carry out and evaluate their own work or the work of a team.

## COURSE BREAKDOWN AND DATES

### BLOCK 1: MANAGING YOURSELF AND OTHERS

30 Jan to 1 Feb 2023

- BSBPEF402 - Develop Personal Work Priorities & Professional Development
- BSBLDR522 - Manage People Performance
- BSBTWK503 - Manage Meetings

### BLOCK 2: WORK HEALTH AND SAFETY, WRITING COMPLEX DOCUMENTS AND USING DIGITAL TECHNOLOGY

12 -14 June 2023

- BSBWHS411 Implement and monitor WHS policies, procedures and programs
- BSBWRT411 Write complex documents
- BSBTEC404 Use digital technologies to collaborate in a work environment

### BLOCK 3 : CRITICAL THINKING, OPERATIONAL PLANNING AND COMMUNICATION

3 - 5 July 2023

- BSBXCM401 - Apply Communication Strategies in the Workplace
- BSBOPS402 - Coordinate Business Operational Plans
- BSBCRT411 - Apply Critical Thinking to Work Practices

### BLOCK 4 - MANAGING RISK, WORKPLACE RELATIONSHIPS & DEMONSTRATING EMOTIONAL INTELLIGENCE

23 - 25 Oct 2023

- BSBOPS403 - Apply Business Risk Management Processes
- BSBPEF502 - Develop and Use Emotional Intelligence
- BSBTWK401 - Build and Maintain Business Relationships





# DELIVERY METHODS

## FACILITATED VIRTUAL DELIVERY

Here at The Pivot Institute, we are leaders in the field with our new hybrid delivery model. This model gives participants the choice of attending our facilitated classroom sessions either virtually via Zoom, or in person at our Osborne Park training room!

Upon enrolment, you will be set up on the Pivot Online Learning System (POLS). This platform provides students with the content, resources, and assessments necessary to complete the course. Printed learner's guides, assessment material, a personalised training Roadmap, and all relevant supporting resources are provided and posted to students. Our industry-leading facilitators will guide you through the concepts necessary to complete your coursework.

Please note: Face-to-face attendance is subject to availability and maximum numbers. You will be required to book your class dates. These can be changed with a minimum of five business days' notice unless under exceptional circumstances.

## SUPPORTED DISTANCE DELIVERY

Participants will be provided with a hard copy pack including printed workbooks, learner's guides, assessments materials, a personalised training roadmap, and all relevant supporting resources. In addition, access will be provided to the Pivot Online Learning System (POLS). This platform holds all the learning material, assessments, and resources needed to complete the qualification.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses your non-formal and formal learning to determine how your current skills and knowledge match the competency outcomes for the partial or full qualification. RPL must be based on evidence that can be matched against relevant units. This evidence will depend upon the unit and some evidence will go across a number of units. Your assessor must be satisfied that you have addressed all the requirements of the relevant unit before they can grant you RPL in that unit. RPL assessment at The Pivot Institute allows you to evidence your skills and knowledge through the completion of an RPL kit.

***Pivot is dedicated to delivering this qualification to participants with the flexibility to choose delivery methods in order to meet their individual needs!***

# ASSESSMENT METHODS



The Pivot Institute's assessments are aimed at adding value to the individual and their organisation. Assessments with The Pivot Institute are true to the units of competency but are tailored to the needs of the individual and the organisation. This means that where possible we ensure that the assessment fits into what you are doing in your workplace as part of your daily workplace activities. The result is assessment that is meaningful and valuable whilst ensuring you have the knowledge and skills as outlined in the unit of competency. Your assessments will consist of a number of tasks which will include a combination of written questions, observations, workplace projects, case studies, practical tasks, portfolio, presentation, and third party report.

## HOW LONG WILL THE QUALIFICATION TAKE

The average time the qualification takes to complete varies significantly depending on the skills and knowledge you already hold relevant to training and assessment. If, for example, you are attending the facilitated classes and completed the relevant activities, you still need to allow the following suggested time to complete the qualification.

### Estimated study hours (per week)

12 Hours

6 Hours

### Time to complete

6 months

12 months

*The AQF states that the volume of learning for a Certificate IV qualification is 6 months - 2 years (or 600-2400 hours).*

## COURSE FEES

### Non-funded prices

Supported distance or virtual delivery = \$3500

RPL = \$175 per unit

### Funded prices

See website for indicative fees and eligibility requirements (subsidies available under a traineeship arrangement)

*Please note, overdue invoices may incur interest charges and collection fees*

*\*The student fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.*



# IS THIS THE COURSE FOR ME?

## ASK YOURSELF

Do you have the required technological skills in order to undertake the program? e.g. can you can navigate your way around the internet, download documents, upload files, etc.

Have you considered recognition of prior learning? If so, then please ensure you are familiar with what it entails and the required process.

Are you aware of what your choice of program involves and do you have enough information to ensure that you are prepared and suited to the course?

Have you discussed with our team, any extra information that needs to be considered for you to complete the course?

Do you have access to the appropriate practice environment that is required for the completion of the program?



# LANGUAGE, LITERACY & NUMERACY REQUIREMENTS

The **BSB40120 Certificate IV in Business** requires a high level of written and oral communication skills.

All nationally recognised qualifications have an individual level of language, literacy, and numeracy competency that is required to be met. In order to gain an understanding of your language, literacy, and numeracy level we have included a questionnaire that is required to be completed by you on page 7.

If the required level of language, literacy, and numeracy is not met, then you will be redirected to an LLN program in order to support you as required.

You will be able to find support regarding language, literacy, and numeracy through the following organisations:

## THE READING WRITING HOTLINE

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)  
[info@literacyline.edu.au](mailto:info@literacyline.edu.au)  
1300 655 506

## AUSTRALIAN COUNCIL FOR ADULT LITERACY

[www.acal.edu.au](http://www.acal.edu.au)  
[info@acal.edu.au](mailto:info@acal.edu.au)  
(03) 9546 6892


## WESTERN AUSTRALIAN ADULT LITERACY COUNCIL

[www.waalc.org.au](http://www.waalc.org.au)  
[info@waalc.org.au](mailto:info@waalc.org.au)

## READ WRITE NOW!

[www.read-write-now.org](http://www.read-write-now.org)  
[readwritenow@nmtafe.wa.edu.au](mailto:readwritenow@nmtafe.wa.edu.au)  
1800 018 802  
(08) 9427 1393

*On the following page, there is a questionnaire that allows us to ensure that we provide training and assessment which meet your needs.*



# LLN & DIGITAL LITERACY REQUIREMENTS

## PLEASE BRIEFLY ANSWER THE FOLLOWING QUESTIONS

Why do you wish to study this program?

Do you have any concerns that might prevent you from progressing through this course?

Eg: Do you have additional learning needs?

Digital literacy is a core requirement of this course,

## PLEASE COMPLETE THE DIGITAL LITERACY CHECKLIST

I can..

**Yes**   **Sometimes**   **No**

Open, rename and save documents to a USB/folder.

Set up an organised document/folder system.

Use MS Office to create documents and use features to format and reformat documents.

Implement version control processes.

Use the internet to conduct research and apply referencing protocols.

Complete and work with templates and tables in Word, referring to more than one document/source to synthesize and populate information.

Type with reasonable accuracy, speed and skill.

*Please send completed enrolment kits  
and supporting evidence to:  
admin@pivot.edu.au*

# The Pivot Institute

## Enrolment Form

Please complete all details on this enrolment form.

**Course:** BSB40120 Certificate IV in Business

### Preferred Delivery:

- ☐ Facilitated Virtual Classes ☐ Traineeship
- ☐ Supported Distance Learning
- ☐ Learning Recognition of Prior Learning (RPL)

### 1. Unique Student Identifier (USI)

You may already have a USI if you have done any nationally recognised training. To check if you already have a USI, use the 'Forgotten USI' link on the [USI website](#). If you have not yet obtained a USI you can apply for it directly [here](#).

|                 |  |  |  |  |  |  |  |  |  |  |
|-----------------|--|--|--|--|--|--|--|--|--|--|
| Enter your USI: |  |  |  |  |  |  |  |  |  |  |
|-----------------|--|--|--|--|--|--|--|--|--|--|

### Personal Information

#### 2. Details

Please write the name that you used when applying for your Unique Student Identifier (USI), including any middle names.

|                        |                               |                                 |                                |
|------------------------|-------------------------------|---------------------------------|--------------------------------|
| Family Name (Surname): |                               |                                 |                                |
| Given Names:           |                               |                                 |                                |
| Date of Birth:         |                               |                                 |                                |
| Gender:                | <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Other |

#### Company:

#### 3. Contact

|                                    |                                |                                 |  |
|------------------------------------|--------------------------------|---------------------------------|--|
| Mobile:                            |                                | E-mail:                         |  |
| Work Phone:                        |                                | Home Phone:                     |  |
| Alternative E-mail:                |                                |                                 |  |
| Preferred method of communication: | <input type="checkbox"/> Phone | <input type="checkbox"/> E-mail |  |

#### 4. Identification

Please provide your identification number for one of the forms of identification below.

|                             |  |           |  |
|-----------------------------|--|-----------|--|
| Australian Drivers Licence: |  | Medicare: |  |
|-----------------------------|--|-----------|--|

#### 5. Address

Please provide the physical address (street number and name not post-office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.

|                          |  |
|--------------------------|--|
| Building /Property Name: |  |
| Flat/Unit Details:       |  |



|   |  |           |  |
|---|--|-----------|--|
| Street or Lot number (e.g. 205 or Lot 118): |  |           |  |
| Street Name:                                |  |           |  |
| Suburb:                                     |  |           |  |
| State/Territory:                            |  | Postcode: |  |

**6. Postal Address (if different from above)**

|   |  |           |  |
|---|--|-----------|--|
| Building /Property Name:                    |  |           |  |
| Flat/Unit Details:                          |  |           |  |
| Street or Lot number (e.g. 205 or Lot 118): |  |           |  |
| Street Name:                                |  |           |  |
| Suburb:                                     |  |           |  |
| State/Territory:                            |  | Postcode: |  |

**Language and Cultural Diversity**

|     |   |                          |                             |
|-----|---|--------------------------|-----------------------------|
| 7.  | <b>In which country were you born?</b>  | <input type="checkbox"/> | Australia                   |
|     |   | <input type="checkbox"/> | Other<br>Please specify:    |
| 8.  | <b>Do you speak a language other than English at home?</b><br><i>If more than one language, indicate the one that is spoken most often.</i>                       | <input type="checkbox"/> | Yes<br>Please specify:      |
|     |   | <input type="checkbox"/> | No, English only            |
| 9.  | <b>Proficiency in English.</b>  | <input type="checkbox"/> | Very Well                   |
|     |   | <input type="checkbox"/> | Well                        |
|     |   | <input type="checkbox"/> | Not very Well               |
| 10. | <b>Are you of Aboriginal or Torres Strait Islander origin?</b><br><i>For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.</i> | <input type="checkbox"/> | Yes, Torres Strait Islander |
|     |   | <input type="checkbox"/> | Yes, Aboriginal             |
|     |   | <input type="checkbox"/> | No                          |

**Education**

|     |   |                          |   |
|-----|---|--------------------------|---|
| 11. | <b>What is your highest COMPLETED school level?</b><br>Tick ONE box only.<br><i>If you are currently enrolled this refers to the highest school level you have actually completed, not the level you are currently completing.</i><br><i>For example, if you are currently in Year 10 the Highest school level completed is Year 9.</i> | <input type="checkbox"/> | Year 12 or equivalent                               |
|     |   | <input type="checkbox"/> | Year 11 or equivalent                               |
|     |   | <input type="checkbox"/> | Year 10 or equivalent                               |
|     |   | <input type="checkbox"/> | Year 9 or equivalent                                |
|     |   | <input type="checkbox"/> | Year 8 or below                                     |
|     |   | <input type="checkbox"/> | Never attended school.<br>Go to question 14.        |
| 12. | <b>Are you still enrolled in secondary or senior secondary education?</b>   | <input type="checkbox"/> | Yes   |
|     |   | <input type="checkbox"/> | No  |
| 13. | <b>What year did you complete your secondary schooling?</b>   |                          |   |
| 14. | <b>Please select any qualifications that you have SUCCESSFULLY completed.</b>   | <input type="checkbox"/> | Bachelor Degree or Higher Degree                    |
|     |   | <input type="checkbox"/> | Advanced Diploma or Associate Degree                |
|     |   | <input type="checkbox"/> | Diploma (or Associate Diploma)                      |
|     |   | <input type="checkbox"/> | Certificate IV (or Advanced Certificate/Technician) |

|  |  |                          |  |
|--|--|--------------------------|--|
|  |  | <input type="checkbox"/> | Certificate III (or Trade Certificate)   |
|  |  | <input type="checkbox"/> | Certificate II   |
|  |  | <input type="checkbox"/> | Certificate I  |
|  |  | <input type="checkbox"/> | Other education (including certificates or overseas qualifications not listed above) |

### Disability

|     |   |                          |                         |
|-----|---|--------------------------|-------------------------|
| 15. | <b>Do you consider yourself to have a disability, impairment, or long-term condition?</b> | <input type="checkbox"/> | Yes                     |
|     |   | <input type="checkbox"/> | No – go to Question 17. |

|     |  |                          |                           |
|-----|--|--------------------------|---------------------------|
| 16. | <b>If you indicated the presence of a disability, impairment, or long-term condition, please select the area(s) in the following list:</b><br><br><i>You may indicate more than one area.<br/>Please refer to the Disability supplement (available from The Pivot Institute) for an explanation of the following disabilities.</i> | <input type="checkbox"/> | Hearing/deaf              |
|     |  | <input type="checkbox"/> | Physical                  |
|     |  | <input type="checkbox"/> | Intellectual              |
|     |  | <input type="checkbox"/> | Learning                  |
|     |  | <input type="checkbox"/> | Mental illness            |
|     |  | <input type="checkbox"/> | Acquired brain impairment |
|     |  | <input type="checkbox"/> | Vision                    |
|     |  | <input type="checkbox"/> | Medical condition         |
|     |  | <input type="checkbox"/> | Other                     |

### 17. Employment

|  |                          |   |
|--|--------------------------|---|
| <b>Of the following categories, which best describes your current employment status?</b><br>(Tick ONE box only)<br><br><i>For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether:</i> <ul style="list-style-type: none"> <li>• full time (35 hours or more per week) or</li> <li>• part-time employed (less than 35 hours per week).</li> </ul> | <input type="checkbox"/> | Full-time employee                            |
|  | <input type="checkbox"/> | Part-time employee                            |
|  | <input type="checkbox"/> | Self employed – not employing others          |
|  | <input type="checkbox"/> | Self employed – employing others              |
|  | <input type="checkbox"/> | Employed – unpaid worker in a family business |
|  | <input type="checkbox"/> | Unemployed – seeking full-time work           |
|  | <input type="checkbox"/> | Unemployed – seeking part-time work           |
|  | <input type="checkbox"/> | Not employed – not seeking employment         |

### 18. Reason for Study

|   |                          |  |
|---|--------------------------|--|
| <b>Of the following categories, select the one which best describes the main reason you are undertaking this course/traineeship/apprenticeship</b><br>(Tick ONE box only) | <input type="checkbox"/> | To get a job                               |
|   | <input type="checkbox"/> | To develop my existing business            |
|   | <input type="checkbox"/> | To start my own business                   |
|   | <input type="checkbox"/> | To try for a different career              |
|   | <input type="checkbox"/> | To get a better job or promotion           |
|   | <input type="checkbox"/> | It was a requirement of my job             |
|   | <input type="checkbox"/> | I wanted extra skills for my job           |
|   | <input type="checkbox"/> | To get into another course of study        |
|   | <input type="checkbox"/> | For personal interest or self-development  |
|   | <input type="checkbox"/> | To get skills for community/voluntary work |
|   | <input type="checkbox"/> | Other reasons                              |

## 19. Eligibility Criteria- For subsidised traineeship applicants

To be eligible for a subsidised traineeship you must meet the following criteria:

1. Trainees will be employed in an appropriate role that reflects the requirements of the qualification.
2. Meet the new worker definition (i.e. have been employed for less than 3 months full time or less than 12 months part-time or casual prior to commencing the qualification).
3. Your primary place of residence is in Western Australia, **and** you are:
  - an Australian citizen; or
  - a permanent visa holder or holder of visa subclass 309, 444, 785, 790, 820 or 826; or
  - a dependent or spouse of the primary holder of a visa subclass 457; or
  - a Bridging Visa E holder (subclasses 050 and 051) and you have made a valid application for a visa of subclass 785 or 790.

|  |                          |  |
|--|--------------------------|--|
| Please select the boxes to confirm:          | <input type="checkbox"/> | You have left school.  |
|  | <input type="checkbox"/> | Your primary place of residence is in Western Australia.   |
| Please tick the boxes to confirm if you are: | <input type="checkbox"/> | an Australian citizen; or  |
|  | <input type="checkbox"/> | a permanent visa holder or holder of visa subclass 309, 444, 785, 790, 820 or 826; or                                      |
|  | <input type="checkbox"/> | a dependent or spouse of the primary holder of a visa subclass 457; or   |
|  | <input type="checkbox"/> | a Bridging Visa E holder (subclasses 050 and 051) and you have made a valid application for a visa of subclass 785 or 790. |
|  | <input type="checkbox"/> | None of the above.   |

**Subsidised training places are available through the Department of Training and Workforce Development. Please note that student's can only be enrolled in one subsidised program at a time.**

**Please review the Privacy Notice and sign the Student Agreement on the following pages to complete your enrolment application.**

### Privacy Notice

The Pivot Institute is required to collect personal information about you to process and manage your enrolment in a vocational education and training (VET) course. Under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) we are required to disclose that information to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER) and to the relevant state or territory training authority. NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for purposes that include:

- populating authenticated VET transcripts.
- administering VET.
- facilitating statistics and research relating to education, including surveys and data linkage; and
- understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation,
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding how the VET market operates, for policy, workforce planning and consumer information.



The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. Please contact The Pivot Institute for a copy if you are unable to access this.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact The Pivot Institute to request access to or correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this Privacy Notice.

### Privacy Agreements

|   | YES                      | NO                       |
|---|--------------------------|--------------------------|
| I give my consent to The Pivot Institute that my feedback on course delivery may be used in Pivot marketing materials web and print based e.g. testimonial.                             | <input type="checkbox"/> | <input type="checkbox"/> |
| I give my consent to The Pivot Institute to contact other RTO(s) where I have studied to confirm the authenticity of transcripts which may be used for credit transfer or RPL purposes. | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Student Signature:</b>   | <b>Date:</b>             |                          |
| This is an Approved Digital Signature <input type="checkbox"/>  |                          |                          |

### Student Agreement

All of the below must be accepted in order for enrolment to be finalised.

|  | YES                      | NO                       |
|--|--------------------------|--------------------------|
| <b>I acknowledge that I have reviewed a copy of The Client Handbook.</b><br>This is available under the Enrolments tab on our website: <a href="http://www.pivot.edu.au">www.pivot.edu.au</a>  | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>I understand that a deposit of \$250 must be made upon submission of my enrolment application.</b><br>This can be made via bank transfer to:<br><ul style="list-style-type: none"><li>Account Name: <b>Pivot Solutions Pty Ltd</b></li><li>BSB: <b>016-338</b></li><li>Account Number: <b>9017 76068</b></li><li>Reference: <b>SURNAME, firstname</b></li></ul> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>I understand that invoices must be paid by the due date to maintain a current enrolment and that overdue invoices may incur interest charges and collection fees.</b>   | <input type="checkbox"/> | <input type="checkbox"/> |

|   |                                 |                          |
|---|---------------------------------|--------------------------|
|   |                                 |                          |
| <p><b>I understand that I must complete my studies within the designated time frame as outlined below from the date of enrolment.</b></p> <ul style="list-style-type: none"> <li><b>Certificate IV's must be completed within 12 months*.</b><br/>*with the exception of the Certificate IV in Training and Assessment which must be completed within 18 months.</li> <li><b>Diplomas must be completed within 18 months.</b></li> <li><b>Individual units, including upgrades, must be completed within 6 months.</b></li> </ul> <p>All training and assessment activities must be completed by the due date.<br/>Re-enrolment fees apply after this time.</p> | <input type="checkbox"/>        | <input type="checkbox"/> |
| <p><b>I understand that all training materials, handouts and verbal information regarding The Pivot Institute's training are considered confidential information proprietary to Pivot Solutions Pty Ltd.</b></p>  | <input type="checkbox"/>        | <input type="checkbox"/> |
| <p><b>I have read and understand that I am required to comply with the Pivot Institute Code of Conduct.</b></p> <p>This can be found in the Client Handbook.</p>  | <input type="checkbox"/>        | <input type="checkbox"/> |
| <p><b>I declare that the information I have provided is true and correct. I am aware of the consequences that may arise from providing false, misleading or incomplete information, including the cancellation of my enrolment.</b></p>   | <input type="checkbox"/>        | <input type="checkbox"/> |
| <p><b>I give my permission for Pivot Solutions Pty Ltd to locate my USI if required.</b></p>  | <input type="checkbox"/>        | <input type="checkbox"/> |
| <p><b>Student Signature:</b></p><br><br><br><p>This is an Approved Digital Signature <input type="checkbox"/></p>   | <p><b>Date:</b></p><br><br><br> |                          |

Once complete please send this document to [admin@pivot.edu.au](mailto:admin@pivot.edu.au)