THE GRAHAM CENTRE
for Leadership & Influence

Credibility.
Authenticity.
Mastery.

BSB40120

Certificate IV in Business

Build business skills that make work run better.

Develop practical communication, digital collaboration and problem-solving skills for business, administration and operational work.

ONLINE | SELF-PACED LEARNING | TRAINER SUPPORT

The Graham Centre for Leadership & Influence

Credibility. Authenticity. Mastery.

RTO 46628 | The Graham Strategic Advisory Group Pty Ltd trading as GCLI.

Your course at a glance

Delivery	Online learning at your own pace, with scheduled trainer support
Planned training schedule	48 weeks (approximately 12 months); individual arrangements confirmed after review
Course access	12 months for the full training pathway
Full training and assessment	$2,495 total fee-for-service
RPL assessment pathway	$1,695; subject to suitability and evidence assessment
Support	Scheduled online Q&A, phone/email guidance and assessment feedback
Assessment	Questions, projects and workplace or simulated tasks, as required by each unit

Is this the right course for you?

Business support and administration professionals who want to coordinate work more confidently and take on broader responsibility.

Practical skills you will develop

• Apply critical thinking to workplace problems

• Use digital technology to collaborate effectively

• Build and maintain business relationships

• Communicate clearly and write complex documents

• Support operations, risk and workplace improvement

Potential roles

Administration Officer · Office Coordinator · Business Support Officer · Project Administrator

Role examples are a guide. Employment, promotion and completion outcomes are not guaranteed. RPL is an evidence-based assessment pathway; the training schedule above does not represent an RPL completion promise.

Your course structure

12 units: 6 core units and 6 electives. Successful completion requires demonstrating competency in every unit.

Core units

Unit code	Unit title
BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXCM401	Apply communication strategies in the workplace

Elective units

Unit code	Unit title
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development
BSBLDR411	Demonstrate leadership in the workplace
BSBSTR401	Promote innovation in team environments
BSBOPS405	Organise business meetings
BSBOPS403	Apply business risk management processes

Recognition of prior learning and credit transfer are available for individual review. Tell us about relevant previous study or experience before enrolment. Verified credit transfer may reduce your learning load and fees, as set out in the RPL and Credit Transfer Policy.

Qualification source: training.gov.au — BSB40120

Flexible study and personal support

The planned training and assessment schedule is 48 weeks. You have 12 months of full-course LMS access. Your individual study plan and expected completion date are confirmed after reviewing your existing skills, study availability and support needs. Shorter completion is not guaranteed.

Online learning is supported by scheduled Q&A; sessions, phone and email guidance, and assessment feedback. Your timetable and available support sessions will be provided before enrolment.

Practical assessment

Assessment may include questions, projects, plans, reports and workplace or realistic simulated tasks. You must demonstrate the required skills and knowledge under the applicable assessment conditions; enrolment alone does not guarantee a qualification.

Entry and readiness

There are no formal training-package entry requirements. GCLI applies the following admission and readiness conditions.

• Aged 18 or over, living or working in Australia, and Australian Year 10 or equivalent completed.

• Basic computer skills, a suitable computer, reliable internet and suitable office software.

• LLND skills and support needs reviewed before enrolment. Supported admission or an approved exemption may apply in accordance with GCLI policy.

• Access to the workplace or realistic simulated context required for assessment; relevant workplace experience is recommended.

Your application pathway

• Apply and provide the requested information. GCLI reviews suitability, entry evidence and support needs.

• If approved to proceed, complete the required LLND checks unless an approved exemption applies.

• After requirements are met, receive the 10% deposit invoice at Enrolled – Awaiting Payment.

• Once payment is recorded and enrolment is confirmed in writing, access your agreed training or RPL assessment pathway.

Tell us about accessibility, learning or wellbeing needs so reasonable adjustment and support options can be discussed.

Fees and payment arrangements

Pathway	Total fee	10% deposit
Full training and assessment	$2,495.00	$249.50
RPL assessment	$1,695.00	$169.50

The deposit invoice is issued after suitability and LLND requirements are met, at Enrolled – Awaiting Payment. No credit card is required on the application form.

Full-course payments: weekly, monthly or quarterly invoicing is available through the applicable plans. Instalments are dated from the recorded course start date. Your complete schedule is disclosed before payment.

RPL payments: 10% deposit, followed by three monthly instalments of 30%. Instalments are dated one, two and three months after the recorded start date. Review your individual fee agreement before proceeding.

Included administration fee and refunds

The $199 enrolment administration fee is included in the total course fee, not added on top. It is allocated only when your SMS status becomes Enrolled and GCLI confirms enrolment in writing. Any deduction from a refund is subject to the Fee Administration and Refund Policy. No deduction applies before confirmation, if GCLI declines the application or cannot deliver the course, where a waiver is approved, or where inconsistent with Australian Consumer Law.

What the pathway fee includes

Full course: 12 months of LMS access, digital learning and assessment materials, scheduled trainer support and assessment feedback.
RPL: assessor guidance, evidence review and assessment against the selected qualification. Recognition is not guaranteed. Any gap training or additional assessment charges will be explained and agreed before proceeding.

Electronic and hard-copy certification and the GCLI premium graduation pack are included after successful completion and finalisation of requirements. RPL outcomes and assessment timeframes depend on individual evidence requirements.

Additional fees only where applicable

$250 for an approved student-requested course transfer, plus any fee difference; $149 per approved extension month; optional printed materials $35 per unit, plus one-off $40 postage and handling within Australia. Refer to the current fee schedule and policy for conditions and refunds.

Before you enrol or pay

Read the Student Handbook, fee schedule, payment-plan terms, Fee Administration and Refund Policy, privacy information, complaints and appeals information, and enrolment terms. Ask GCLI for copies or clarification before accepting an offer.

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GCLI (RTO 46628) is responsible for training, assessment and AQF certification issuance. Certification requires successful assessment and finalisation of applicable requirements and payment. A Statement of Attainment may be issued for successfully completed units.

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