



RTO ID 41169

This course will equip learners with critical business, communication and computing skills, enabling you to improve your efficiency in daily business operations and enhance your understanding of business operations. Whether you're just starting out in an office job, own a small business or have years of experience behind you, our combination of elective units can give you the most up to date business skills in areas like customer service, accounting, procedures, data systems, technology, resource maintenance, and business document writing.

BSB40215: CERTIFICATE IV IN BUSINESS

(Currency - Release date : 21/Feb/2019)

6 Effective Ways to Enhance Workplace Productivity

1. Get Rid of Motivation Killers

there is a need to identify motivation killers in the workplace. A good manager will find ways to carefully observe the work environment in search of problem areas that adversely affect employee motivation.

2. Motivate through Gamification

Motivation is a very important factor in ensuring productivity. Unmotivated employees get bored especially when they are dealing with monotonous routines.

3. Set Clear Goals and Provide Feedback

Employees or personnel will be more motivated if they know what they are expected to achieve.

4. Use Technology Responsibly

Refusing to leverage technology could be considered a grave mistake for any business. There are many technologies that significantly increase productivity in a workplace.

5. Set Standards and Provide Skills Development

In every business, it is important to establish standards. Employees should be familiar with what the company expects from them.

6. Communicate Effectively and Efficiently

Communication, without a doubt, is a crucial aspect of business operations. Without an effective system of communication in place, you will have difficulty in achieving goals and even in functioning properly

Job roles and titles vary across different industry sectors, Possible job titles relevant to this qualification include :

- ① Customer Service Adviser
- ① Data Entry Operator
- ① General Clerk
- ① Payroll Officer
- ① Typist
- ① Word Processing Operator
- ① retail trade
- ① Education and Training

Visit our web site To :

- ✓ Follow our offers to gain a good discount.
- ✓ Subscribe to our News to get last education knowledge and events.
- ✓ student services support (tuitions, LLN test...)
- ✓ all IAMA qualifications delivered by our qualified trainers and assessors no third party involved
- ✓ learner's right download student handbook from IAMA website/student support/policy
- ✓ For IAMA registered agent please check IAMA website/agents
- ✓ For IAMA registered agents list, please check IAMA website/agents

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IAMA

Image Australian Modern Academy Pty Ltd
National Provider Code: 41169

Head Office and Campus: LEVEL 1 - SUITE 2, 925 Canterbury Road Lakemba, Sydney, NSW 2195
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Course structure – BSB40215 Certificate IV Business

Unit code	Unit title	Unit type
BSBWS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core
BSBSUS401	Implement and monitor environmentally sustainable work practices	Elective
BSBCUS401	Coordinate implementation of customer service strategies	Elective
BSBCUS402	Address customer needs	Elective
BSBPMG522	Undertake project work	Elective
BSBWRT401	Write complex documents	Elective
BSBCMM401	Make a presentation	Elective
BSBLED401	Develop teams and individuals	Elective
BSBADM502	Manage meetings	Elective
BSBMKG413	Promote products and services	Elective

Total number of units = 10

Student will be providing with all the Student Assessment Guide for each unit of competency required to complete the course

Course Entry requirements

- Complete your enrollment form * USI * Genuine interest in the business sectors.
- Over 18 years old at the time of enrolment
- Year 12 completion or successful completion of IAMA's LLN (language, literacy and numeracy assessment)
- Ability to demonstrate core skills and capabilities to a level appropriate to the course.
- Identification Documents

Assessment & Resources

- Short questions and Case studies
- Research activities
- Projects – portfolios
- Observation by a trained assessor in a simulated environment
- Third party by workplace supervisor
- ***Textbook available for purchase at Cengage Learning. Phone: 1300 790 853, website: cengage.com***

Course Delivery

- Face to Face classroom base at IAMA (40 weeks delivery plus 12 weeks term break)
- Groupworkshops
- In workplace
- RPL (Recognition of Prior Learning) or/and CT (Credit Transfer) and/or GAP training

**** for more details contact IAMA through email or collect student hand book from website or IAMA notice board.**

Contact hours

- 20 hours per week for 40 weeks (1200 hours).
- Additionally, student is expected at least 104 hours of individual study per week not limited to research, learning activities and assessment activities utilizing the facilities and resources available at IAMA

Course FEE • Please check our web site for best offers

**** For our refund and cancellation policies please go our website, student support.**

**** For any forms (complaint, appeal, refund, credit transfer...) download from IAMA website student support \form**

Notice: Please before you enroll, read and understand IAMA student handbook, code of conduct policy and IAMA Fee & refund policy and procedure.

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FEES DETAILS

CODE	COURSE TITLE	F2F*	RPL	Release date
BSB30115	Certificate III in Business	5000	1000	21/Feb/2019
BSB40215	Certificate IV in Business	5500	1500	21/Feb/2019

*F2F : Face to face | RPL : Recognition of prior learning | ** Course fee is (including admission fee only)

OTHER POTENTIAL FEES

Admission (non-refundable) per qualification	\$75	Replacement Certificate	\$40
Admission Fee (non-refundable) per unit	\$25	Replacement Student ID card	\$25
Overdue Fees 14 days overdue	\$50	RPL Application Fee	\$50
Continuing late fee after one month	%05	RPL Application Fee per UOC	\$50
Re-enrolment Fee	\$100	Re-issue of documents	\$50
1st Re-assessment	No fee	Text Books / Learning Guides – All Courses **	\$350
2nd Re-assessment	No fee	Workplace Re-assessment due to misconduct	\$200
3rd Re-assessment	\$200	Tuition fee	\$50/hour
Print BLACK*	20 Cent	Technology tuition fee	\$50/hour
Print COLOUR*	30 Cent	Resume building tuition fee	\$40/hour

IAMA encourage its students (Excluding RPL students) to installment the total courses Fee for maximum 1 year or as aggregated between the student and the student admission .

installment should to be as : Deposit (%10 of the total course Fee and %90 will be paid (weekly OR fortnightly OR monthly).

For more details contact Student Admission during working dates and times by Phone or Email.

FEE Policy

1.1 Determination of Fees and Charges

- FEES
 - Fees may include tuition fee, non-refundable enrolment fee, material fee, books/materials, and any other charges such as re-issuance of qualification certificates / statements of attainment.
 - *Tuition fees* are fees directly related to provision of a course.
 - Tuition fees do not include the enrolment fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions).
 - All relevant fees are clearly mentioned in the Application Form – Acceptance Agreement – enrolment form
 - Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- Image Australian Modern Academy charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. *Commercial course* fees are determined based on the program's duration, delivery method, resource requirements and commercial viability. Where students whom receive a credit transfer, are not charged for the already completed unit. The General Manager Accredited Learning is responsible for determining all fees and charges, which are reviewed annually.
- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
 - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - the learner's right to get a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services."

1.2 Marketing and Advertising

- Fees are advertised on the organisations website and are listed in most of the marketing material.
- Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and consumers are able to make an informed decision without risk of hidden fees and charges. Where additional charges are required these are listed in the student enrolment form, on the organisations website and updated promotional materials (such as brochures and flyers.)

1.3 Additional charges

- Additional fees are charged for:
 - The replacement of any learning resources that is lost or misplaced. As these vary from program to program students are required to view course information for more detailed costings prior to their enrolment.
 - The reissuance of misplaced or lost awards. A fee of \$40.00 is charged for **each** certificate (Certificate, Record of Results and/or Statement of Attainment) that requires reprinting.
 - Students who require reassessment of a task (i.e. following 2 previous unsuccessful submissions) will be charged a fee of \$200.00 for the third submission.
 - Please check attached schedule for **other potential fees**.

1.4 **Payment of fees**

- Students are provided with detailed fees, charges and refund information prior to their enrolment and are asked to sign a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Students are issued with a quote (on enquiry), notification of enrolment on application/enrolment or a Tax Invoice at application/enrolment.
- Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual **does not** exceed \$1500.00. If the total fees exceed \$1500.00, the remainder of fees are divided up into the duration of the course and the student is required to pay an amount weekly/fortnightly/monthly as per their preferred repayment plan. *For example*; a student who is enrolled in a 12-week program and whose course fees are \$2400.00 may pay \$200.00 per week over the 12-week period until they have paid the total amount of \$2400.00. Alternatively, the same student could pay \$1500.00 prior to commencement and pay the remaining \$900.00 over a 3-month period, repaying \$300.00 each month.
- The Administration fee is non-refundable.
- If student fees are paid by an employer a payment term and plan is negotiated over the duration of the course as outlined in the Training proposal/agreement.
- The fee amount is paid in accordance with the fee schedule or repayment plan prior to course commencement. Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid in cash, via cheque or EFT into IAMA's nominated bank account

2.5 **Fee protection strategy**

- IAMA in accordance with the Standards for Registered Training Organisations 2015 does not accept payment of more than \$1500.00 from each individual student prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than \$1500.00 students are placed on a repayment plan over the term of their enrolment (examples of repayment plans can be found in Section 2.4).
- At no point in time are individual students invoiced an amount greater than \$1500.00. To ensure consumers rights and fees are protected a statistically relevant and random sample size is audited by the National Compliance Manager quarterly.
- IAMA guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality education services to its students once the student has paid and commenced training and assessment

2.6 **Payment Terms**

- Payment terms are agreed upon prior to course commencement and are outlined in the students Tax Invoice. The Tax invoice identifies the fees to be paid and the dates where payments are scheduled.
- Students are required to pay all fees on tax invoices issued within a period of 14 days. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid in addition, there is fee of delayed payment (refer to the attached schedule **other potential fees**). IAMA uses the assistance of debt collection agencies to retrieve outstanding fees greater than 60 days. Where training discontinuation or a delay in the issuing of an award is likely students will be informed of their rights and responsibilities. IAMA retains all evidence of fees collected and all attempts to recover outstanding fees in the students file and on SMS (RTO manager online system).

Notice:

- There is a possibility for potential fees to change during a student's course and applicable refund policies (updates will be on IAMA website and on IAMA Notice board)
- The material fee varies from one qualification to another, please contact admission to get your enrolled course material fee
- Not allowed to print any non-educational material or researches related to student courses – print available **Text only**

How can I request a student support?

Student need to download a Student Request or Notification form at IAMA website/student support/forms

Fill in the form explain exactly his especial requirement

Date time he needs to be supported

Especial needs or tools

IAMA has its internal student support services such as:

1- Student technology centre

IAMA has the pleasure to provide its students accessing to the INTERNET through its lab and centre FREE of charge. Laptop, computer and printer

2- Technology Tuitions

AMA has the pleasure to provide to its students a training in computer field to:

build his resume

search in Google

using MS word – power point – excel (basics).

Completing the Online enrolment (Free)

How to communicate with the trainers or/and assessor by emails (Free)

How to create a student account on the student portal (Free)

Help students to subscribe in useful website like white paper and famous libraries (Free).

3- Tuition (LLN)

IAMA has the pleasure to provide to its students a training in basic of:

English languages - Mathematics

Communication skills

Related qualification terminology

Notice:

available time from 10:00 am to 4:00 pm

printing available by 20c per page black or 30c per colour (TXET only)

not allowed to print any non-educational material or researches not related to your courses.

all tuition services cost \$50 per hours max mum (\$200 per lecture).

The services will be done by the qualification trainers or professional teachers.

The free services should be booked a week early.

please refer to Fee and refund policy handbook for more details.

IAMA will more than happy to support you