



**Australian  
College**  
of Commerce & Management

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# ACCM College

## Business CIV and Diploma Courses Timetables

These advanced-level Business qualifications will take your staffs' skills, knowledge and performance to the next level of excellence by introducing them to a broad range of general and specialist courses.



You can find more information on all available courses by heading over to our website [www.accm.edu.au](http://www.accm.edu.au)

RTO Code: 1441



IF YOU WANT TO STUDY

WE WANT TO HELP

The ACCM College Course Timetables on the following pages outline all of the Certificate IV and Diploma Business qualifications available through ACCM.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing [info@accm.edu.au](mailto:info@accm.edu.au) or call me on 1300 515 321.

As the Director of Client Relations, my role is to ensure your experience and your staff's learning experience is a great one - from sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

**Tania Holmes**

Director of Client Relations

# CERTIFICATE IV IN BUSINESS

BSB40120

**Expand your staffs' Business accumen with the core skills key to long-term business success.**

## COURSE DESCRIPTION:

Build on your staffs' existing or developing Business skills with the Certificate IV in Business. This versatile qualification will deliver the necessary customer service management and client relationship skills to be successful in your industry. Staff will also master the techniques behind critical and creative thinking, professional development, business writing and safety management.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Professional and Effective Work Practices	• Manage personal health and wellbeing	BSBPEF401	6
	• Develop personal work priorities	BSBPEF402	
	• Lead personal development	BSBPEF403	
	• Manage personal and professional development	BSBPEF501	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	6
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Customer Relationships	• Build and maintain business relationships	BSBTWK401	8
	• Implement customer service strategies	BSBOPS404	
Develop Strong Business Writing Skills	• Write complex documents	BSBWRT411	9
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8

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# CERTIFICATE IV IN BUSINESS

## BSB40120 Continued

ELECTIVE SUBJECT* (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Organise Meetings	• Organise business meetings	BSBOPS405	6
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	5
Advanced Word Processing	• Design and produce complex text documents	BSBTEC401	8
Marketing Business Products and Services	• Undertake marketing activities Implement customer service strategies	BSBMKG433	8

\* You will need to choose one elective to complete your qualification

# CERTIFICATE IV IN BUSINESS (BUSINESS ADMINISTRATION)

BSB40120

**Advanced Business Administration skills to develop your staffs' effectiveness and efficiency.**

## COURSE DESCRIPTION:

Build on your team members' existing administration skills with the Certificate IV in Business (Business Administration). This qualification will ensure your staff have the necessary customer service management, safety, workplace communication skills and range of business administration abilities to be successful in your industry.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Manage Work Priorities and Personal Wellbeing	• Manage personal health and wellbeing	BSBPEF401	4
	• Develop personal work priorities	BSBPEF402	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	5
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXC401	
Building Strong Business Relationships	• Build and maintain business relationships	BSBTWK401	3
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	7
Develop Strong Business Writing Skills	• Write complex documents	BSBWHS411	7
Organise Meetings	• Organise business meetings	BSBOPS405	4
Co-ordinating Business Resources	• Coordinate business resources	BSBOPS401	7

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# CERTIFICATE IV IN BUSINESS (BUSINESS ADMINISTRATION)

BSB40120 Continued

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Advanced Word Processing	<ul style="list-style-type: none"><li>Design and produce complex text documents</li></ul>	BSBTEC401	7
Advanced Spreadsheets	<ul style="list-style-type: none"><li>Design and produce complex spreadsheets</li></ul>	BSBTEC402	7

# CERTIFICATE IV IN BUSINESS (BUSINESS OPERATIONS)

BSB40120

Expand your staffs' Business career options with this comprehensive program.

## COURSE DESCRIPTION:

Build on your staffs' existing Business skills with the Certificate IV in Business (Business Operations). This operations stream will ensure your staff have the necessary customer service management and communication skills to be successful in your industry. Staff will also master the techniques behind critical and creative thinking, professional development, business writing and safety management.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Manage Work Priorities and Personal Wellbeing	• Manage personal health and wellbeing	BSBPEF401	4
	• Develop personal work priorities	BSBPEF402	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	7
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Customer Relationships	• Build and maintain business relationships	BSBTWK401	8
	• Implement customer service strategies	BSBOPS404	
Develop Strong Business Writing Skills	• Write complex documents	BSBWHS411	8
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Marketing Business Products and Services	• Undertake marketing activities	BSBMKG433	7
	• Promote products and services	BSBMKG434	
	• Assess marketing opportunities	BSBMKG431	

# CERTIFICATE IV IN BUSINESS (RECORDS AND INFORMATION MANAGEMENT)

## BSB40120

### Advanced Record Management skills for Records Professionals.

#### COURSE DESCRIPTION:

Build on your staffs' existing business and recordkeeping skills with the Certificate IV in Business (Records and Information Management). Your valued team member will also master the advanced skills needed to properly control essential business records, apply appraisal and classification systems and implement correct disposal actions.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Undertake a Search of Records	• Maintain and monitor digital information and records	BSBINS409	10
	• Provide information from and about records	BSBINS408	
Making and Communicating Good Business Decisions	• Apply critical thinking to work practices	BSBCRT411	7
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
	• Apply communication strategies in the workplace	BSBXCM401	
Building Strong Business Relationships	• Build and maintain business relationships	BSBTWK401	4
Develop Strong Business Writing Skills	• Write complex documents	BSBWHS411	8
Implementing Effective Safety Procedures	• Implement and monitor WHS policies, procedures and programs	BSBWHS411	8
Manage Work Priorities and Personal Wellbeing	• Manage personal health and wellbeing	BSBPEF401	8
	• Develop personal work priorities	BSBPEF402	
Establishing an Effective Records and Information System	• Implement records systems for small business	BSBINS410	9
	• Coordinate workplace information systems	BSBINS402	



# DIPLOMA OF BUSINESS

BSB50120

## A valuable qualification to suit the multi-skilled Office Manager.

### COURSE DESCRIPTION:

The Diploma of Business offers a broad spectrum of subjects to suit a multi-skilled Office Manager. Your valuable team member will master the techniques behind critical and creative thinking, professional development, business planning, sustainability and client relationships.

SUBJECT (descriptions in glossary)	UNIT	CODE	DURATION (weeks)
Lead and Make Good Business Decisions	• Develop critical thinking in others	BSBCRT511	9
	• Lead communication in the workplace	BSBXCM501	
Manage Personal and Professional Development	• Develop personal work priorities	BSBPEF402	6
	• Manage personal health and wellbeing	BSBPEF401	
	• Manage personal and professional development	BSBPEF501	
Building Strong Customer Relationships	• Build and maintain business relationships	BSBTWK401	9
	• Implement customer service strategies	BSBOPS404	
Manage Budgets and Financial Plans	• Manage budgets and financial plans	BSBFIN501	10
Effective Sustainability and Resource Policies	• Develop workplace policies and procedures for sustainability	BSBSUS511	10
	• Manage business resources	BSBOPS501	
	• Develop organisational policy	BSBSTR503	
Manage and Chair Effective Meetings	• Manage meetings	BSBTWK503	7
	• Use digital technologies to collaborate in a work environment	BSBTEC404	
Build an Effective and Motivated Team	• Lead and manage effective workplace relationships	BSBLDR523	11

# GLOSSARY OF SUBJECTS

## Subject Description

### Advanced Spreadsheets

This advanced subject allows your staff to build on the basics of working with Excel and creating meaningful and useful formulas. They will also learn how to best layout and present information and create charts, save and store workplace documents safely, efficient computing skills and ergonomic hazard identification. Your team member will also learn time saving functions such as named ranges, linking and consolidating data, data tables, array formulas, data validation, macros, templates and cell protection. Note this subject only supports the use of the the Microsoft Office Excel program.

### Advanced Word Processing

Building on a basic knowledge of word processing, this advanced subject goes into time saving techniques such as mail merge, the creation of template documents and handling multiple paged documents. Your staff will learn how to insert applications, design and layout documents, and follow and create style guides. This subject will also cover linking and embedding objects, formulas, fields and macros into workplace documents, interactive fields and electronic forms.

### Build an Effective and Motivated Team

The need to build positive workplace relationships applies to team leaders, supervisors and new or emerging managers. Developing and maintaining effective workplace relationships and team cohesion is a skill that can be taught. This includes motivating, mentoring, coaching and developing the team while forming the bridge between the management and team members. High level and influential communication skills are also addressed.

### Building Strong Business Relationships

This critical subject has been structured to progressively develop your staff's skill and knowledge in the building, managing and maintaining of business relationships to support business outcomes. It also places a strong emphasis on the skills required for longer term client relationship building.

### Building Strong Customer Relationships

This subject has been structured to progressively develop your staff's skill and knowledge in the building, managing and maintaining of customer relationships to support strong business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and effective networking.

# GLOSSARY OF SUBJECTS

## Subject Description

### Co-ordinating Business Resources

Significant cost savings can be made by skillfully managing workplace technology and resources. This subject looks at ways to cost equipment replacement, manage consumables and monitor usage to ensure good value decisions are made and that purchasing procedures are followed. This subject requires research as part of the practical activities.

### Develop Strong Business Writing Skills

This versatile subject addresses the skills and knowledge required to plan documents, draft text and produce documents of some complexity such as reports, detailed letters, business proposals and general promotion documents. Your staff will learn how to structure and create documents that will help your business succeed.

### Effective Sustainability and Resource Policies

Businesses are focused more than ever on achieving improvements in sustainability practices. Your staff will learn to develop and implement a workplace sustainability policy and to modify that policy to suit changed circumstances and facilitate continuous improvement. Identifying the resourcing requirements to support the sustainability initiatives are also covered. The assessment requirements involve the development of a sustainability policy, procedures and programs, resourcing plans and a budget.

### Establishing an Effective Records and Information System

This final subject examines the theory and important knowledge behind what is records management, the need for records systems, the components of a good records system and how to conduct a records management needs analysis. This comprehensive subject will help create a well-rounded foundation for your staff that will enable them to thrive in a range of recordkeeping roles.

### Exercising Good Leadership

This subject is specifically designed to lay a strong leadership foundation for new and emerging leaders. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, This subject is perfect for your staff member looking to build or enhance their leadership skills.

# GLOSSARY OF SUBJECTS

## Subject Description

### Implementing Effective Safety Procedures

Supervisors and team leaders have strict legal obligations under Australia's safety legislation. Your staff will learn what these are, as well as the practical skills to identify, risk assess and resolve safety concerns. This subject also teaches how to better understand safety statistics and identify factors that can reduce injuries, and ensure your business remains productive and profitable.

### Develop Strong Business Writing Skills

This versatile subject addresses the skills and knowledge required to plan documents, draft text and produce documents of some complexity such as reports, detailed letters, business proposals and general promotion documents. Your staff will learn how to structure and create documents that will help your business succeed.

### Lead and Make Good Business Decisions

Communication and good decision making are essential skills for senior employees and those in key leadership roles. This subject focuses on the skills required to make those important and timely business decisions. Active listening, critical and creative thinking, problem solving and using workplace data effectively, lead directly into how to positively communicate those results to your stakeholders. This subject also looks at your future leader's responsibilities to develop and role model these professional skills.

### Making and Communicating Good Business Decisions

This subject focuses on the important and diverse skills required to make and communicate sound business decisions. Developing skills across active listening, critical and creative thinking, problem solving and using workplace data will lead directly into how to best communicate results to your organisation's internal and external stakeholders.

### Manage and Chair Effective Meetings

In this subject your staff learn what constitutes a meeting, types of meetings, different ways to hold meetings and their structure. Staff will learn how to organise meetings, formal meeting procedures, the preparation of minutes/agendas and the art of participation. Legal and ethical requirements surrounding meetings are also covered. Two case studies are used for staff to prepare agendas and minutes, including demonstrating the skills to Chair a meeting.

# GLOSSARY OF SUBJECTS

## Subject Description

### Manage Budgets and Financial Plans

Managing budgets and financial plans are skills applicable to both new and existing managers who are responsible for ensuring financial resources are managed in line with the financial objectives of the organisation. This subject addresses planning and implementing financial management approaches, as well as supporting and evaluating the effectiveness of financial management and control processes.

### Manage Personal and Professional Development

Professional development is an important aspect of career and personal development. This subject looks at the skills, knowledge and attributes your staff need to grow in your industry. Your staff will also learn how to set and meet work priorities through effective time management and planning their work schedule. Skills to identify potential problems, prevent stress in the workplace and create a professional development plan are also thoroughly addressed.

### Manage Work Priorities and Personal Wellbeing

Being able to organise personal work priorities is an essential job skill. Your staff will learn how to set and meet work priorities through time management and planning their work schedule. Skills to identify potential problems and prevent stress in the workplace are also well covered.

### Marketing Business Products and Services

Effective marketing is always a valuable skill in virtually any industry or organisation. This subject covers market segmentation, marketing messages and the promotional mix. Your staff will prepare a marketing plan for two different market segments which involves designing a specific promotional activity as well as evaluating the proposal. Spam laws and important consumer laws are covered to ensure relevant laws are addressed in your workplace's marketing efforts.

### Organise Meetings

In this subject your team member will learn what constitutes an official meeting, various types of meetings, different ways to hold meetings and the required structure. Staff will also be trained in how to organise meetings, formal meeting procedures, the preparation of minutes and agendas and the art of participation. Finally, the legal and ethical requirements surrounding meetings are addressed in depth. Two case studies are used to prepare agendas and minutes.

# GLOSSARY OF SUBJECTS

## Subject Description

### Professional and Effective Work Practices

Being able to organise personal work priorities is an essential job skill in every role or industry. Your team members will learn how to set and meet work priorities through time management and effectively planning their work schedule. Staff will also develop the skills to identify potential problems and prevent stress in the workplace. Finally, your staff will understand the importance of completing professional development activities as part of their career growth.

### Undertake a Search of Records

This subject provides specific guidance on undertaking record disposal via strict reference to the organisational disposal authority. Important topics include record surveys, determining disposal actions, and legislative requirements. This subject also looks at a manual records system to ensure that your staff understand what a records management software system is doing when they undertake critical disposal functions.



# ACCM IS COMMITTED TO

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# RECOGNISING OUTSTANDING PERFORMANCE

Nothing makes ACCM prouder then seeing your staff and our students recognised locally and nationally for their outstanding performance.

## State and National Recognition

ACCM will happily help you submit nominations for your staff in their Regional and State Training Awards and provide letters of support.

Our students have a terrific level of success! In addition to our many regional winners, ACCM has had multiple State winners and two National winners in the last three years.

Bridie Searle – Australian Trainee of the Year 2023  
Breanna Cassidy – Australian Trainee of the Year 2021

## Student of the Month Award

We also love to recognise the everyday work your staff do in their course.

Our Student Advisers will submit outstanding work for consideration in ACCM's Student of the Month program.

*Monthly winners receive recognition on our website (with their consent of course).*

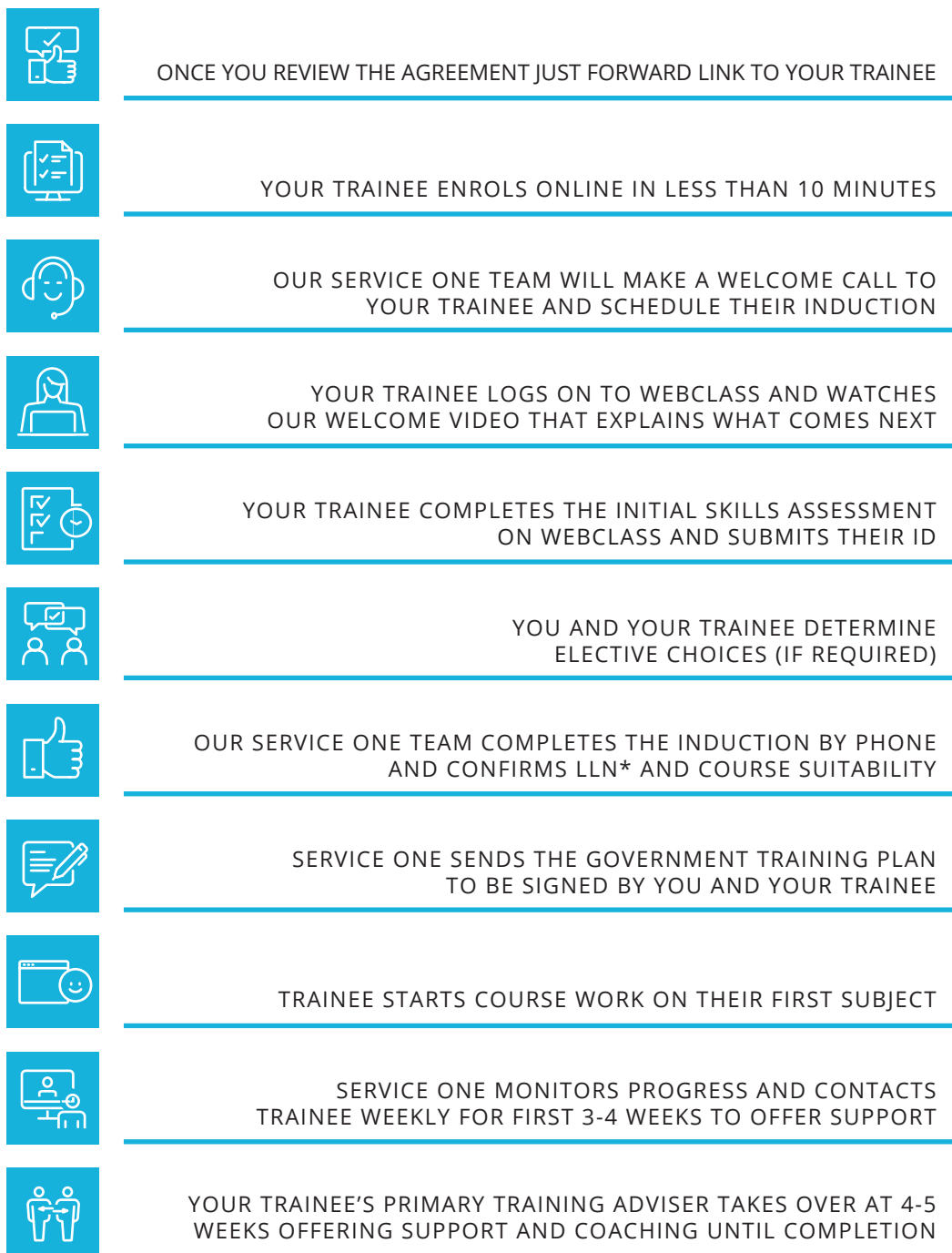


**USE THIS QR CODE  
TO VISIT THE  
AUSTRALIAN  
TRAINING  
AWARDS SITE**

# THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN  
ENROLMENT LINK  
TO YOU UPON  
NOTIFICATION



\* LLN - to determine Language, Literacy and Numeracy suitability



# KEEPING YOU IN THE LOOP

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# EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO  
SEE OUR EMPLOYER  
DASHBOARD IN  
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

**Cherie McGregor**  
Director of RTO Operations

# TRAINEESHIPS - GETTING STARTED

The process is straight-forward and help is waiting

Your Australian Apprentice Support Network (AASN) Field Consultant and ACCM College are there to help you

## What is an AASN?

The AASN is the official “go-between” for you, the government and ACCM College. Your AASN Field Consultant will help with questions, registration, submitting the Training Contract and processing your federal incentive claims.



### 1. CONTACT YOUR AASN\*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.



### 2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your AASN Field Consultant and ACCM College can help you with any and all questions.



### 3. SIGN THE TRAINING CONTRACT

The AASN will help you and your Trainee complete the Training Contract. They will submit this to State Training and ACCM for you.



### 4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.



### 5. RECEIVE ON-GOING AASN SUPPORT

Your AASN field officer will check in on your Trainee during their Traineeship and will always be available for assistance.



### 6. APPLY FOR INCENTIVE CLAIMS\*

AASN Field Consultants will help process federal incentive claims (based on eligibility) at 6 months and 12 months from sign up.

\* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within 3 months of commencing work, or within 12 months for part-time employees.

\* NSW employers may be eligible to receive a payroll tax rebate of 5.45% on the wages paid to trainees. They may also be eligible to receive up to \$3500 in employer incentives depending on the trainee's employment status. Part-time employees will attract \$1750 (current as of May 2023).

\* Other states payroll tax may vary.