



Course Information
Brochure 2011

Certificate IV in Small Business Management

BSB40407

This Course offered by the PSA is BSB40407 developed by the government to standardise training nationally. The course is delivered by interactive multi media supported by a dedicated mentor.



Course aim

This course aims to build the participant's knowledge and skills in managing a small business.

Benefits of the course

Successful completion of these units will provide you with a nationally recognised Certificate IV in Small Business Management.

Whilst the course is tailored to the pharmacy setting, the skills obtained are applicable to any small business.

Eligibility

You need to be currently managing or intending to manage a small business.

Language, literacy and numeracy

The minimum requirement is that you have completed Year 10 English and Math's, or equivalent. If you are concerned about your skills in this area, contact the PSA and we will provide you with contact details for appropriate courses.



Course contents

Unit code	Unit title
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
BSBSBM406A	Manage small business finances
BSBSBM405A	Monitor and manage small business operations
BSBCUS401A	Coordinate implementation of customer service strategies
BSBWOR404A	Develop work priorities
BSBOHS407A	Monitor a safe workplace
BSBSMB407A	Manage a small team



Course fees

PSA Members	\$ 1995
Non Members	\$ 2394

Length of the course

This course is delivered for up to 12 months and incorporates the use of interactive multi-media learning resources supported by a dedicated mentor. Participants will work through a wide range of activities to produce a portfolio that includes a business plan.

Enrolment process

Complete the application form and send to the PSA along with your payment of the course fee. Once your enrolment and payment is processed, all course materials, RPL applications and course details will be sent to you.

Refund policy

All refunds must be requested in writing to the National Manager, RTO Business Development and Compliance with name, address, contact details, course details, date and reason for requesting a refund. Course fees are non-transferable.

- If withdrawing 14 days prior to the course start date: Full refund less \$100 admin fee
- If withdrawing within 14 days of the start date: 50% of the course fee refunded
- If withdrawing after the start date: No refund

In the event of a workplace dispute, no refunds will be given to either party once the 14 day withdrawal period has expired. All matters in relation to fees paid should be discussed between the employer and employee and must not involve the Society.



Appeals and complaints

We encourage individuals to discuss any problems they may have with their trainer or with a representative of the PSA. These informal discussions are seen as an opportunity to improve the RTO. If the issues are not resolved satisfactorily then a formal complaint or appeal can be made. Formal complaints must be made in writing.

To obtain a copy of the Appeals and Complaints process and form, please contact the PSA.

Recognition of prior learning (RPL) and mutual obligation

Recognition of prior learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards a qualification.

If you wish to be considered for RPL you must contact National Manager, RTO Business Development and Compliance, who will consider your application. If it is decided to progress with RPL you will be advised of the associated fee and matched with an appropriate trainer who will provide details of the evidence required.

As a Registered Training Organisation (RTO), the PSA also has a Mutual Recognition Policy, which means that we will accept credentials issued by any other RTO in any State/Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant certificates through another RTO, the PSA will recognise and grant credit for all relevant prior learning encompassed in these.

Access, equity and privacy

The PSA and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into all organised courses. In regard to training courses for which it is responsible, the PSA wishes to ensure that any person who meets the entrance



criteria has appropriate access to resources to achieve a positive outcome. The PSA also respects an individual's right to Privacy and will meet all requirements of the Privacy Legislation when dealing with student information and records.

What happens if I have problems while undertaking the course?

If you have any problems or concerns while undertaking the course, your first point of contact is the course Trainer. If the problem is not resolved, please don't hesitate to contact the PSA.

What happens if I am judged to be 'not yet competent' in the assessment?

Firstly, the assessor will discuss this with you in detail and then you will be given an opportunity to re-submit the assessment.

How do I access my student record?

If you wish to access your student record after completion of the unit/course you must request this in writing to the National Manager, RTO Business Development and Compliance. Details of what must be in this request can be obtained from the National Manager, RTO Business Development and Compliance Professional Development.

Whom do I contact for further information?

If you need any further information please contact:

National Manager, RTO Business Development and Compliance
Pharmaceutical Society of Australia 03 9389 4000

