



wisdom

## Professional Office Skills Program (Certificate IV in Business)



*An accredited program designed to build skills for office professionals or people new to working in an office environment.*

### Overview

This program, for which Wisdom has applied for funding under the Australian Government's Productivity Places Program (PPP), is designed to meet the needs of:

- Administrative officers
- Executive assistants and personal assistants
- Business professionals (from any industry).

The program is open for registration for full fee-paying participants who are not eligible to receive PPP funding.

The Professional Office Skills Program (Certificate IV in Business) will benefit people who are either new to their role or wish to further develop their professional skills.

The program will focus on common administrative activities and will provide participants with opportunities to develop strategies to perform effectively in their role. Topics will include:

- coordination and administration
- personal effectiveness and time management
- excellence in customer service
- records management and filing
- writing skills
- sustainability and workplace safety.

### Benefits

- Achieve a nationally recognised qualification.
- Develop transferable key business skills.
- Share experiences and knowledge with other participants.
- Directly improve business practices by utilising workplace examples in activities and assessments.

- Learn from experienced facilitators who will share their expertise in business and work closely with you to achieve your qualification.

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## Qualification

Upon successful completion of the Professional Office Skills Program you will be issued with a nationally recognised qualification: Certificate IV in Business (BSB40207).

The program has been designed to meet the needs of all business environments and includes the following ten units of competency:

- BSBOHS407A Monitor a safe workplace
- BSBCUS402A Address customer needs
- BSBADM405B Organise meetings
- BSBADM409A Coordinate business resources
- BSBCMM401A Make a presentation
- BSBRKG402B Provide information from and about records
- BSBWRT401A Write complex documents
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- BSBWOR404B Develop work priorities
- BSBREL401A Establish networks.

Wisdom facilitators will guide you through these units, sharing their expertise and using leading edge methodologies to create a fun and focused learning environment.

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## Commitment

The face-to-face commitment to complete this qualification is a total of seven days delivered as a combination of weekly half-day workshops and online learning over a five month period, commencing in May 2012. Additional work based activities will also be required.

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## Recognition of Prior Learning (RPL)

Wisdom offers all prospective learners for the Professional Office Skills (Certificate IV in Business BSB40207) Recognition of Prior Learning (RPL).

RPL is an assessment process that recognises current skills and experience gained from work, life experience, or formal study.

The assessment process will involve you collecting evidence against the requirements of each of the units of competency. Your assessor will support you to gather this evidence and will then examine the evidence you provide to prove you have the necessary knowledge and skills for RPL.

Your evidence can include

- samples of work, projects and materials
- third party input from managers and/or peers
- written reports
- interviews with your assessor.

For further details on how you can initiate the RPL process, please call our team on 02 6257 8588.

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**Cost**

The full face-to-face delivery participant fee for this program is \$3,950. The fee for recognition of prior learning (RPL) for this qualification is \$240 per unit of competency.

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**The Wisdom experience**

At Wisdom you get more than a qualification – you get the Wisdom experience.

Wisdom applies an active, learner-centred model, underpinned by contemporary adult learning theory. As a result the focus is always on ensuring the learning:

- can be directly related back to your workplace
- has the flexibility to meet your needs
- involves interactive activities such as group discussions, case studies and scenarios.

To support your learning, Wisdom provides:

- access to experienced facilitators who support you throughout the qualification
- prompt and friendly administrative support
- a comprehensive manual
- workshop materials and resources
- useful readings, handouts and links
- gourmet catering for each workshop
- easy access to parking.

The face-to-face delivery is held at Wisdom's state-of-the art learning centre at Fairbairn in the airport precinct. The centre offers a spacious, quality learning environment for a true change from day-to-day business.

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## Learning Model

The Professional Office Skills Program (Certificate IV in Business) applies accelerated learning techniques using the Wisdom Way Learning Model. Benefits of the model include sharing of knowledge and experience, immediate application of learning and support and assistance from qualified, experienced facilitators.



Learning activities can include:

- **Workshops/ Learning groups:** Structured learning sessions that provide the key content of the program and a range of learning activities.
- **myWISDOM:** The Wisdom virtual learning environment ‘myWISDOM’ is an online learning space that provides participants with the opportunity to collaborate, share links and resources and reflect upon and discuss their learning journey.
- **Networking and knowledge sharing:** Participants enhance learning through sharing knowledge, experience and resources within and outside workshops/learning groups. Wisdom assists and encourages participants to network to augment learning and knowledge sharing and the development of business networks and collaborative professional relationships.
- **Readings and other resources:** Participants are provided with resources that underpin learning and provide the depth and breadth of the program’s content. Readings and resources will reflect contemporary theories, models and best practice guidelines.
- **Workplace tasks and activities:** Participants undertake a range of practical tasks and activities relevant to modern organisations. These tasks and activities will form the majority of the assessment requirements for the program.

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## Interested?

To find out more about this program, please contact our friendly team on **02 6257 8588** or email [info@wisdomlearning.com.au](mailto:info@wisdomlearning.com.au).

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**Professional Office Skills Program (Certificate IV in Business)\***

\*please note this schedule is subject to change

Event	Date	Time
Introductory Session	Tuesday 8 May 2012	5:00pm - 7:00pm
Personal Effectiveness: Self management and self development	Tuesday 15 May 2012	9:00am - 12:30pm
Personal Effectiveness	Tuesday 22 May 2012	myWisdom online activity – no attendance required
Communication: Communication skills	Tuesday 29 May 2012	9:00am - 12:30pm
Communication: Presentation skills	Tuesday 5 June 2012	9:00am - 12:30pm
Communication	Tuesday 12 June 2012	myWisdom online activity – no attendance required
Communication: Presentations	Tuesday 19 June 2012	9:00am - 12:30pm
Communication: Writing skills part 1	Tuesday 26 June 2012	9:00am - 12:30pm
Communication: Writing skills part 2	Tuesday 3 July 2012	9:00am - 12:30pm
Assessment catch-up session	Tuesday 10 July 2012	9:00am - 12:30pm
Collaborative relationships: Networking	Tuesday 17 July 2012	4:00pm - 6:00pm
Collaborative relationships: Teams	Tuesday 24 July 2012	9:00am - 12:30pm
Collaborative relationships: Clients	Tuesday 31 July 2012	9:00am - 12:30pm
Coordination and administration: Coordinating resources	Tuesday 7 August 2012	9:00am - 12:30pm
Coordination and administration: Meetings and minute taking	Tuesday 14 August 2012	9:00am - 12:30pm
Coordinating and administration	Tuesday 21 August 2012	myWisdom online activity – no attendance required
Coordination and administration: Records and knowledge management	Tuesday 28 August 2012	9:00am - 12:30pm
Safety and sustainability: Safety	Tuesday 4 September 2012	9:00am - 12:30pm
Safety and sustainability	Tuesday 11 September 2012	myWisdom online activity – no attendance required
Safety and sustainability: Sustainability	Tuesday 18 September 2012	9:00am - 12:30am