

PERSONAL LEARNING REQUIREMENTS

BSB40120 Certificate IV in Business

The skills and abilities required to study in this course and work in industry include:

Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Exhibit accurate and clear written communication (e.g. instructions, feedback, reporting)
- Provide timely, accurate and effective delivery of instructions, feedback and reporting
- Respond appropriately to feedback or questions
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language, eye contact, facial expressions to demonstrate understanding)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)
- Listen actively (e.g. when communicating with stakeholders)
- Understand and respond to verbal communication respectfully and aptly
- Use language and structure appropriate to context and audience
- Seek clarification of instructions.

Physical Skills

- Capacity to use computers/smart devices
- Tolerance for working indoors and sitting for long periods of time

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to give detailed instructions such as explaining workplace policies and procedures
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. for routine calculations in the workplace such as developing or interpreting budget information)
- Ability to plan, organise and manage multi-step tasks (e.g. planning and organising meetings and events)
- Accept responsibility for accurate completion of work and seek help when required
- Be responsible for self and others' health and safety
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Interpreting and understanding routine data, tables, graphs or charts (e.g. to understand the achievement of individual or team targets and develop reports)
- Read, understand and interpret written materials (e.g. workplace documents, procedures, industry related terminology, symbols, abbreviations)
- Recognise own shortcomings and seek advice and assistance from supervisors
- Understand and follow policies and procedures (e.g. legal compliance)

Behavioural & Social Skills

- Ability to work as part of a team and/or independently
- Accepts responsibility for own work and outcomes
- Good time management (e.g. able to work accurately within time constraints)
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality) Empathy and acceptance towards others.

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>