

# BUSINESS, LEADERSHIP AND MANAGEMENT, AND HUMAN RESOURCES





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# BUSINESS

Open the door to your future with a nationally recognised business qualification.

At CIT our business courses provide essential skills that blend theory with practical applications, equipping you to excel in the workplace. Whether you're beginning your career or seeking to advance, you will learn how to navigate the digital environment and master business software applications for business administration and reception roles. Our courses prepare you to efficiently organise schedules, prioritise tasks and develop time management skills.

As you advance through our course levels, you will gain confidence and proficiency in workplace safety, communication strategies, problem-solving and critical thinking. These skills will empower you to adapt and thrive in diverse business environments.

Importantly you will learn inclusive work practices, fostering strong business relationships, while managing your own personal health and wellbeing.

Once you have gained work experience in various business environments, you may consider progressing towards leadership and management.

All CIT business courses are available part-time, so you can balance study with your personal or professional commitments.

## Certificate II in Workplace Skills BSB20120

Take your first step toward mastering new skills in business administration, reception skills, and digital literacy with this course. If you are preparing to enter the workforce and aiming to develop essential skills for your career journey, this course offers the perfect starting point to pursue a successful new career path.



CIT Woden  
CIT Bruce  
CIT Gungahlin  
CIT Tuggeranong



FT 15 weeks  
PT at your own pace  
Face-to-face or Flexible

### JOB OPPORTUNITIES

- Entry level positions in business environments

**Pathways** – this qualification is a pathway into the Certificate III in Business BSB30120

## Certificate III in Business BSB30120

This course equips you with the necessary skills and knowledge to thrive in professional business environments. It is designed for individuals interested in or currently employed in administration, office-based or business support roles. It covers critical areas like the utilisation of business technology, communication, problem solving, time management and workplace safety.



CIT Woden  
CIT Gungahlin  
CIT Tuggeranong



FT 1 Semester  
PT at your own pace  
Face-to-face/Hybrid or Flexible/Online

### JOB OPPORTUNITIES

- Office assistant
- Administrative assistant
- Office receptionist

## Certificate IV in Business BSB40120

Expand your professional toolkit with this course, elevating your expertise in essential areas such as effective communication, advanced digital skills, managing relationships, problem solving, running meetings, and workplace safety. If you're ready to take on greater responsibilities, this course is the pathway to achieving your goals.



CIT Woden  
CIT Gungahlin  
CIT Tuggeranong



FT 1 Semester  
PT at your own pace  
Face-to-face/Hybrid or Flexible/Online

### JOB OPPORTUNITIES

- Team leader
- Executive administrator
- Office support



“CIT’S APPROACH REALLY CLICKED WITH ME.  
IT WASN’T JUST ABOUT THEORY, IT WAS ABOUT  
LEARNING HOW TO ACTUALLY APPLY THAT  
KNOWLEDGE IN A BUSINESS SETTING.

THE HANDS-ON, PRACTICAL STYLE OF LEARNING  
GAVE ME THE TOOLS I NEEDED – FROM BRANDING  
TO OPERATIONS – AND THE CONFIDENCE TO TURN  
A LONG-TIME PASSION INTO A REAL BUSINESS.”

Ben – CIT Alumni

# LEADERSHIP AND MANAGEMENT

Our Leadership and Management courses provide essential skills for aspiring and established leaders in diverse business environments.

At CIT our leadership and management courses have a range of students from various working environments, contributing a wealth of knowledge that enriches discussions and enhances your learning experience.

The Certificate IV course is ideal if you have team experience in business environments and aim to transition into team leadership roles. Emerging leaders learn to apply communication strategies in complex scenarios and foster effective workplace relationships to support team dynamics.

At the Diploma level, you may already be leading a team and are seeking to develop and refine your leadership capabilities. Throughout the course you will focus on using emotional intelligence to cultivate productive workplace relationships and promote critical thinking within your team. You will gain an understanding of management responsibilities including business risk, operational planning and effective recruitment and onboarding strategies.

## Certificate IV in Leadership and Management BSB40520

This course provides you with the skills and knowledge to thrive as an emerging leader and manager across various business environments. You will develop skills in communicating effectively in complex situations, managing people, relationships and diverse teams, thinking critically, coordinating operational planning and more.



CIT Woden



**FT 1 Semester**  
**PT at your own pace**  
**Face-to-face/Hybrid or online**

### JOB OPPORTUNITIES

- Team leader
- Supervisor
- Frontline manager

## Diploma of Leadership and Management BSB50420

This course offers tailored skills and knowledge essential for effective leadership and management across diverse business environments. You will develop leadership expertise in communication, managing others, emotional intelligence and critical thinking, as well as operational skills for managing recruitment, planning, risk, resources and more.



CIT Woden



**PT 2 Semesters or at your own pace**  
**Face-to-face/Hybrid or online**

### JOB OPPORTUNITIES

- Manager, Supervisor
- Executive Officer

“THE COURSE IS VERY  
 RELEVANT TO INDUSTRY AND  
 I WAS ABLE TO IMPLEMENT  
 MY NEW SKILLS IN MY  
 WORKPLACE STRAIGHT AWAY.”

... from our students

# HUMAN RESOURCES ESSENTIALS

Our Human Resources Essentials Statement of Attainment is designed to equip you with practical skills for effectively coordinating recruitment and onboarding processes within a business. You will develop a solid understanding of the strategies, practices and procedures involved in managing an organisation's human resources.

You will learn how to navigate the employee and industrial relations policies and procedures. Through a blend of theory and hands-on learning in a series of face-to-face workshops in the classroom, supplemented by additional self-directed study between the weekly workshops, you will acquire indispensable skills in this field.

This Statement of Attainment stands independently as a valuable skill set and also complements our Business or Leadership and Management courses, enhancing your skills in people management. Whether you are an aspiring supervisor, manager or currently employed in HR seeking to enhance your contribution, this course is tailored to meet your needs. It focuses on essential HR competencies including challenging conversations, recruitment and onboarding, employee and industrial relations and performance management.



## Statement of Attainment – Human Resources Essentials SA-BT28

This course covers a practical approach to conducting difficult conversations, recruitment and onboarding, employee and industrial relations, and performance management

Upon completion, you will attain four nationally recognised units of competency, which can be credited towards various Certificate IV level qualifications.



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PT 1 Semester  
One evening per week

### JOB OPPORTUNITIES

- Human resource coordinator
- Operations supervisor or manager
- Team leader

“I LOVED THE CONTENT AND  
THE WAY IT WAS EXPLAINED.  
THE TEACHER ENGAGED  
THE CLASS AND GOT US ALL  
INVOLVED IN THE CONTENT.”

... from our students

# PATHWAYS

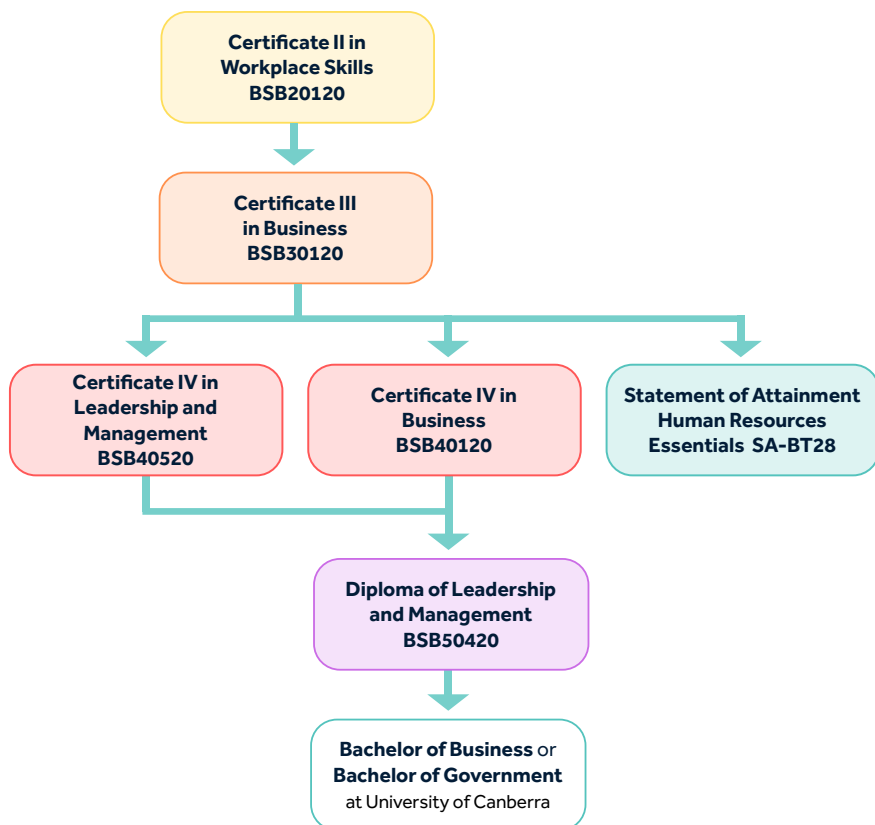
Take your education further with a direct pathway from vocational education to university study. Completing an eligible diploma at the Canberra Institute of Technology (CIT) provides guaranteed entry and credit towards a bachelor's degree at the University of Canberra (UC) for up to 10 years.

## Key benefits

- Transition smoothly to university with guaranteed entry.
- Save on time and costs with up to one year of credit toward your UC degree.
- Flexible study options for working professionals.

Learn more about CIT to UC guaranteed pathways – [cit.edu.au/pathways](https://cit.edu.au/pathways)

Below is an example pathway option available when you study one of our Leadership and Management courses.





**For more information:**  
[cit.edu.au/professional](https://cit.edu.au/professional)  
[info@cit.edu.au](mailto:info@cit.edu.au)  
02) 6207 3188

