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|  | [BSB420720](https://training.gov.au/Training/Details/BSB40720)Certificate IV of Library and Information Services – 14 units  2, 2023T | TAFE Code: TP01234 |

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| **CRN** | **TAFE CODE** | **STUDY MODE** | **UNIT OF COMPETENCY** | **NOM.**  **HRS.** | **LECTURER** | **ROOM TIME DAY  START DATE**  **FINISH DATE** |
| Term 3 | FACZD | TUESDAY  Online & on-campus  10am-12pm | **BSBINS404** Search library and information databases | 30 | Jane Lawn | 10 weeks – begins Tuesday 25 July online & on-campus  Room: AG.04 |
| Term 3 & 4 | FADDP | THURSDAY  Online & on-campus 10am-12pm | **BSBINS511** Develop and promote library activities, events and public programs | 60 | Jane Lawn | 16 weeks – begins Thursday 27 July  Room: AG.04 |
| Term 1 | FACWA | WEDNESDAY  Online  9am-11am | **BSBWRT311** Write simple documents | 30 | Fionna Klomp | 10 weeks – Begins online Wednesday 26 July |
| Term 3 or 4 | TABTA | Online | **ICTSAS432** Identify and resolve client ICT problems | 40 | Jackie Brooks | 10 weeks –Begins online TBC |
| Term 3 | FACZG | TUESDAY  Online  9am-11am | **BSBOPS404** Implement customer service strategies | 40 | Cunneen Clohesy | 10 weeks – Begins online Tuesday 25 July |
| Late term  3 & 4 | FACZE  FADEN | WEDNESDAY Online  10am-12pm | **BSBINS406** Assist customers to access information  **BSBINS403** Obtain information from external and networked sources  **ONLY AFTER COMPLETING BSBINS404** | 40  40 | Jane Lawn | 12 weeks – begins online Wednesday 13 September |
| Term 3 & 4 | FACZF | FRIDAY Online 10am-12pm | **BSBINS407** Consolidate and maintain industry knowledge  **ONGOING STUDENTS ONLY, Complete in your final semester** | 40 | Amanda Ward | 16 weeks – begins online Friday 28 July  *BSBINS407 Consolidate and maintain industry knowledge includes a work placement of 10 days.* |
| Term 3 | FADEZ | FRIDAY  Online  10am-12pm | **BSBINS408** Provide information from and about records | 20 | Jacqui Alison | Begins online Friday 28 July |
| Term 3 | FACZH | WEDNESDAY  Online  1pm-3pm | **BSBXCM401** Apply communication strategies in the workplace | 50 | Michael Duldig | Begins online Wednesday 26 July 1pm-3pm |
| Term 3 | FACYD | THURSDAY  Online | **BSBWHS311** Assist with maintaining workplace safety | 40 | Chris Rafanelli | Begins online Thursday 27 July, Time TBC |