



# BSB40207 - Certificate IV in Business

## COURSE OUTLINE

Who is this program for?

The certificate IV in Business is designed for employees in office roles. This program provides a basis to use a broad knowledge in a wide variety of contexts, teaches problem solving, and how to analyse and evaluate information from a variety of sources.

Duration

The duration of the course is 24 months when completed as a traineeship, but in some circumstances, can be completed in less time.

Prerequisites

Nil

How is the Course delivered?

The course can be customised to suit your learning needs. It is run through a combination of facilitated training and on the job training with competency based written and group work assessment. There are also opportunities to arrange verbal assessment where literacy barriers are an issue.

Packaging Rules

A total of 10 units must be completed. There is 1 compulsory core unit. In addition nine elective units must be selected.

Qualification

At the completion of all 10 units of competency, participants are awarded with the qualification, Certificate IV in Business, BSB40207.

Enrolment Fee

\$500 New Entrant; \$500 Existing Worker (employed more than three months).

Potential vocational outcomes

Include but are not limited to roles such as an Administrator or Project officer.

Who can I contact for more information?

[traineeships@changenetwork.com.au](mailto:traineeships@changenetwork.com.au)

## CORE UNIT (Must complete)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBOHS407A	Monitor a safe workplace	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.

## ELECTIVE UNITS (Choose 9)

CODE	UNIT NAME	PURPOSE OF COMPETENCY
BSBCUS401A	Coordinate implementation of customer service strategies	This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback.
BSBCUS402A	Address customer needs	This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed.
BSBCUS403A	Implement customer service standards	This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.
BSBEBU401A	Review and maintain a website	This unit describes the performance outcomes, skills and knowledge required to undertake data analysis, review website content and update and maintain a website.
BSBFIA402A	Report on financial activity	This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.
BSBADM405B	Organise meetings	This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.
BSBADM409A	Coordinate business resources	This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

BSBINN301A	Promote innovation in a team environment	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.
BSBCMM401A	Make a presentation	This unit covers the performances outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.
BSBITA401A	Design databases	This unit describes the performance outcomes, skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need using existing data.
BSBITS401A	Maintain business technology	This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. IT includes maintaining existing technology and planning for future technology requirements.
BSBITU401A	Design and develop complex text documents	This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software.
BSBITU402A	Develop and use complex spreadsheets	This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.
BSBITU404A	Produce complex desktop published documents	This unit describes the performance outcomes, skills and knowledge required to design and produce complex desktop published documents.
BSBLED401A	Develop teams and individuals	This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.
BSBMKG413A	Promote products and services	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
BSBPMG510A	Manage projects	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.
BSBRKG402B	Provide information from and about records	This unit describes the performance outcomes, skills and knowledge required to respond as effectively as possible to enquiries from potential users of records, including using appropriate processes to access and provide information about records.

BSBREL401A	Establish networks	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.
BSBRES401A	Analyse and present research information	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.
BSBRSK401A	Identify risk and apply risk management processes	This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project's operations that are within the person's own work responsibilities and area of operation.
BSBSUS301A	Implement and monitor environmentally sustainable work practices	This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.
BSBWRT401A	Write complex documents	This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.