



Certificate IV in Business (BSB40207)

Course Overview

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Qualification

Upon successful completion of this course students will be awarded the nationally recognised qualification Certificate IV in Business (BSB40207).

Course Requirements

10 units of competency must be completed including 1 core unit and 9 elective units.

At least 5 of the elective units must be selected from the elective units listed below. The other 4 elective units may be selected from the remaining elective units below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification. Elective units must be relevant to work outcome, local industry requirements and the qualification level.

Core Units	
Code	Unit Title
BSBOHS407A	Monitor a safe work place
Electives (Select 9)	
Code	Unit Title
Customer Service	
BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customers needs
BSBCUS403A	Implement customer service standards
Continuity	
BSBCON401A	Work effectively in a business continuity context
E-Business	
BSBEBU401A	Review and maintain a website
Financial Administration	
BSBFIA402A	Report on financial activity
General Administration	
BSBADM405B	Organise meetings
BSBADM409A	Coordinate business services
Innovation	
BSBINN3301A	Promote innovation in a team environment

Elective continued

Code	Unit Title
Intellectual Property	
BSBIPR401A	Use and respect copyright
BSBIPR402A	Protect and use new inventions and innovations
BSBIPR403A	Protect and use brand and business identity
BSBIPR404A	Protect and use innovative designs
BSBIPR405A	Protect and use intangible assets in a small business
Interpersonal Communication	
BSBCMM401A	Make a presentation
IT Analysis and Design	
BSBITA401A	Design databases
IT Support	
BSBITS401A	Maintain business technology
IT Use	
BSBITU401A	Design and develop complex text documents
BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents
Learning and Development	
BSBLED401A	Develop teams and individuals
Marketing	
BSBMKG413A	Promote products and services
BSBMKG414A	Undertake marketing activities
Project Management	
BSBPMG510A	Manage projects
Record keeping	
BSBRKG402B	Provide information from and about records
Relationship Management	
BSBREL401A	Establish networks
Research	
BSBRES401A	Analyse and present research information
Risk Management	
BSBRSK401A	Identify risk and apply risk management processes

Customised Training Pty Ltd
 ABN: 88 112 522 077

Level 1, The Business Block
 11B Gell Street
 Bacchus Marsh VIC 3340

Phone: 1300 275 282
 Fax: 03 5367 1607
 Email: info@ctcs.com.au



NATIONALLY RECOGNISED
 TRAINING

Elective continued

Sustainability	
BSBSUS301A	Implement and monitor environmentally sustainable work practices
Writing	
BSBWRT401A	Write complex documents

The above elective units are a guide only. Our experienced and highly qualified training staff will be able to conduct a Training Needs Analysis and indicate elective units appropriate to the individual's vocational aspirations.

Vocational Outcomes

Administrator, Project Officer, Accounts Clerk, Customer Service Advisor, Clerk, E-business Practitioner, Legal Receptionist, Medical Receptionist, Office Administration Assistant, Student Services Officer, Work Processing Operator.

Develop your Employability Skills

The development of Employability Skills is integrated into the delivery and assessment of this qualification. Employability. Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. The Employability Skills Summary lists the elements of each skill that have been identified for this qualification. The summary can be downloaded from <http://employabilityskills.training.com.au/>

Delivery Strategy

Customised Training offers a variety of delivery options including classroom based and on-the-job, allowing participants the freedom to complete this qualification at their own pace under the guidance of one of our trainers. Participants will also be required to complete written assessment tasks.

Prerequisites

No formal prerequisites are required for this qualification.

Learning Pathway

Customised Training encourages you to continue learning through either formal or informal pathways. Informal ways of learning include finding a mentor, becoming a member of your industry association or participating in short courses. The formal pathway for this qualification is the Diploma of Business (BSB50207) or you may want to consider a higher education degree or diploma. A helpful career website to refer to is www.myfuture.gov.au

Recognition of Prior Learning/ Recognition of Current Competency

Recognition of Prior Learning/ Recognition of Current Competency enable a participant to receive recognition for the current skills, knowledge and experience they possess regardless of where the learning was obtained. These skills can be gained from:

- Previous study
- Work experience
- General life experience
- Prior qualifications and/or results

RPL/RCC ensures the knowledge and skills previously gained are applied to the qualification criteria. RPL/RCC can assist in identifying what training may be required to complete the qualification, avoiding any unnecessary training.

Participants are encouraged to discuss possible RPL/RCC application prior to commencement of training.

Customised Training Pty Ltd

ABN: 88 112 522 077

Level 1, The Business Block
11B Gell Street
Bacchus Marsh VIC 3340

Phone: 1300 275 282
Fax: 03 5367 1607
Email: info@ctcs.com.au

For more information, please contact CTCS today.

