

## BSB40207: Certificate IV in Business

### **Qualification Rules:**

**Total number of units = 10**

**1 core unit plus**

**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 listed 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 the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.

### **Core Units**

#### **Occupational Health and Safety**

BSBOHS407A Monitor a safe workplace

### **Elective Units**

#### **Customer Service**

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

#### **E-Business**

BSBEBU401A Review and maintain a website

**Financial Administration**

BSBFIA402A Report on financial activity

**General Administration**

BSBADM405B Organise meetings

BSBADM409A Coordinate business resources

**Innovation**

BSBINN301A Promote innovation in a team environment

**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

**Recordkeeping**

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

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT401A Write complex documents