



Australian Government

Department of Education, Employment and Workplace Relations

BSB40207 Certificate IV in Business

Revision Number: 1

BSB40207 Certificate IV in Business

Modification History

Not applicable.

Description

Descriptor

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.

Job Roles

- Administrator
- Project Officer.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30107 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating with business contacts and team members to promote products and services, give and receive feedback, and negotiate effectively to address conflicts • reading, interpreting, writing and presenting reports
Teamwork	<ul style="list-style-type: none"> • supporting team members in developing skills and knowledge relating to products and services • working within own role to support team activities
Problem-solving	<ul style="list-style-type: none"> • finding, analysing and interpreting data which may be incomplete or have discrepancies • making decisions to complete tasks in a time efficient manner
Initiative and enterprise	<ul style="list-style-type: none"> • contributing to strategic direction of enterprise • identifying learning opportunities to improve work practices
Planning and organising	<ul style="list-style-type: none"> • organising information relating to products and/or services into databases • organising resources, equipment and time lines • planning for contingencies
Self-management	<ul style="list-style-type: none"> • evaluating own performance and identifying areas for improvement • managing time to independently complete tasks
Learning	<ul style="list-style-type: none"> • participating in professional networks and associations to obtain and maintain knowledge and skills
Technology	<ul style="list-style-type: none"> • using business technology such as the internet and mobile phones to communicate with other people • using business technology to collect, analyse and provide information

Packaging Rules

Packaging Rules

Total number of units = 10**1 core unit** plus**9 elective units****5 elective units** must be selected from the elective units listed below.

The remaining **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

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

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 resources

Innovation

BSBINN301A Promote innovation in a team environment

Intellectual Property

BSBIPR401A Use and respect copyright

BSBIPR402A Protect and use new inventions and innovations

BSBIPR403A Protect and use brands and business identity

BSBIPR404A Protect and use innovative designs

BSBIPR405A Protect and use intangible assets in 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

BSBMKG414B 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

Selecting Elective Units for Different Outcomes

The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

E-business practitioner

1 core unit plus

5 elective units selected from the elective units listed above.

4 elective units

- BSBEU401A Review and maintain a website

OR

- BSBWOR302A Work effectively as an off-site worker
- BSBITA401A Design databases
- BSBMKG412A Conduct electronic marketing communications
- BSBRES401A Analyse and present research information

Unit Grid

BSBADM405B Organise meetings

BSBADM409A Coordinate business resources

BSBCMM401A Make a presentation

BSBCON401A Work effectively in a business continuity context

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

BSBEU401A Review and maintain a website

BSBFIA402A Report on financial activity

BSBINN301A Promote innovation in a team environment

BSBIPR401A Use and respect copyright

BSBIPR402A Protect and use new inventions and innovations

BSBIPR403A Protect and use brands and business identity

BSBIPR404A Protect and use innovative designs

BSBIPR405A Protect and use intangible assets in small business

BSBITA401A Design databases
BSBITS401A Maintain business technology
BSBITU401A Design and develop complex text documents
BSBITU402A Develop and use complex spreadsheets
BSBITU404A Produce complex desktop published documents
BSBLED401A Develop teams and individuals
BSBMKG412A Conduct e-marketing communications
BSBMKG413A Promote products and services
BSBMKG414B Undertake marketing activities
BSBOHS407A Monitor a safe workplace
BSBPMG510A Manage projects
BSBREL401A Establish networks
BSBRES401A Analyse and present research information
BSBRKG402B Provide information from and about records
BSBRSK401A Identify risk and apply risk management processes
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWOR302A Work effectively as an off site worker
BSBWRT401A Write complex documents