



# Certificate IV in BUSINESS

[BSB40207]



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 and titles vary across different industry sectors. Possible job titles relevant to this qualification include administrator and project officer.

## Core Unit (Required)

Occupational Health and Safety	BSBOHS407A	Monitor a safe workplace
--------------------------------	------------	--------------------------

## Suggested Elective Units (9)

Customer Service	BSBCUS401A	Coordinate implementation of customer service strategies
	BSBCUS402A	Address customer needs
	BSBCUS403A	Implement customer service standards
General Administration	BSBADM409A	Coordinate business resources
Interpersonal Communication	BSBCMM401A	Make a presentation
Marketing	BSBMKG413A	Promote products and services
	BSBMKG414A	Undertake marketing activities
Relationship Management	BSBREL401A	Establish networks
Research	BSBRES401A	Analyse and present research information

## Other Elective Units that Students can complete:

E-Business	BSBEBU401A	Review and maintain a website
Financial Administration	BSBFIA402A	Report on financial activity
General Administration	BSBADM405B	Organise meetings
Innovation	BSBINN301A	Promote innovation in a team environment
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
Project Management	BSBPMG510A	Manage projects
Recordkeeping	BSBRKG402B	Provide information from and about records
Risk Management	BSBRSK401A	Identify risk and apply risk management processes
Sustainability	BSBSUS301A	Implement and monitor environmentally sustainable work practices
Writing	BSBWRT401A	Write complex documents

This course is delivered face-to-face, blended delivery and 1-to-1 private instruction. Students may also be eligible for Recognition of Prior Learning depending on their prior experience.