BSB40207 CERTIFICATE IV IN BUSINESS

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.

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.

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.

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**
- BSBOHS407AMonitor a safe workplace

**ELECTIVE UNITS**

**Customer Service**
- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS402BAddress customer needs
- BSBCUS403B 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
  • BSBITS401B 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

BSB40207 Certificate IV in Business
March 2012
Writing

- BSBWRT401A Write complex documents

**CLASSIFICATION**

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