



Australian Government

BSB40212 Certificate IV in Business

Release 2

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Modification History

Release	Comments
Release 2	This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>. Elective unit BSBPMG510A replaced with BSBPMG522A.
Release 1	This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>. Replaces and is equivalent to BSB40207 Certificate IV in Business. Updated Core Unit: BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

Description

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

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30112 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

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

There are no entry requirements for this qualification.

Employability Skills 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	- 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	- supporting team members in developing skills and knowledge relating to products and services - working within own role to support team activities
Problem-solving	- 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	- contributing to strategic direction of enterprise - identifying learning opportunities to improve work practices
Planning and organising	- organising information relating to products and/or services into databases - organising resources, equipment and time lines - planning for contingencies
Self-management	- evaluating own performance and identifying areas for improvement - managing time to independently complete tasks
Learning	participating in professional networks and associations to obtain and maintain knowledge and skills
Technology	- 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

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

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective units

Customer Service

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address 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

BSBPMG522A Undertake project work

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