BSB40212

Certificate IV in Business
BSB40212 Certificate IV in Business is designed for employees 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. Likely functions may include:

- Addressing customer needs
- Monitoring a safe workplace
- Organising meetings
- Designing databases

Examples of customised roles in the industry are:

- Project officer
- Administrator
- Supervisor
- Team Leader

**Entry requirements**

There are no prerequisites for entry to this qualification.

**Pathways**

After achieving the BSB40212 Certificate IV in Business, candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package with Lexon Training Consultants or other Training Packages.

**Qualification Details**

To achieve a Certificate IV in Business the student is required to complete a total of 10 units, comprising of

- 1 Core Unit and
- 9 Elective Units

Please see Unit Descriptors for details.
## UNIT DESCRIPTORS

<table>
<thead>
<tr>
<th>Core/Elective</th>
<th>Unit</th>
<th>Element</th>
<th>Unit Description</th>
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<tbody>
<tr>
<td>Core</td>
<td>BSBWH501A</td>
<td>Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
<td>Provide information to the work team about WHS policies and procedures. Implement and monitor participation arrangements for managing WHS. Implement and monitor organisational procedures for providing WHS training. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks. Implement and monitor organisational procedures for maintaining WHS records for the team. This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.</td>
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| Elective      | BSBCJS401B | Coordinate implementation of customer service strategies | Advise on customer service needs. Support implementation of customer service strategies. Evaluate and report on customer service. This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. |

| Elective      | BSBCJS402B | Address customer needs | Assist customer to articulate needs. Satisfy complex customer needs. Manage networks to ensure customer needs are addressed. This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. |

| Elective      | BSBCJS403B | Implement customer service standards | Contribute to quality customer service standards. Implement customer service systems. Implement team customer service standards. This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation. |

<p>| Elective      | BSBEBU401A | Review and maintain a website | Review website content and use. Update website. Carry out non technical site maintenance. This unit describes the performance outcomes, skills and knowledge required to undertake data analysis, review website content and update and maintain a website. |</p>
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| Elective     | BSBFIA402A Report on financial activity | Compile financial information and data  
- Prepare statutory requirement reports  
- Provide financial business recommendations | This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports. |
| Elective     | BSBADM405B Organise meetings | Make meeting arrangements  
- Prepare documentation for meetings  
- Record and produce minutes of meeting | This unit describes the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation. |
| Elective     | BSBADM409A Coordinate business resources | Determine resource requirements  
- Acquire and allocate resources  
- Monitor and report on resource usage | This unit describes the performance outcomes, skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use. |
| Elective     | BSBINN301A Promote innovation in a team environment | Create opportunities to maximise innovation within the team  
- Organise and agree effective ways of working  
- Support and guide colleagues  
- Reflect on how the team is working | This unit describes the performance outcomes, skills and knowledge required to be an effective and proactive member of an innovative team. |
| Elective     | BSBCCM401A Make a presentation | Prepare a presentation  
- Deliver a presentation  
- Review the presentation | This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience. |
| Elective     | BSBITA401A Design databases | Design database  
- Develop database  
- Develop queries, forms and reports  
- Test and finalise database | This unit describes the performance outcomes, skills and knowledge required to design and develop a database (including queries, forms and reports) to meet a defined need using existing data. |
| Elective     | BSBITU401A Design and develop complex text documents | Prepare to produce word processed documents  
- Design complex documents  
- Add complex tables and other data  
- Produce documents | This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software. |
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| Elective      | BSBITU402A Develop and use complex spreadsheets | ☐ Prepare to develop spreadsheet  
☐ Develop a linked spreadsheet solution  
☐ Automate and standardise spreadsheet operation  
☐ Use spreadsheets  
☐ Represent numerical data in graphic form | This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents. |
| Elective      | BSBITU404A Produce complex desktop published documents | ☐ Prepare to produce desktop published documents  
☐ Design desktop published documents  
☐ Create desktop published documents  
☐ Finalise desktop published documents  
☐ Produce desktop published documents | This unit describes the performance outcomes, skills and knowledge required to design and produce complex desktop published documents. |
| Elective      | BSBLED401A Develop teams and individuals | ☐ Determine development needs  
☐ Develop individuals and teams  
☐ Monitor and evaluate workplace learning | This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup. |
| Elective      | BSBMKG414B Undertake marketing activities | ☐ Plan promotional activities  
☐ Coordinate promotional activities  
☐ Review and report on promotional activities | This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation’s products and services. |
| Elective      | BSBPMG522A Undertake Project Work | ☐ Define project  
☐ Develop project plan  
☐ Administer and monitor project  
☐ Finalise project  
☐ Review project | This unit describes the performance outcomes, skills and knowledge required to undertake a straightforward project or a section of a larger project. This unit addresses the management of projects, including developing a project plan, administering and monitoring the project, finalising the project, and reviewing the project to identify lessons learned for application to future projects |
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| Elective      | BSBREL401A Establish networks | ☐ Develop and maintain business networks  
☐ Establish and maintain business relationships  
☐ Promote the relationship | This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective work relationships and networks. It covers the relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers. |
| Elective      | BSBRES401A Analyse and present research information | ☐ Gather and organise information  
☐ Research and analyse information  
☐ Present information | This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems |
| Elective      | BSBRSK401A Identify risk and apply risk management processes | ☐ Identify risks  
☐ Analyse and evaluate risks  
☐ Treat risks  
☐ Monitor and review effectiveness of risk treatment/s | This unit describes the performance outcomes, skills and knowledge required to identify risks and to apply established risk management processes to a subset of an organisation or project’s operations that are within the person’s own work responsibilities and area of operation. |
| Elective      | BSBSUS301A Implement and monitor environmentally sustainable work practices | ☐ Investigate current practices in relation to resource usage  
☐ Set targets for improvements  
☐ Implement performance improvement strategies  
☐ Monitor performance | This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines. |