



*CONNECT*  
*ASIA PACIFIC*  
REGISTERED TRAINING ORGANISATION

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# Getting Qualified

IN

## CERTIFICATE IV IN BUSINESS

### BSB40207

Date Approved: 18/03/09	Approved By: RJC	Authorised By: RJC	Version 1.0
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Getting Qualified – Certificate IV in Business – BSB40207

**Table of Contents**

Certificate IV in Business .....3  
How long will the Certificate IV in Business program take? .....3  
Units Required for the Certificate IV in Business .....4  
Sample Pathways .....8  
Information ForTheCandidate.....9

Date Approved: 18/03/09	Approved By: RJC	Authorised By: RJC	Version 1.0
-------------------------	------------------	--------------------	-------------



Getting Qualified – Certificate IV in Business – BSB40207

**Certificate IV in Business**

**Description**

The Certificate IV in Business (BSB40207) is an Australian nationally recognised qualification developed specifically for existing supervisors or managers or for potential supervisors or managers seeking to upgrade their existing skills, knowledge and expertise by gaining formal Australian recognition.

The Connect Asia Pacific (CAP) Certificate IV in Business is designed to meet the competency requirements of the qualification and integrates into work, family and study. Our distance education/external study programs are structured to suit your individual needs and at the same time satisfy the competency requirements of the qualification. In addition CAP will recognise work skills you already possess and through Recognition of Prior Learning (RPL) you can fast track the program.

By undertaking the program you will be able to demonstrate competency in a broad range of business administration competencies including leading teams or groups in a work environment and in monitoring the work performance of others and yourself.

**How long will the Certificate IV in Business program take?**

The Certificate IV in Business (BSB40207) consists of 10 units of competence, however, by applying for RPL, competencies to meet the requirements of the qualification can be met. Ordinarily we expect that each unit of competence can be completed in approximately 40 to 60 hours. Because the program is self paced and or work based the amount of effort and subsequent time for completion is entirely up to the individual student.

There is no minimum time to complete the qualification, however as a guide the qualification should be completed within 12 months.

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Getting Qualified – Certificate IV in Business – BSB40207

**Units Required for the Certificate IV in Business**

**Requires the completion of 10 units of competence**

Total number of units = 10  
 1 core unit plus 9 elective units

**Core Units**

**Occupational Health & Safety**

Unit Code	Unit Title	Unit Description
<b>BSBOHS407A</b>	<b>Monitor a safe workplace</b>	This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements

**Elective Units**

**Customer Service**

Unit Code	Unit Title	Unit Description
<b>BSBCUS401A</b>	<b>Coordinate implementation of customer service strategies</b>	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
<b>BSBCUS402A</b>	<b>Address customer needs</b>	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.
<b>BSBCUS403A</b>	<b>Implement customer service standards</b>	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.

**Financial Administration**

Unit Code	Unit Title	Unit Description
<b>BSBFIA402A</b>	<b>Report on Financial Activity</b>	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



Getting Qualified – Certificate IV in Business – BSB40207

**General Administration**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBADM405B</b>	<b>Organise meetings</b>	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.
<b>BSBADM409A</b>	<b>Coordinate business resources</b>	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.

**Innovation**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBINN301A</b>	<b>Promote innovation in a team environment</b>	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team

**Interpersonal Communication**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBCMM401A</b>	<b>Make a presentation</b>	This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

**IT Use**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBITU401A</b>	<b>Design and develop complex documents</b>	This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software.
<b>BSBITU402A</b>	<b>Develop and use complex spreadsheets</b>	This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.



Getting Qualified – Certificate IV in Business – BSB40207

**Learning and Development**

Unit Code	Unit Title	Unit Description
BSBLED401A	<b>Develop teams and individuals</b>	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.

**Marketing**

Unit Code	Unit Title	Unit Description
BSBMKG413A	<b>Promote products and services</b>	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
BSBMKG414A	<b>Undertake marketing activities</b>	This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities.

**Project Management**

Unit Code	Unit Title	Unit Description
BSBPMG510A	<b>Manage projects</b>	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

**Relationship Management**

Unit Code	Unit Title	Unit Description
BSBREL401A	<b>Establish networks</b>	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.



Getting Qualified – Certificate IV in Business – BSB40207

**Risk Management**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBRK401A</b>	<b>Identify risk and apply risk management processes</b>	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.

**Writing**

<b>Unit Code</b>	<b>Unit Title</b>	<b>Unit Description</b>
<b>BSBWR401A</b>	<b>Write complex documents</b>	This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.



Getting Qualified – Certificate IV in Business – BSB40207

**Sample Pathways**

All pathways require the completion of 8 units

The sample pathways listed below are suggestions only. Trainees/participants are not restricted to these pathways.

<b>Business Information Officer</b>	<b>Business Manager</b>
<p>Joe has recently been hired to take charge of a very busy office for a large manufacturing organisation. The day-to-day running of the office is Joe’s responsibility and includes tasks such as: processing and following up large orders for supplies and equipment (for both the plant and office), maintaining staff records including payroll and related commitments as well as selection and recruitment of staff as vacancies arise. OHS and environment are particular areas where Joe has to keep all staff informed.</p> <p>The office also processes distribution records, maintain accounts, control bad debts and ensure that all accounting procedures are up-to-date.</p> <p>The following units may be appropriate in supporting Joe’s work role:</p>	<p>Samantha works for a small engineering company, which fabricates steel for the building industry. Samantha’s role is to make sure that finances are monitored and that the business runs smoothly on a day-today basis. She has assisted the owners to develop company policies for environmental sustainability and this has improved the image of the business.</p> <p>The following units may be useful to support Samantha’s work role and to provide a basis for further skill development.</p>
<b>BSBOHS407A</b> – Monitor a safe workplace	<b>BSBOHS407A</b> – Monitor a safe workplace
<b>BSBADM405B</b> – Organise meetings	<b>BSBADM405B</b> – Organise meetings
<b>BSBADM409A</b> – Coordinate business resources	<b>BSBADM409A</b> – Coordinate business resources
<b>BSBCMM401A</b> – Make a presentation	<b>BSBFIA402A</b> – Report an financial activity
<b>BSBFIA402A</b> – Report an financial activity	<b>BSBLED401A</b> – Develop teams and individuals
<b>BSBLED401A</b> – Develop team and individuals	<b>BSBWRT401A</b> – Write complex documents
<b>BSBWRT401A</b> – Write complex documents	<b>BSBREL401A</b> – Establish networks
<b>BSBREL401A</b> – Establish networks	<b>BSBCUS401A</b> – Coordinate implementation of customer service strategies
<b>BSBCUS401A</b> – Coordinate implementation of customer service strategies	<b>BSBCUS402A</b> - Address customer needs
<b>BSBRSK401A</b> – Identify risk and apply risk management	<b>BSBCUS403A</b> - Implement customer service standards

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Getting Qualified – Certificate IV in Business – BSB40207

**Information For The Candidate**  
**Answers to common questions about assessment**

**What is an assessment?**

An assessment is a formal recognition of the skills and knowledge that you use in your job. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

**How do I know if I am competent?**

Being competent means you can consistently do your job to the standard your workplace or study needs. The competency standards clearly describe the level of skill required.

**How will I be assessed?**

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal job. If that isn't possible, you can do a number of other assessment tasks: for example, practical demonstrations, answer questions, find faults in a diagram or describe settings for a process.

**Do I get a pass or fail?**

No. Your results will say competent or not yet competent. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

**Where will I be assessed?**

You will be assessed in your workplace or through completed assignments or questions.

**What is evidence?**

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is one form of assessment, including responses to questions, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to use in future assessments.

**Evidence can include:**

- Demonstration of your work on the job
- Demonstration of skills in another workplace
- Certificates or records of past training programs
- References from previous employers, teachers, trainers or assessors
- Performance appraisals
- Job descriptions
- Work files
- Minutes of meetings
- Samples of work completed
- Memos
- Work diary

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