



# BUSINESS

## BSB40215 - Certificate IV in Business

### COURSE SUMMARY

This qualification is suited to those working as administrators and project officers. In this role, individuals use well developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### CAREER OUTCOMES

Accounts Clerk  
Customer Service Assistant  
Legal Receptionist  
E-business Practitioner  
Office Administration Assistant

### DURATION (GUIDE ONLY)

Traineeship/Apprenticeship  
Full time: 18 - 24 Months

### DELIVERY METHOD

Workplace / Flexible Delivery

### ENTRY REQUIREMENTS

There are no prerequisites for this qualification.

*This training is delivered with Victorian and Commonwealth funding. Individuals with a range of abilities and backgrounds are encouraged to apply.*



### HOW TO APPLY

Online at: [www.skillinvest.com.au](http://www.skillinvest.com.au)  
By Phone: Skillinvest Metro 1300 135 008  
Skillinvest Regional 1300 308 620

### FEES AND CHARGES

Refer to the Fees & Charges link on the Skillinvest website ([www.skillinvest.com.au](http://www.skillinvest.com.au))

### QUALIFICATION REQUIREMENTS

To meet the packaging rules and attain the qualification, a total of 10 units must be completed, when selecting units:

- 1 core unit
- 9 elective units



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### CORE UNITS

BSBWHS401      Implement and Monitor WHS Policies, Procedures and Programs to Meet Legislative Requirements

### ELECTIVE UNITS

BSBCUS401      Coordinate Implementation of Customer Service Strategies  
BSBCUS402      Address Customer Needs  
BSBCUS403      Implement Customer Service Standards  
BSBADM405      Organise Meetings  
BSBADM409      Coordinate Business Resources  
BSBINN301      Promote Innovation in a Team Environment  
BSBCMM401      Make a Presentation  
BSBITU401      Design and Develop Complex Text Documents  
BSBITU402      Develop and Use Complex Spreadsheets  
BSBITU404      Produce complex desktop published documents  
BSBLED401      Develop teams and individuals  
BSBMKG413      Promote products and services  
BSBMKG414      Undertake marketing activities  
BSBREL401      Establish networks  
BSBRSK401      Identify risk and apply risk management processes  
BSBSUS401      Implement and monitor environmentally sustainable work practices  
BSBWRT401      Write complex documents

\*\* Unit selection should be discussed with your training provider to successfully customise a package to meet industry needs