

DESIGNING YOUR OWN QUALIFICATION PACKAGE

This qualification consists of ten (10) units of competency comprising of one (1) compulsory unit and nine (9) elective units.

Of the nine (9) elective units, five (5) must be selected from the 'Prescribed Elective Units' list.

The remaining four (4) electives can be selected from the Prescribed Elective Units OR from Work Savvy Training's 'Other Recommended Units' list OR from a wide range of other electives our consultants can tailor to your Trainee and workplace.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au

1300 764 828

BSB40207 Certificate IV in Business Units of Competency



Core Units (compulsory)

Monitor a safe workplace—BSBOHS407A

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.

Prescribed Elective Units

At least five (5) electives must be chosen from this list.

Coordinate implementation of customer service strategies—BSBCUS401A

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.

Address customer need—BSBCUS402A

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.

Implement customer service standards—BSBCUS403A

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.

Review and maintain a website—BSBEBU401A

This unit describes the performance outcomes, skills and knowledge required to undertake data analysis, review website content and update and maintain a website. This unit applies to individuals who have knowledge of the relationship between web-sites and the core functions of an organisation. They also have working knowledge and skills of performing basic updates to web site content. They may provide administrative support within an organisation or be other individuals who have been delegated this responsibility.

Report on Financial Activity—BSBFIA402A

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.

Organise Meetings—BSBADM405A

This unit provides the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation (eg Meeting Agenda and Minutes)

Coordinate business resources—BSBADM409A

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.

Promote innovation in a team environment—BSBINN301A

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

Make a presentation—BSBCMM401A

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

RECOMMENDED ELECTIVE UNITS

This qualification has a wide range of elective options to ensure that the qualification can address individual and workplace requirements.

We have recommended a variety of units that we think would suit a large variety of industry and business contexts.

We are happy to meet with you to discuss additional options for tailoring this qualification. Call us any time for more detail on other elective options not listed in this document.



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Design databases—[BSBITA401A](#)

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.

Maintain business technology—[BSBITS401A](#)

This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements.

Design and develop complex text documents—[BSBITU401A](#)

This unit describes the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software. Complex documents may include concordance files, forms with fields, hyperlinks, linked and/or embedded objects, long documents, mail merge data documents, master documents or templates

Develop and use complex spreadsheets—[BSBITU402A](#)

This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents. Generally MS Excel is used for this unit.

Produce complex desktop published documents—[BSBITU404A](#)

This unit describes the performance outcomes, skills and knowledge required to design and produce complex desktop published documents. Generally MS Publisher is used for this unit,

Develop teams and individuals—[BSBLED401A](#)

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.

Promote products and services—[BSBMKG413A](#)

This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

Undertake marketing activities—[BSBMKG414B](#)

This unit describes the performance outcomes, skills and knowledge required to plan, implement and manage basic marketing and promotional activities. It is a foundation unit that covers general and basic marketing and promotional activities that do not require detailed or complex planning or implementation.

Manage projects—[BSBPMG510A](#)

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

Provide information from and about records—[BSBRKG402B](#)

This unit describes the performance outcomes, skills and knowledge required to respond as effectively as possible to enquiries from potential users of records, including using appropriate processes to access and provide information about records.

Establish networks—[BSBREL401A](#)

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.

'OTHER RECOMMENDED UNITS' LIST

When selecting units from our recommended units list, there are some considerations that must be made.

1. A maximum of one (1) unit from a Certificate III* level unit of competency may be selected

OR

2. A maximum of one (1) unit from a Diploma** level unit of competency may be selected
3. The combination of units selected cannot meet the rules of another qualification.

* Indicates a Certificate III level unit

** Indicates a Diploma level unit



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Analyse and present research information—[BSBRES401A](#)

This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems.

Identify risk and apply risk management processes—[BSBRSK401A](#)

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.

Implement and monitor environmentally sustainable work practices—[BSBSUS301A](#)

This unit develops the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

Write complex documents—[BSBWRT401A](#)

This unit describes the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

Includes the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

Other Recommended Units

Up to four (4) electives may be chosen from this list. Packaging rules apply, ask us for more information.

Identify and plan sales prospects—[BSBSLS407A](#)

This unit provides the skills and knowledge required to identify potential sales prospects by applying prospecting methods, and to manage own sales performance by establishing a sales plan and managing stress, time and sales-related paperwork.

Present, secure and support sales solutions—[BSBSLS408A](#)

This unit provides the skills and knowledge required to present sales solutions that respond to the specific buying needs of a client, and to use sales processes associated with securing prospect commitment to proceed with a sale. The unit also includes attending to post-sales activities that build and strengthen the partnership between a salesperson and the client, and enhance the prospect of future sales.

Show leadership in the workplace—[BSBMGT401A](#)

This unit develops the skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement

Implement operational plan —[BSBMGT402A](#)

This unit develops the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.

Promote team effectiveness—[BSBWOR402A](#)

This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

FURTHER TRAINING OPTIONS AT THE COMPLETION OF THIS COURSE

Graduates of the Certificate IV in Business qualify for number of Diploma programs including (but not limited to) . .

- Diploma of Business
- Diploma of Management
- Diploma of Business Administration
- Diploma of Human Resources Management
- Diploma of Customer Contact
- Diploma of Marketing

Pre-requisites for these diploma's may depend on elective's taken during the Certificate IV in Business course.

Ask us for more details.



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*Apply first aid—[HLTFA301B](#)

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

Establish effective workplace relationships—[BSBWOR401A](#)

This unit describes the performance outcomes, skills and knowledge required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

Develop work priorities—[BSBWOR404A](#)

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

**Manage budgets and financial plans—[BSBFIM501A](#)

This unit develops skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes.

Implement workplace information system—[BSBINM401A](#)

This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.

Implement continuous improvement—[BSBMGT403A](#)

This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

**Manage people performance—[BSBMGT502A](#)

This unit develops the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

Recruit, select and induct staff—[BSBHRM402A](#)

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.

**Manage separation or termination—[BSBHRM507A](#)

This unit describes the performance outcomes, skills and knowledge required to deal with redeployment, resignation, retirement, dismissal and redundancy, including the conduct of exit interviews.

**Talk to us about more possibilities
for tailoring your qualification!**