

**CERTIFICATE IV IN BUSINESS
BSB40107**

Requiring 10 units for the qualification

- 1 core unit
- 5 units from the units listed below
- 4 units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package. If not listed below, a maximum of 1 of the 4 units may be selected from either a Certificate III or a Diploma qualification.
- Elective units must be relevant to the work outcome, local industry requirements and the qualification level

Core Unit

BSBOHS407A Monitor a safe workplace

Elective Units

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

BSBEBU401A Review and maintain a website

BSBFIA402A Report on financial activity

BSBADM405B Organise meetings

BSBADM409A Coordinate business resources

BSBINN301A Promote innovation in a team environment

BSBCMM401A Make a presentation

BSBITA401A Design databases

BSBITS401A Maintain business technology

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

BSBLED401A Develop teams and individuals

BSBMKG413A Promote products and services

BSBMKG414A Undertake marketing activities

BSBPMG510A Manage projects

BSBRKG402B Provide information from and about records

BSBRELE401A Establish networks

BSBRES401A Analyse and present research information

BSBRSK401A Identify risk and apply risk management processes

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWRT401A Write complex documents