



CONNECT
ASIA PACIFIC
REGISTERED TRAINING ORGANISATION

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Getting Qualified

IN

CERTIFICATE IV IN BUSINESS

BSB40207

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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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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
BSBOHS407A	Monitor a safe workplace	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
BSBCUS401A	Coordinate implementation of customer service strategies	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
BSBCUS402A	Address customer needs	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.
BSBCUS403A	Implement 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.

Financial Administration

Unit Code	Unit Title	Unit Description
BSBFIA402A	Report on Financial Activity	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



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General Administration

Unit Code	Unit Title	Unit Description
BSBADM405B	Organise meetings	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.
BSBADM409A	Coordinate business resources	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

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

Interpersonal Communication

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

IT Use

Unit Code	Unit Title	Unit Description
BSBITU401A	Design and develop complex 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.
BSBITU402A	Develop and use complex spreadsheets	This unit describes the performance outcomes, skills and knowledge required to use spreadsheet software to complete business tasks and to produce complex documents.



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Learning and Development

Unit Code	Unit Title	Unit Description
BSBLED401A	Develop teams and individuals	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	Promote products and services	This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services.
BSBMKG414A	Undertake marketing activities	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	Manage projects	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	Establish networks	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.



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Risk Management

Unit Code	Unit Title	Unit Description
BSBRK401A	Identify risk and apply risk management processes	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

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



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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.

Business Information Officer	Business Manager
<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>
BSBOHS407A – Monitor a safe workplace	BSBOHS407A – Monitor a safe workplace
BSBADM405B – Organise meetings	BSBADM405B – Organise meetings
BSBADM409A – Coordinate business resources	BSBADM409A – Coordinate business resources
BSBCMM401A – Make a presentation	BSBFIA402A – Report an financial activity
BSBFIA402A – Report an financial activity	BSBLED401A – Develop teams and individuals
BSBLED401A – Develop team and individuals	BSBWRT401A – Write complex documents
BSBWRT401A – Write complex documents	BSBREL401A – Establish networks
BSBREL401A – Establish networks	BSBCUS401A – Coordinate implementation of customer service strategies
BSBCUS401A – Coordinate implementation of customer service strategies	BSBCUS402A - Address customer needs
BSBRSK401A – Identify risk and apply risk management	BSBCUS403A - Implement customer service standards

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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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