



Certificate IV in Business

BSB40207

For **Full Fee Paying** students (Up to two year term)

For **New Employee** Traineeships (NSW) (Up to two year term for full time employees, longer for part time employees. Early completions may be applied for)

For **Existing Employee** Traineeships (Up to two year term for full time employees, longer for part time employees. Early completions may be applied for)

Participants must complete both phases to achieve a Certificate IV in Business

Phase A

BSBWOR402A	Promote team effectiveness
BSBWOR401A	Establish effective workplace relationships
BSBWOR404A	Develop work priorities
BSBOHS407A	Monitor a safe workplace *
BSBLED401A	Develop teams & individuals

Phase B

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards
BSBMGT403A	Implement continuous improvement
BSBINN301A	Promote innovation in a team environment

* Core competencies

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

after achieving the BSB30107 Certificate III in Business or other relevant qualification/s

OR

providing evidence of competency in the majority of units required for the BSB30107 Certificate III in Business or other relevant qualification/s

OR

with some vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

Accounts Clerk
Customer Service Advisor
Clerk
E-business Practitioner
Legal Receptionist
Medical Receptionist
Office Administration Assistant
Student Services Officer
Word Processing Operator.

Pathways from the qualification

After achieving the BSB40207 Certificate IV in Business, candidates may undertake a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.



State Training Services

Funding for New Entrant Traineeships in New South Wales is funded by the NSW Department of Education and Training through the Apprenticeship and Traineeship Training Program.