Certificate IV in Business
BSB40207

Unit of Competency List

This qualification requires students to complete **10 units of competency**. It allows for
1 specific core unit, then a further **9 elective units** may be chosen from any of the
fields listed below. The elective units must be relevant to the work outcome and
local industry requirements.

Students who have already completed any Certificate IV in Business units may apply
for Recognition of Prior Learning towards the qualification (More information on
appropriate units that may be credited towards this qualification is available upon
request). The units of competency that will be offered have been listed below
grouped by field.

**Core Units (Complete All)**

**Occupational Health and Safety**
BSBOHS407A Monitor a safe workplace

**Elective Units (Select 9)**

**Customer Service**
BSBCUS401A Coordinate implementation of customer service strategies
BSBCUS402A Address customer needs
BSBCUS403A Implement customer service standards

**Continuity**
BSBCON401A Work effectively in a business continuity context

**Financial Administration**
BSBFIA402A Report on financial activity

**General Administration**
BSBADM405B Organise meetings
BSBADM409A Coordinate business resources

**Innovation**
BSBINN301A Promote innovation in a team environment

**Intellectual Property**
BSBIPR401A Use and respect copyright
BSBIPR402A Protect and use new inventions and innovations
BSBIPR403A Protect and use brands and business identity
BSBIPR404A Protect and use innovative designs
BSBIPR405A Protect and use intangible assets in small business

**Interpersonal Communication**
BSBCMM401A Make a presentation

**Learning and Development**
BSBLED401A Develop teams and individuals
Marketing
BSBMKG413A Promote products and services
BSBMKG414A Undertake marketing activities

Project Management
BSBPMG510A Manage projects

Recordkeeping
BSBRKG402B Provide information from and about records

Relationship Management
BSBREL401A Establish networks

Research
BSBRES401A Analyse and present research information

Risk Management
BSBRSK401A Identify risk and apply risk management processes

Sustainability
BSBSUS301A Implement and monitor environmentally sustainable work practices

Writing
BSBWRT401A Write complex documents