

FACT SHEET

BSB40101 – Certificate IV in Business

The skills and knowledge covered in this qualification are intermediate administration and office competencies. This program will suit a person who has worked in an administration role such as a receptionist and wants to develop a more in-depth knowledge of their role and perhaps progress their career within office administration or management.

To be awarded this qualification you must attain successful assessment in a total of 10 competency units. This program covers the following units to make up the full qualification:

- BSBCMN402A Develop work priorities
- BSBCMN403A Establish business networks
- BSBCMN404A Develop teams and individuals
- BSBFLM412A Promote team effectiveness
- BSBCMN411A Monitor a safe workplace
- BSBCMN412A Promote innovation and change
- BSBCMN417A Coordinate customer service activities
- BSBADM402A Produce complex business documents
- BSBADM405A Organise meetings
- BSBCMN421A Assist with compliance with OH&S and other relevant laws

Your learning program will be a combination of workshops and workplace projects.

Assessment of each unit will take the form of a combination of the following:

- Portfolio of Documents
- Supervisor's Checklist (verifying your work)
- Team Member's Checklist (supporting your work)
- A Workplace Project (proving your skills and knowledge)
- Answers to Underpinning Knowledge Questions

Your general subject knowledge will also be monitored by your assessor

As you complete each unit send the appropriate assessment evidence to your trainer. Our trainers are available to you via telephone or email as you need us. If you prefer, you can submit all your evidence at the end of the program.