

## Business Qualifications – Certificate III and IV

Any or all of the following units can be completed via flexible work-based methods

<b>BSB30107 Certificate III Business</b> (responsible for coordinating or supervising other staff members)	<b>BSB40207 Certificate IV Business</b> (managing a business, or a section or department within a larger business)
<p>Requiring a total of 12 Units including 1 core unit and 11 elective units. 7 electives must be chosen from this list, plus 4 units can be chosen from Certificate III in Retail or Certificate III in Frontline Management. One elective unit may be selected from a Certificate II or Certificate IV qualification.</p> <p><u>Core Unit:</u> BSBOHS201A Participate in OHS processes</p> <p><u>Elective Units:</u>                      BSBCUS301A Deliver and monitor a service to customers                      BSBDIV301A Work effectively with diversity                      BSBFIA301A Maintain financial records                      BSBADM311A Maintain business resources                      BSBINM301A Organise workplace information                      BSBINM302A Utilise a knowledge management system                      BSBINN301A Promote innovation in a team environment                      BSBCMM301A Process customer complaints                      BSBITU301A Create and use databases                      BSBITU302A Create electronic presentations                      BSBITU303A Design and produce text documents                      BSBITU304A Produce spreadsheets                      BSBITU306A Design and produce business documents                      BSBPRO301A Recommend products and services                      BSBPUR301B Purchase goods and services                      BSBSUS301A Implement &amp; monitor environmentally sustainable work practices                      BSBWOR301A Organise personal work priorities and development                      BSBWOR302A Work effectively as an off-site worker                      BSBWRT301A Write simple documents</p>	<p>Requiring a total of 10 Units including 1 core units and 9 elective units. 5 electives must be chosen from this list, plus 4 units can be chosen from Certificate IV in Retail Management, Certificate IV in Frontline Management or Certificate IV in Business (Sales). One elective unit may be selected from a Certificate III or Diploma qualification offered by Target Training.</p> <p><u>Core Unit:</u> BSBOHS407A Monitor a safe workplace</p> <p><u>Elective Units:</u>                      BSBCUS401A Coordinate implementation of customer service strategies                      BSBCUS402A Address customer needs                      BSBCUS403A Implement customer service standards                      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                      BSBLED401A Develop teams and individuals                      BSBMKG413A Promote products and services                      BSBMKG414A Undertake marketing activities                      BSBPMG510A Manage projects                      BSBRKG402B Provide information from and about records                      BSBREL401A 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</p>