

Certificate IV in

Business

BSB40120 / 105451M



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BSB40120 - Certificate IV In Business

Duration: 30 Weeks

Qualification Overview

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills.

They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Course Structure

The course is delivered over 2 days per week and is made up of the following 12 units:

- BSBCRT411** - Apply critical thinking to work practices
- BSBPEF502** - Develop and use emotional intelligence
- BSBOPS404** - Implement customer service strategies
- BSBWHS411** - Implement and monitor WHS policies, procedures and programs
- BSBTEC404** - Use digital technologies to collaborate in a work environment
- BSBMKG433** - Undertake marketing activities
- BSBWRT411** - Write complex documents
- BSBST401** - Promote innovation in team environments
- BSBTWK401** - Build and maintain business relationships
- BSBPEF402** - Develop personal work priorities
- BSBSUS411** - Implement and monitor environmentally sustainable work practices
- BSBXCM401** - Apply communication strategies in the workplace