

New Streams in Business Training

BSB40120 Certificate IV in Business

Westvic staffing Solutions would like to introduce you to choices in Business Traineeships.

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.

You can select from:

- BSB40120 Certificate IV Business (Operations)
- BSB40120 Certificate IV Business (Administration)
- BSB40120 Certificate IV Business (Leadership)

All three streams have eight units alike with 4 extra units dedicated to the stream. Selection of a stream should relate to the job role of the trainee and reflect the skills required in the workplace.

[This training is delivered with Victorian and Commonwealth Government funding. We encourage participants with disabilities to access training subsidised through the skills first program](#)

Get the Westvic Staffing Solutions advantage...

- ✓ Face to face or zoom session delivery in a supported environment
- ✓ Be trained by learning and development professionals
- ✓ Assessments tailored to meet individual student and industry requirements
- ✓ Access to high level, one on one support from your trainer
- ✓ Design the right training plan for you and your business



Learning outcomes:

- ✓ Apply critical thinking
- ✓ Write complex documents
- ✓ Communicate in the workplace
- ✓ Use digital technologies
- ✓ Analyse and present research
- ✓ People management
- ✓ Safe workplace practices



Course Structure:

Duration: 18 months

Mode of delivery: Training will be delivered either via zoom/remotely or in a workshop environment with some assessment in the workplace, one day per week for a 3-hour scheduled workshop.

Course Commencement: Ongoing intakes

BSB30120 Certificate IV in Business – 8 units across all streams

Unit Code	Unit Name
BSBCRT411	Apply critical thinking to work practices This unit describes the skills and knowledge required to use advanced-level critical thinking skills in a workplace context. This includes using methods of analysis, synthesis and evaluation.
BSBTEC404	Use digital technologies to collaborate in a work environment This unit describes the skills and knowledge required to understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively.
BSBTWK401	Build and maintain business relationships This unit describes the skills and knowledge required to establish, develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers. These workers may be within an organisation as well as freelance or contract workers.
BSBWHS411	Implement and monitor WHS policies, procedures and programs This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.
BSBWRT411	Write complex documents This unit describes the skills and knowledge required to plan, draft and finalise complex documents.
BSBXCM401	Apply communication strategies in the workplace This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.
BSBPEF402	Develop personal work priorities This unit describes the skills and knowledge required to plan and prioritise own work tasks. It also addresses the skills and knowledge to monitor and obtain feedback on personal work performance.
BSBPEF401	Manage personal health and wellbeing This unit describes the skills and knowledge required to identify signs and sources of strain on personal health and wellbeing (both physical and mental) within job roles and according to key performance indicators (KPIs).

BSB30120 Certificate IV Business (Operations) Specialist Units

BSBMKG434	<p>Promote products and services</p> <p>This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and/or services.</p>
BSBOPS403	<p>Apply business risk management processes</p> <p>This unit describes the skills and knowledge required to identify business risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the work role.</p>
BSBSTRA402	<p>Implement continuous improvement</p> <p>This unit describes the skills and knowledge required to implement continuous improvement of systems and processes of an organisation. It includes using systems and strategies to encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements</p>
BSBTEC405	<p>Review and maintain organisation's digital presence</p> <p>This unit describes the skills and knowledge required to undertake data analysis, review digital presence content, and update and maintain digital presence.</p>

BSB30120 Certificate IV Business (Administration) Specialist Units

BSBAUD412	<p>Work within compliance frameworks</p> <p>This unit describes the skills and knowledge required to identify statutory, legislative and regulatory requirements and relate them to individual work practices to ensure ongoing adherence to the compliance framework.</p>
BSBINS402	<p>Coordinate workplace information systems</p> <p>This unit describes the skills and knowledge required to implement and review workplace information systems. It involves identification, collection, initial analysis and use of information.</p>
BSBTEC401	<p>Design and produce complex text documents</p> <p>This unit describes the skills and knowledge required to design and develop business documents using complex technical features of word processing software.</p>
BSBTEC402	<p>Design and produce complex spreadsheets</p> <p>This unit describes the skills and knowledge required to use spreadsheet software to complete business tasks and produce complex documents.</p>

BSB30120 Certificate IV Business (Leadership) Specialist Units

BSBST401	Promote innovation in team environments This unit describes the skills and knowledge required to identify and implement ways of promoting innovation within team environments in the workplace.
BSBLDR411	Demonstrate leadership in the workplace This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.
BSBST402	Implement continuous improvement This unit describes the skills and knowledge required to implement continuous improvement of systems and processes of an organisation. It includes using systems and strategies to encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
BSBXTW401	Lead and facilitate a team This unit describes the skills and knowledge required to effectively lead and facilitate a team in a workplace within any industry.

The job role of the trainee should reflect the tasks outlined in each unit with the ability to consolidate the learning within the workplace

When selecting streams compare the job role to the Specialist units to ensure the stream is a good fit for your trainee.

Training will be delivered one day per week for 3 hours usually of a morning, for each unit the trainee will attend remote sessions with their trainer, which will be scheduled and agreed to on signing of the training plan.

Should you require further information, individual info sheets are available for:

- BSB40120 Certificate IV Business (Operations)
- BSB40120 Certificate IV Business (Administration)
- BSB40120 Certificate IV Business (Leadership)

Or discuss with your Apprentice Trainee Consultant.

ENQUIRIES – Office Phone: 03 5561 9000 or Email: training@westvic.org.au