

BSB40120 Certificate IV in Business

Overview

The revised Certificate IV in Business combines several previous qualifications such as general Business, Customer Engagement and Administration into one qualification where parts can be used to build the most appropriate qualification. A Certificate IV in Business can be delivered as a general qualification or with a specialisation. We are currently able to deliver general Business, Business (Leadership), Business (Operations) and Business (Administration) streams.

Individuals undertaking the course might be working in or working towards a broad set of roles involving complex administrative or operational tasks requiring analytical and leadership skills. They are likely working in a team lead, supervisory or middle-Management role.

Delivery and Structure

Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace-based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the BSB40120 Certificate IV in Business, students are required to complete a total of twelve (12) units of competency, comprising of either:

Certificate IV in Business

- 6 core units
- 2 Group A Electives
- 4 Electives* from Groups⁺ A B C D E

(Leadership)

- 6 core units
- 2 Group A Electives
- 4 Group B Electives

(Administration)

- 6 core units
- 2 Group A Electives
- 4 Group C Electives

(Operations)

- 6 core units
- 2 Group A Electives
- 4 Group D Electives

*General Business courses may contain up to 2 imported electives from another Certificate III, IV or Diploma course where it is relevant to job role and that FTS is able to deliver. Specialisation courses do not provide for imported units.

⁺FTS is able to offer a selection of units from these Groups, but not all units will be available and so Specialisations not listed above are not offered.

BSB40120 Certificate IV in Business



Duration:

This course is typically delivered over 9-24 months



Projects:

We believe that to get the most out of a training program, training should be applicable to the trainee's job role. Projects directly impact and relate to your business



Workplace mentors:

A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



Delivery Mode

Formal Delivery ➔

Mentoring ➔

Workplace Learning ➔

Formal Sessions

- Workplace-based
- face to face
- online
- correspondence
- blended

As needed

- Individual or group coaching sessions
- Application workplace based

Continuous

- Self paced
- Workbook or online
- Shadowing and observation
- On-the-job project facilitation and assessment

This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

For more information or to get started visit
www.flexibletrainingsolutions.com.au



Certificate IV in Business

The Certificate IV in Business has a broad range of units to select from. The below list doesn't cover all possibilities, but is instead a range of units that we believe give the best outcomes in the widest range of cases.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited to online/correspondence as a result.

Core Units

BSBCRT411	Apply critical thinking to work practices
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWRT411	Write complex documents
BSBXCM401	Apply communication strategies in the workplace

Group A: Self-development

BSBPEF401	Manage personal health and wellbeing
BSBPEF402	Develop personal work priorities
BSBPEF403	Lead personal development
BSBPEF502	Develop and use emotional intelligence

Group B: Leadership

BSBCMM411	Make presentations
BSBCMM412	Lead difficult conversations
BSBLDR411	Demonstrate leadership in the workplace
BSBPEF501	Manage personal and professional development
BSBST401	Promote innovation in team environments
BSBXTW401	Lead and facilitate a team

Group C: Business Administration

BSBINS402	Coordinate workplace information systems
BSBOPS306	Record stakeholder interactions
BSBOPS401	Coordinate business resources
BSBOPS405	Organise business meetings
BSBPMG430	Undertake project work
BSBTEC401	Design and produce complex text documents
BSBTEC402	Design and produce complex spreadsheets
BSBTEC403	Apply digital solutions to work processes

Group D: Business Operations

BSBOPS402	Coordinate business operational plans
BSBOPS403	Apply business risk management processes
BSBOPS404	Implement customer service strategies
BSBST402	Implement continuous improvement

Group E: Sustainability

BSBSUS411	Implement and monitor environmentally sustainable work practices
-----------	--

For more information contact us directly, or visit us online

Andrea Nicholas

@ andreanicholas@ftspl.com.au

0459 150 848

flexibletrainingsolutions.com.au

linkedin.com/company/flexible-training-solutions



NATIONALLY RECOGNISED
TRAINING

MSF 52/2 10/12/2025