



**Australian Government**

# **Credit arrangements for BSB Business Services Training Package**

**Release: 7.2**

## BSB Business Services Training Package

### Modification History

Release Number	Release Date	Comments
Release 7.2	July 2021	<p><b>AISC endorsement of the following BSB components.</b></p> <p><b>Unit of competency</b></p> <p>1 new unit of competency was created for this <i>BSB Business Services Training Package</i> Version 7.2:</p> <ul style="list-style-type: none"> <li>BSBWHS432X Contribute to organisational mental health response in the context of disruptive events.</li> </ul> <p><b>The following BSB components were added to the <i>BSB Business Services Training Package</i> Version 7.2 as part of an SSO upgrade.</b></p> <p>2 qualifications were updated to include newly created unit <i>BSBWHS432X Contribute to organisational mental health response in the context of disruptive events</i> in their elective unit lists:</p> <ul style="list-style-type: none"> <li>BSB40520 Certificate IV in Leadership and Management</li> <li>BSB50420 Diploma of Leadership and Management.</li> </ul> <p>1 new skill set was created:</p> <ul style="list-style-type: none"> <li>BSBSS00129 Cross-Sector Mental Health and Organisational Disruption Skill Set.</li> </ul> <p><b>Minor updates were made to the following BSB components to resolve typographical errors in the <i>BSB Business Services Training Package</i> Version 7.1</b></p> <p><b>Units of competency</b></p> <p>Minor updates were made to two units of competency from the <i>BSB Business Services Training Package</i> Version 7.1:</p> <ul style="list-style-type: none"> <li>BSBPEF301 Organise personal work priorities</li> <li>BSBXCM501 Lead communication in the workplace</li> </ul>

Release 7.1	February 2021	<p><b>The following BSB component has been updated. The qualification contained an imported unit of competency identified as having zero enrolments over the last three years and directed for deletion by the AISC.</b></p> <p><b>Qualification</b></p> <p>Minor update was made to 1 qualification from the <i>BSB Business Services Training Package Version 7.0</i>:</p> <ul style="list-style-type: none"> <li>• BSB20120 Certificate II in Workplace Skills.</li> </ul> <p><b>Minor updates were made to the following BSB components to resolve typographical errors in the BSB Business Services Training Package Version 7.0</b></p> <p><b>Units of competency</b></p> <p>Minor updates were made to 6 units of competency from the <i>BSB Business Services Training Package Version 7.0</i>:</p> <ul style="list-style-type: none"> <li>• BSBHRM414 Use human resources information systems</li> <li>• BSBLDR522 Manage people performance</li> <li>• BSBMKG439 Develop and apply knowledge of communications industry</li> <li>• BSBMKG546 Develop social media engagement plans</li> <li>• BSBPMG422 Apply project quality management techniques</li> <li>• BSBPMG424 Apply project human resources management approaches</li> <li>• BSBPMG425 Apply project information management and communications techniques</li> <li>• BSBSTR601 Manage people performance.</li> </ul> <p><b>Qualification</b></p> <p>Minor updates were made to 3 qualifications from the <i>BSB Business Services Training Package Version 7.0</i>:</p> <ul style="list-style-type: none"> <li>• BSB20120 Certificate II in Workplace Skills</li> <li>• BSB40520 Certificate IV in Leadership and Management</li> <li>• BSB40620 Certificate IV in Legal Services.</li> </ul>
Release 7.0	October 2020	<p><b>AISC endorsement of the following BSB components.</b></p> <p><b>Qualifications</b></p>

		<p>33 qualifications were updated from <i>BSB Business Services Training Package Version 6.1</i>:</p> <ul style="list-style-type: none"> <li>• BSB10120 Certificate I in Workplace Skills</li> <li>• BSB20120 Certificate II in Workplace Skills</li> <li>• BSB30120 Certificate III in Business</li> <li>• BSB30220 Certificate III in Entrepreneurship and New Business</li> <li>• BSB30320 Certificate III in Legal Services</li> <li>• BSB30420 Certificate III in Library and Information Services</li> <li>• BSB40120 Certificate IV in Business</li> <li>• BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance</li> <li>• BSB40320 Certificate IV in Entrepreneurship and New Business</li> <li>• BSB40420 Certificate IV in Human Resource Management</li> <li>• BSB40520 Certificate IV in Leadership and Management</li> <li>• BSB40620 Certificate IV in Legal Services</li> <li>• BSB40720 Certificate IV in Library and Information Services</li> <li>• BSB40820 Certificate IV in Marketing and Communication</li> <li>• BSB40920 Certificate IV in Project Management Practice</li> <li>• BSB50120 Diploma of Business</li> <li>• BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance</li> <li>• BSB50320 Diploma of Human Resource Management</li> <li>• BSB50420 Diploma of Leadership and Management</li> <li>• BSB50520 Diploma of Library and Information Services</li> <li>• BSB50620 Diploma of Marketing and Communication</li> <li>• BSB50720 Diploma of Paralegal Services</li> <li>• BSB50820 Diploma of Project Management</li> <li>• BSB50920 Diploma of Quality Auditing</li> <li>• BSB60120 Advanced Diploma of Business</li> <li>• BSB60220 Advanced Diploma of Conveyancing</li> <li>• BSB60320 Advanced Diploma of Human Resource Management</li> </ul>
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		<p>processes</p> <ul style="list-style-type: none"> <li>• BSBLEG534 Take instructions in a legal services environment</li> <li>• BSBMKG628 Lead organisational public relations</li> <li>• BSBOPS302 Identify business risk</li> <li>• BSBOPS306 Record stakeholder interactions</li> <li>• BSBPMG541 Manage complex projects</li> <li>• BSBSUS412 Develop and implement workplace sustainability plans</li> <li>• BSBSUS413 Evaluate and report on workplace sustainability</li> <li>• BSBTEC203 Research using the internet</li> <li>• BSBTEC601 Review organisational digital strategy</li> <li>• BSBTWK601 Develop and maintain strategic business networks.</li> </ul> <p>283 units of competency were updated from <i>BSB Business Services Training Package Version 6.1</i>:</p> <ul style="list-style-type: none"> <li>• BSBAUD411 Participate in quality audits</li> <li>• BSBAUD412 Work within compliance frameworks</li> <li>• BSBAUD511 Initiate quality audits</li> <li>• BSBAUD512 Lead quality audits</li> <li>• BSBAUD513 Report on quality audits</li> <li>• BSBAUD514 Interpret compliance requirements</li> <li>• BSBAUD515 Evaluate and review compliance</li> <li>• BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements</li> <li>• BSBAUD601 Establish and manage compliance management systems</li> <li>• BSBCMM211 Apply communication skills</li> <li>• BSBCMM411 Make presentations</li> <li>• BSBCMM511 Communicate with influence</li> <li>• BSBCNV511 Take instructions in relation to a conveyancing transaction</li> <li>• BSBCNV512 Finalise the conveyancing transaction</li> <li>• BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction</li> <li>• BSBCNV612 Identify and apply legal requirements for a conveyancing transaction</li> <li>• BSBCNV613 Prepare legal documents for a conveyancing transaction</li> <li>• BSBCNV614 Apply principles of trust accounting</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSBCNV615 Interpret search results for a conveyancing transaction</li> <li>• BSBCRT201 Develop and apply thinking and problem solving skills</li> <li>• BSBCRT311 Apply critical thinking skills in a team environment</li> <li>• BSBCRT411 Apply critical thinking to work practices</li> <li>• BSBCRT412 Articulate, present and debate ideas</li> <li>• BSBCRT413 Collaborate in creative processes</li> <li>• BSBCRT511 Develop critical thinking in others</li> <li>• BSBCRT512 Originate and develop concepts</li> <li>• BSBDAT201 Collect and record data</li> <li>• BSBDAT501 Analyse data</li> <li>• BSBESB301 Investigate business opportunities</li> <li>• BSBESB302 Develop and present business proposals</li> <li>• BSBESB303 Organise finances for new business ventures</li> <li>• BSBESB304 Determine resource requirements for new business ventures</li> <li>• BSBESB305 Address compliance requirements for new business ventures</li> <li>• BSBESB401 Research and develop business plans</li> <li>• BSBESB402 Establish legal and risk management requirements of new business ventures</li> <li>• BSBESB403 Plan finances for new business ventures</li> <li>• BSBESB404 Market new business ventures</li> <li>• BSBESB405 Manage compliance for small businesses</li> <li>• BSBESB406 Establish operational strategies and procedures for new business ventures</li> <li>• BSBESB407 Manage finances for new business ventures</li> <li>• BSBFIN301 Process financial transactions</li> <li>• BSBFIN302 Maintain financial records</li> <li>• BSBFIN401 Report on financial activity</li> <li>• BSBFIN501 Manage budgets and financial plans</li> <li>• BSBFIN601 Manage organisational finances</li> <li>• BSBFIN801 Lead financial strategy development</li> <li>• BSBHRM411 Administer performance development processes</li> <li>• BSBHRM412 Support employee and industrial</li> </ul>
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		<p>relations</p> <ul style="list-style-type: none"> <li>• BSBHRM413 Support the learning and development of teams and individuals</li> <li>• BSBHRM414 Use human resources information systems</li> <li>• BSBHRM415 Coordinate recruitment and onboarding</li> <li>• BSBHRM416 Process payroll</li> <li>• BSBHRM417 Support human resources functions and processes</li> <li>• BSBHRM521 Facilitate performance development processes</li> <li>• BSBHRM522 Manage employee and industrial relations</li> <li>• BSBHRM523 Coordinate the learning and development of teams and individuals</li> <li>• BSBHRM524 Coordinate workforce plan implementation</li> <li>• BSBHRM525 Manage recruitment and onboarding</li> <li>• BSBHRM526 Manage payroll</li> <li>• BSBHRM527 Coordinate human resource functions and processes</li> <li>• BSBHRM528 Coordinate remuneration and employee benefits</li> <li>• BSBHRM529 Coordinate separation and termination processes</li> <li>• BSBHRM530 Coordinate rehabilitation and return to work programs</li> <li>• BSBHRM531 Coordinate health and wellness programs</li> <li>• BSBHRM611 Contribute to organisational performance development</li> <li>• BSBHRM612 Contribute to the development of employee and industrial relations strategies</li> <li>• BSBHRM613 Contribute to the development of learning and development strategies</li> <li>• BSBHRM614 Contribute to strategic workforce planning</li> <li>• BSBHRM615 Contribute to the development of diversity and inclusion strategies</li> <li>• BSBINS201 Process and maintain workplace information</li> <li>• BSBINS202 Handle receipt and dispatch of information</li> </ul>
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		<p>services environment</p> <ul style="list-style-type: none"> <li>• BSBLEG421 Apply understanding of the Australian legal system</li> <li>• BSBLEG422 Maintain a file in a legal services environment</li> <li>• BSBLEG423 Conduct simple legal research</li> <li>• BSBLEG424 Support the drafting of complex legal documents</li> <li>• BSBLEG521 Conduct and apply legal research</li> <li>• BSBLEG522 Apply legal principles in contract law matters</li> <li>• BSBLEG523 Apply legal principles in tort law matters</li> <li>• BSBLEG524 Apply principles of evidence law in matters under litigation</li> <li>• BSBLEG525 Apply legal principles in intellectual property law matters</li> <li>• BSBLEG526 Apply legal principles in criminal law matters</li> <li>• BSBLEG527 Apply legal principles in family law matters</li> <li>• BSBLEG528 Apply legal principles in property law matters</li> <li>• BSBLEG529 Apply legal principles in corporation law matters</li> <li>• BSBLEG530 Apply legal principles in wills and probate matters</li> <li>• BSBLEG532 Assist with court procedure</li> <li>• BSBMKG431 Assess marketing opportunities</li> <li>• BSBMKG432 Research international markets</li> <li>• BSBMKG433 Undertake marketing activities</li> <li>• BSBMKG434 Promote products and services</li> <li>• BSBMKG435 Analyse consumer behaviour</li> <li>• BSBMKG436 Design and test direct marketing activities</li> <li>• BSBMKG437 Create and optimise digital media</li> <li>• BSBMKG438 Implement and monitor advertising production</li> <li>• BSBMKG439 Develop and apply knowledge of communications industry</li> <li>• BSBMKG440 Apply marketing communication across a convergent industry</li> <li>• BSBMKG441 Develop public relations documents</li> <li>• BSBMKG442 Conduct e-marketing</li> </ul>
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		<p>communications</p> <ul style="list-style-type: none"> <li>• BSBMKG541 Identify and evaluate marketing opportunities</li> <li>• BSBMKG542 Establish and monitor the marketing mix</li> <li>• BSBMKG543 Plan and interpret market research</li> <li>• BSBMKG544 Plan and monitor direct marketing activities</li> <li>• BSBMKG545 Conduct marketing audits</li> <li>• BSBMKG546 Develop social media engagement plans</li> <li>• BSBMKG547 Develop strategies to monetise digital engagement</li> <li>• BSBMKG548 Forecast international market and business needs</li> <li>• BSBMKG549 Profile and analyse consumer behaviour for international markets</li> <li>• BSBMKG550 Promote products and services to international markets</li> <li>• BSBMKG551 Create multiplatform advertisements for mass media</li> <li>• BSBMKG552 Design and develop marketing communication plans</li> <li>• BSBMKG553 Develop public relations campaigns</li> <li>• BSBMKG554 Plan and develop public relations publications</li> <li>• BSBMKG555 Write persuasive copy</li> <li>• BSBMKG621 Develop organisational marketing strategy</li> <li>• BSBMKG622 Manage organisational marketing processes</li> <li>• BSBMKG623 Develop marketing plans</li> <li>• BSBMKG624 Manage market research</li> <li>• BSBMKG625 Implement and manage international marketing programs</li> <li>• BSBMKG626 Develop advertising campaigns</li> <li>• BSBMKG627 Execute advertising campaigns</li> <li>• BSBOPS101 Use business resources</li> <li>• BSBOPS201 Work effectively in business environments</li> <li>• BSBOPS202 Engage with customers</li> <li>• BSBOPS203 Deliver a service to customers</li> <li>• BSBOPS301 Maintain business resources</li> <li>• BSBOPS303 Organise schedules</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSBOPS304 Deliver and monitor a service to customers</li> <li>• BSBOPS305 Process customer complaints</li> <li>• BSBOPS401 Coordinate business resources</li> <li>• BSBOPS402 Coordinate business operational plans</li> <li>• BSBOPS403 Apply business risk management processes</li> <li>• BSBOPS404 Implement customer service strategies</li> <li>• BSBOPS405 Organise business meetings</li> <li>• BSBOPS406 Participate in organisational governance</li> <li>• BSBOPS501 Manage business resources</li> <li>• BSBOPS502 Manage business operational plans</li> <li>• BSBOPS503 Develop administrative systems</li> <li>• BSBOPS504 Manage business risk</li> <li>• BSBOPS505 Manage organisational customer service</li> <li>• BSBOPS601 Develop and implement business plans</li> <li>• BSBOPS602 Monitor corporate governance activities</li> <li>• BSBPEF101 Plan and prepare for work readiness</li> <li>• BSBPEF201 Support personal wellbeing in the workplace</li> <li>• BSBPEF202 Plan and apply time management</li> <li>• BSBPEF301 Organise personal work priorities</li> <li>• BSBPEF302 Develop self-awareness</li> <li>• BSBPEF401 Manage personal health and wellbeing</li> <li>• BSBPEF402 Develop personal work priorities</li> <li>• BSBPEF403 Lead personal development</li> <li>• BSBPEF501 Manage personal and professional development</li> <li>• BSBPEF502 Develop and use emotional intelligence</li> <li>• BSBPMG420 Apply project scope management techniques</li> <li>• BSBPMG421 Apply project time management techniques</li> <li>• BSBPMG422 Apply project quality management techniques</li> <li>• BSBPMG423 Apply project cost management techniques</li> <li>• BSBPMG424 Apply project human resources management approaches</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSBPMG425 Apply project information management and communications techniques</li> <li>• BSBPMG426 Apply project risk management techniques</li> <li>• BSBPMG427 Apply project procurement procedures</li> <li>• BSBPMG428 Apply project life cycle management processes</li> <li>• BSBPMG429 Apply project stakeholder engagement techniques</li> <li>• BSBPMG430 Undertake project work</li> <li>• BSBPMG530 Manage project scope</li> <li>• BSBPMG531 Manage project time</li> <li>• BSBPMG532 Manage project quality</li> <li>• BSBPMG533 Manage project cost</li> <li>• BSBPMG534 Manage project human resources</li> <li>• BSBPMG535 Manage project information and communication</li> <li>• BSBPMG536 Manage project risk</li> <li>• BSBPMG537 Manage project procurement</li> <li>• BSBPMG538 Manage project stakeholder engagement</li> <li>• BSBPMG539 Manage project governance</li> <li>• BSBPMG540 Manage project integration</li> <li>• BSBPMG630 Enable program execution</li> <li>• BSBPMG631 Manage program delivery</li> <li>• BSBPMG632 Manage program risk</li> <li>• BSBPMG633 Provide leadership for the program</li> <li>• BSBPMG634 Facilitate stakeholder engagement</li> <li>• BSBPMG635 Implement program governance</li> <li>• BSBPMG636 Manage benefits</li> <li>• BSBPMG637 Engage in collaborative alliances</li> <li>• BSBPMG810 Prioritise projects and programs</li> <li>• BSBPMG811 Select and balance the portfolio</li> <li>• BSBPMG812 Manage and review portfolio performance</li> <li>• BSBPMG813 Govern the portfolio</li> <li>• BSBPMG814 Lead the portfolio</li> <li>• BSBPMG815 Manage portfolio communications and change</li> <li>• BSBPMG816 Manage portfolio resources</li> <li>• BSBPMG817 Manage portfolio risk</li> <li>• BSBSTR301 Contribute to continuous</li> </ul>
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		<p>improvement</p> <ul style="list-style-type: none"> <li>• BSBSTR401 Promote innovation in team environments</li> <li>• BSBSTR402 Implement continuous improvement</li> <li>• BSBSTR501 Establish innovative work environments</li> <li>• BSBSTR502 Facilitate continuous improvement</li> <li>• BSBSTR503 Develop organisational policy</li> <li>• BSBSTR601 Manage innovation and continuous improvement</li> <li>• BSBSTR602 Develop organisational strategies</li> <li>• BSBSTR603 Develop business continuity plans</li> <li>• BSBSTR801 Lead innovative thinking and practice</li> <li>• BSBSTR802 Lead strategic planning processes for an organisation</li> <li>• BSBSTR803 Establish business continuity management strategies</li> <li>• BSBSUS211 Participate in sustainable work practices</li> <li>• BSBSUS411 Implement and monitor environmentally sustainable work practices</li> <li>• BSBSUS511 Develop workplace policies and procedures for sustainability</li> <li>• BSBSUS601 Lead corporate social responsibility</li> <li>• BSBTEC101 Operate digital devices</li> <li>• BSBTEC201 Use business software applications</li> <li>• BSBTEC202 Use digital technologies to communicate in a work environment</li> <li>• BSBTEC301 Design and produce business documents</li> <li>• BSBTEC302 Design and produce spreadsheets</li> <li>• BSBTEC303 Create electronic presentations</li> <li>• BSBTEC401 Design and produce complex text documents</li> <li>• BSBTEC402 Design and produce complex spreadsheets</li> <li>• BSBTEC403 Apply digital solutions to work processes</li> <li>• BSBTEC404 Use digital technologies to collaborate in a work environment</li> <li>• BSBTEC405 Review and maintain organisation's digital presence</li> <li>• BSBTEC501 Develop and implement an e-commerce strategy</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSBTWK201 Work effectively with others</li> <li>• BSBTWK301 Use inclusive work practices</li> <li>• BSBTWK401 Build and maintain business relationships</li> <li>• BSBTWK501 Lead diversity and inclusion</li> <li>• BSBTWK502 Manage team effectiveness</li> <li>• BSBTWK503 Manage meetings</li> <li>• BSBWHS211 Contribute to the health and safety of self and others</li> <li>• BSBWHS311 Assist with maintaining workplace safety</li> <li>• BSBWHS411 Implement and monitor WHS policies, procedures and programs</li> <li>• BSBWRT311 Write simple documents</li> <li>• BSBWRT411 Write complex documents.</li> </ul> <p><b>The following BSB components were added to <i>BSB Business Services Training Package Version 7.0</i> as part of an SSO upgrade.</b></p> <p>Four qualifications were updated to include updated elective units:</p> <ul style="list-style-type: none"> <li>• BSB30719 Certificate III in Work Health and Safety</li> <li>• BSB41419 Certificate IV in Work Health and Safety</li> <li>• BSB51319 Diploma of Work Health and Safety</li> <li>• BSB60619 Advanced Diploma of Work Health and Safety.</li> </ul> <p>15 units of competency were transferred to the CUA Creative Arts and Culture Training Package:</p> <ul style="list-style-type: none"> <li>• BSBDES201 Follow a design process</li> <li>• BSBDES202 Evaluate the nature of design in a specific industry context</li> <li>• BSBDES301 Explore the use of colour</li> <li>• BSBDES302 Explore and apply the creative design process to 2D forms</li> <li>• BSBDES303 Explore and apply the creative design process to 3D forms</li> <li>• BSBDES304 Source and apply design industry knowledge</li> <li>• BSBDES305 Source and apply information on the</li> </ul>
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		<p>history and theory of design</p> <ul style="list-style-type: none"> <li>• BSBDES401 Generate design solutions</li> <li>• BSBDES402 Interpret and respond to a design brief</li> <li>• BSBDES403 Develop and extend design skills and practice</li> <li>• BSBDES501 Implement design solutions</li> <li>• BSBDES502 Establish, negotiate and refine a design brief</li> <li>• BSBDES601 Manage design realisation</li> <li>• BSBDES602 Research global design trends</li> <li>• BSBDES801 Research and apply design theory.</li> </ul> <p>33 skill sets were newly created for this <i>BSB Business Services Training Package Version 7.0</i>:</p> <ul style="list-style-type: none"> <li>• BSBSS00096 Innovation Practice Skill Set</li> <li>• BSBSS00097 Innovation Leadership Skill Set</li> <li>• BSBSS00098 Marketing Foundations Skill Set</li> <li>• BSBSS00099 Communications and Public Relations Foundations Skill Set</li> <li>• BSBSS00100 Business Operations Support Skill Set</li> <li>• BSBSS00101 Business Operations Management Skill Set</li> <li>• BSBSS00102 Micro Business Skill Set</li> <li>• BSBSS00103 New Business Ventures Skill Set</li> <li>• BSBSS00104 Small Business Management Skill Set</li> <li>• BSBSS00105 Human Resources Foundations Skill Set</li> <li>• BSBSS00106 Introduction to Paralegal Services Skill Set</li> <li>• BSBSS00107 Marketing and Communication Foundations Skill Set</li> <li>• BSBSS00108 Marketing and Communication Skill Set</li> <li>• BSBSS00109 Introduction to Team Management Skill Set</li> <li>• BSBSS00110 Business Development Skill Set</li> <li>• BSBSS00111 Human Resources Advisor Skill Set</li> <li>• BSBSS00112 Workplace Technology Skill Set</li> <li>• BSBSS00113 Digital Business Administration Skill Set</li> <li>• BSBSS00114 Organisational Governance Skill Set</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSBSS00115 Copyright Management Skill Set</li> <li>• BSBSS00116 Campaign Management Skill Set</li> <li>• BSBSS00117 Diversity and Inclusion Skill Set</li> <li>• BSBSS00118 Procurement Manager Skill Set</li> <li>• BSBSS00119 Customer Service Skill Set</li> <li>• BSBSS00120 Administrative Assistant Skill Set</li> <li>• BSBSS00121 Medical Administration Skill Set</li> <li>• BSBSS00122 Compliance Skill Set</li> <li>• BSBSS00123 Records and Information Management Skill Set</li> <li>• BSBSS00124 Workplace IT Foundations Skill Set</li> <li>• BSBSS00125 Workplace Foundations Skill Set</li> <li>• BSBSS00126 Contact Centre Skill Set</li> <li>• BSBSS00127 Contact Centre Team Manager Skill Set</li> <li>• BSBSS00128 Lead Auditor Skill Set.</li> </ul>
Release 6.1	July 2020	<p><b>AISC endorsement of the following BSB components.</b></p> <p><b>Units of competency</b></p> <p>1 new unit of competency was developed for this <i>BSB Business Services Training Package Version 6.1</i>:</p> <ul style="list-style-type: none"> <li>• BSBWHS332X Apply infection prevention and control procedures to own work activities</li> </ul> <p><b>The following BSB components were added to <i>BSB Business Services Training Package Version 6.1</i> as part of an SSO upgrade.</b></p> <p>Two qualifications were updated to include additional elective units:</p> <ul style="list-style-type: none"> <li>• BSB30115 Certificate III in Business</li> <li>• BSB30719 Certificate III in Work Health and Safety</li> </ul> <p>One skill set was created:</p> <ul style="list-style-type: none"> <li>• BSBSS00095 Cross-Sector Infection Control Skill Set</li> </ul>
Release 6.0	February 2020	<p><b>AISC endorsement of the following BSB components.</b></p> <p><b>Units of Competency</b></p> <p>17 new units of competency were developed for this <i>BSB Business Services Training Package Version 6.0</i>:</p> <ul style="list-style-type: none"> <li>• BSBXBD401 Capture and store big data</li> </ul>

		<ul style="list-style-type: none"> <li>• BSBXBD402 Test big data samples</li> <li>• BSBXBD403 Analyse big data</li> <li>• BSBXBD404 Use big data for operational decision making</li> <li>• BSBXBD405 Develop procedures for managing big data</li> <li>• BSBXBD406 Present big data insights</li> <li>• BSBXBD407 Protect big data integrity</li> <li>• BSBXBD408 Implement and review procedures for managing big data</li> <li>• BSBXBD501 Develop big data strategy</li> <li>• BSBXCS301 Protect own personal online profile from cyber security threats</li> <li>• BSBXCS302 Identify and report online security threats</li> <li>• BSBXCS303 Securely manage personally identifiable information and workplace information</li> <li>• BSBXCS401 Maintain security of digital devices</li> <li>• BSBXCS402 Promote workplace cyber security awareness and practices</li> <li>• BSBXCS403 Contribute to cyber security threat assessments</li> <li>• BSBXCS404 Contribute to cyber security risk management</li> <li>• BSBXCS405 Contribute to cyber security incident responses</li> </ul> <p><b>The following BSB components were added to BSB Business Services Training Package Version 6.0 as part of an SSO upgrade.</b></p> <p>Eight qualifications were updated to include additional elective units:</p> <ul style="list-style-type: none"> <li>• BSB30315 Certificate III in Micro Business Operations</li> <li>• BSB42015 Certificate IV in Leadership and Management</li> <li>• BSB41515 Certificate IV in Project Management Practice</li> <li>• BSB41618 Certificate IV in Business (Procurement)</li> <li>• BSB50215 Diploma in Business</li> <li>• BSB51918 Diploma of Leadership and Management</li> <li>• BSB51415 Diploma of Project Management</li> </ul>
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		<ul style="list-style-type: none"> <li>• BSB51518 Diploma of Business (Procurement)</li> </ul> <p>Four skill sets were created:</p> <ul style="list-style-type: none"> <li>• BSBSS00091 Capture and Present Big Data Skill Set</li> <li>• BSBSS00092 Manage Big Data Skill Set</li> <li>• BSBSS00093 Cyber Security Threat Assessment and Risk Management Skill Set</li> <li>• BSBSS00094 Cyber Security Awareness Skill Set</li> </ul>
Release 5.0	September 2019	<p><b>AISC endorsement of the following BSB components.</b></p> <p><b>Qualifications</b></p> <p>Four qualifications were updated from the <i>BSB Business Services Training Package</i> Version 4.0:</p> <ul style="list-style-type: none"> <li>• BSB30719 Certificate III in Work Health and Safety</li> <li>• BSB41419 Certificate IV in Work Health and Safety</li> <li>• BSB51319 Diploma of Work Health and Safety</li> <li>• BSB60619 Advanced Diploma of Work Health and Safety.</li> </ul> <p><b>Units of competency</b></p> <p>7 new units of competency were developed for this <i>BSB Business Services Training Package</i> Version 5.0:</p> <ul style="list-style-type: none"> <li>• BSBWHS331 Participate in identifying and controlling hazardous chemicals</li> <li>• BSBWHS431 Develop processes and procedures for controlling hazardous chemicals in the workplace</li> <li>• BSBWHS512 Contribute to managing work-related psychological health and safety</li> <li>• BSBWHS514 Manage WHS compliance of contractors</li> <li>• BSBWHS531 Implement and evaluate system of work for managing hazardous chemicals</li> <li>• BSBWHS611 Develop and implement strategies that support work-related psychological health and safety</li> <li>• BSBWHS612 Develop and implement a strategy to support a positive WHS culture.</li> </ul> <p>26 units of competency were updated from the <i>BSB Business Services Training Package</i> Version 4.0:</p> <p>25 units supersede and are equivalent to their previous</p>

		<p>versions:</p> <ul style="list-style-type: none"> <li>• BSBWHS307 Apply knowledge of WHS laws in the workplace</li> <li>• BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes</li> <li>• BSBWHS309 Contribute effectively to WHS communication and consultation processes</li> <li>• BSBWHS310 Contribute to WHS issue-resolution processes</li> <li>• BSBWHS412 Assist with workplace compliance with WHS laws</li> <li>• BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes</li> <li>• BSBWHS414 Contribute to WHS risk management</li> <li>• BSBWHS415 Contribute to implementing WHS management systems</li> <li>• BSBWHS416 Contribute to workplace incident response</li> <li>• BSBWHS417 Assist with managing WHS implications of return to work</li> <li>• BSBWHS419 Contribute to implementing WHS monitoring processes</li> <li>• BSBWHS513 Lead WHS risk management</li> <li>• BSBWHS515 Lead initial response to and investigate WHS incidents</li> <li>• BSBWHS516 Contribute to developing, implementing and maintaining an organisation's WHS management system</li> <li>• BSBWHS517 Contribute to managing a WHS information system</li> <li>• BSBWHS518 Manage WHS hazards associated with maintenance and use of plant</li> <li>• BSBWHS519 Lead the development and use of WHS risk management tools</li> <li>• BSBWHS520 Manage implementation of emergency procedures</li> <li>• BSBWHS521 Ensure a safe workplace for a work area</li> <li>• BSBWHS522 Manage WHS consultation and participation processes</li> <li>• BSBWHS613 Evaluate the WHS performance of an organisation</li> <li>• BSBWHS614 Conduct a WHS audit under the</li> </ul>
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		<p>guidance of a lead auditor</p> <ul style="list-style-type: none"> <li>• BSBWHS616 Apply safe design principles to control WHS risks</li> <li>• BSBWHS617 Apply ergonomics to manage WHS risks</li> <li>• BSBWHS631 Apply occupational hygiene principles to manage WHS risks.</li> </ul> <p>One unit supersedes but is not equivalent to its previous version:</p> <ul style="list-style-type: none"> <li>• BSBWHS418 Assist with managing WHS compliance of contractors.</li> </ul> <p>Three units of competency were deleted from the <i>BSB Business Services Training Package</i> Version 4.0:</p> <ul style="list-style-type: none"> <li>• BSBWHS410 Contribute to work-related health and safety measures and initiatives</li> <li>• BSBWHS601 Apply legislative frameworks for WHS</li> <li>• BSBWHS602 Facilitate WHS activities.</li> </ul> <p><b>The following BSB components were added to <i>BSB Business Services Training Package</i> Version 5.0 as part of an SSO upgrade.</b></p> <p>14 qualifications were updated to include updated elective units:</p> <ul style="list-style-type: none"> <li>• BSB30215 Certificate III in Customer Engagement</li> <li>• BSB30515 Certificate III in Business Administration (International Education)</li> <li>• BSB42315 Certificate IV in Environmental Management and Sustainability</li> <li>• BSB50315 Diploma of Customer Engagement</li> <li>• BSB50515 Diploma of Franchising</li> <li>• BSB50618 Diploma of Human Resources Management</li> <li>• BSB50815 Diploma of International Business</li> <li>• BSB51415 Diploma of Project Management</li> <li>• BSB51518 Diploma of Business (Procurement)</li> <li>• BSB51918 Diploma of Leadership and Management</li> <li>• BSB52015 Diploma of Conveyancing</li> <li>• BSB52115 Diploma of Library and Information Services</li> <li>• BSB52318 Diploma of Governance</li> <li>• BSB61115 Advanced Diploma of Conveyancing.</li> </ul>
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		<p>One skill set was created:</p> <ul style="list-style-type: none"> <li>• BSBSS00090 Auditing Skill Set.</li> </ul> <p>Four existing units were updated:</p> <ul style="list-style-type: none"> <li>• BSBITU111 Operate a personal digital device</li> <li>• BSBRKG603 Prepare a functional analysis for an organisation</li> <li>• BSBSMB421 Manage small business finances</li> <li>• BSBXTW301 Work in a team.</li> </ul>
Release 4.0	February 2019	<p><b>Units of Competency</b></p> <p>Nine new units of competency:</p> <p>BSBXCM301 Engage in workplace communication</p> <p>BSBXCM401 Apply communication strategies in the workplace</p> <p>BSBXCM501 Lead communication in the workplace</p> <p>BSBXDB301 Respond to the service needs of customers and clients with disability</p> <p>BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability</p> <p>BSBXDB501 Support staff members with disability in the workplace</p> <p>BSBXDB502 Adapt organisations to enhance accessibility for people with disability</p> <p>BSBXTW301 Work in a team</p> <p>BSBXTW401 Lead and facilitate a team</p> <p><b>Qualifications</b></p> <p>Update to elective units within eight qualifications:</p> <p>BSB30115 Certificate III in Business</p> <p>BSB30215 Certificate III in Customer Engagement</p> <p>BSB40215 Certificate IV in Business</p> <p>BSB41015 Certificate IV in Human Resources</p> <p>BSB42015 Certificate IV in Leadership and Management</p> <p>BSB50215 Diploma of Business</p> <p>BSB50618 Diploma of Human Resources Management</p> <p>BSB51918 Diploma of Leadership and Management</p>

Release 3.0	September 2018	<p><b>Qualifications</b></p> <p>Update to core units within eight qualifications:</p> <p>BSB41618 Certificate IV in Business (Procurement)</p> <p>BSB42518 Certificate IV in Small Business Management</p> <p>BSB42618 Certificate IV in New Small Business</p> <p>BSB50618 Diploma of Human Resources Management</p> <p>BSB51518 Diploma of Business (Procurement)</p> <p>BSB51918 Diploma of Leadership and Management</p> <p>BSB52318 Diploma of Governance</p> <p>BSB61218 Advanced Diploma of Program Management</p> <p><b>Units of Competency</b></p> <p>Seven new units of competency:</p> <p>BSBCRT404 Apply advanced critical thinking to work processes</p> <p>BSBCRT502 Develop critical thinking in others</p> <p>BSBITU501 Conduct data analysis</p> <p>BSBPRC406 Conduct e-procurement</p> <p>BSBPRC505 Manage ethical procurement</p> <p>BSBWRK311 Develop self-awareness</p> <p>BSBWRK412 Contribute to personal development</p> <p>Updates to 41 units of competency to align content with industry skills needs and standards:</p> <p>BSBEBU511 Develop and implement an e-business strategy</p> <p>BSBFIA412 Report on financial activity</p> <p>BSBITA411 Design and develop relational databases</p> <p>BSBITA611 Configure and optimise customer contact technology</p> <p>BSBITB511 Establish and maintain a network of digital devices</p>



		<p>BSBITS411 Maintain and implement digital technology</p> <p>BSBITU111 Operate a personal digital device</p> <p>BSBITU112 Develop keyboard skills</p> <p>BSBITU211 Produce digital text documents</p> <p>BSBITU212 Create and use spreadsheets</p> <p>BSBITU213 Use digital technologies to communicate remotely</p> <p>BSBITU311 Use simple relational databases</p> <p>BSBITU312 Create electronic presentations</p> <p>BSBITU313 Design and produce digital text documents</p> <p>BSBITU314 Design and produce spreadsheets</p> <p>BSBITU315 Purchase goods and services online</p> <p>BSBITU422 Use digital technologies to collaborate in the workplace</p> <p>BSBLDR511 Develop and use emotional intelligence</p> <p>BSBLDR513 Communicate with influence</p> <p>BSBMKG534 Design effective digital user experiences</p> <p>BSBMKG535 Devise a search engine optimisation strategy</p> <p>BSBMKG536 Develop strategies to monetise digital engagement</p> <p>BSBMKG537 Develop a social media engagement plan</p> <p>BSBPMG621 Facilitate stakeholder engagement</p> <p>BSBPMG622 Implement program governance</p> <p>BSBPMG623 Manage benefits</p> <p>BSBPMG624 Engage in collaborative alliances</p> <p>BSBPRC401 Plan procurement</p> <p>BSBPRC402 Negotiate contracts</p> <p>BSBPRC403 Conduct international procurement</p> <p>BSBPRC501 Manage procurement strategies</p> <p>BSBPRC502 Manage supplier relationships</p> <p>BSBPRC503 Manage international procurement</p> <p>BSBPRC504 Manage a supply chain</p> <p>BSBRES411 Analyse and present research information</p>
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		<p>BSBSMB420 Evaluate and develop small business operations</p> <p>BSBSMB421 Manage small business finances</p> <p>BSBSMB422 Plan small business growth</p> <p>BSBSMB423 Create a digital technology plan for small business</p> <p>BSBWOR424 Develop a time management plan</p> <p>BSBWKR520 Manage employee relations</p>
Release 2.0	January 2016	<p>Includes review of the following sectors:</p> <p>Sustainability (1 new qualification and 6 new units)</p> <p>Governance (1 new qualification and 9 new units)</p> <p>Marketing and Advertising (3 new qualifications and 12 new units)</p> <p>Small Business (2 new qualifications and 6 new units)</p> <p>One new skill set to meet industry requirements:</p> <p>BSBSS00089 Workplace Innovation Skill Set</p> <p>The following qualifications have been moved from CUL11 Library, Information and Cultural Services Training Package version 1 to BSB Business Services Training Package version 2 and have been updated to meet the Standards for Training Packages:</p> <p>CUL30111 Certificate III in Information and Cultural Services</p> <p>CUL40111 Certificate IV in Library, Information and Cultural Services</p> <p>CUL50111 Diploma of Library and Information Services</p> <p>The following qualifications have been moved from TAE10 Training and Education Training Package version 3.4 to BSB Business Services Training Package version 2 and have been updated to meet the Standards for Training Packages:</p> <p>TAE70210 Graduate Certificate in Management (Learning)</p> <p>TAE80210 Graduate Diploma of Management</p>

		(Learning)  Industry Skills Council (ISC) upgrade to update unit lists and correct typographical errors
Release 1.2	June 2015	Industry Skills Council (ISC) upgrade to correct typographical errors
Release 1.1	April 2015	Industry Skills Council (ISC) upgrade to correct mapping and typographical errors
Release 1.0	March 2015	Primary release of restructured Training Package  This release of the BSB Business Services Training Package contains 61 qualifications, 305 skill sets and 563 native units of competency (comprising 523 units updated to meet Standards for Training Packages and 40 new units) and 73 imported units  Leadership and Management qualifications added  Managing Diversity qualification added  Portfolio Management qualifications added  Conveyancing qualifications moved from FNS10

## Credit Arrangements

### Credit Arrangements for BSB Training Package Version 7.2

At the time of endorsement of this Training Package no national credit arrangements exist.

#### Links

Companion Volume Implementation Guide:

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>