

BSB Business Services Training Package

Companion Volume Implementation Guide (Version 8.0)





Disclaimer

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Overview information

Version control and modification history

Version number	Release date	Comments
Version 8.0	January 2022	AISC endorsement of the following BSB components. Qualification Two qualifications revised into one qualification: - BSB41021 Certificate IV in Aboriginal and Torres Strait Islander Governance Units of competency 11 newly created units of competency: - BSBFNG409 Comply with Aboriginal and Torres Strait Islander organisation director obligations - BSBOPS407X Support organisational response to disruption - BSBOPS506X Plan for organisational disruption - BSBOPS507X Manage organisational response to disruption - BSBXCS304 Apply cyber hygiene best practices - BSBXCS305 Identify and assess cyber security insider threats and risks - BSBXCS306 Apply own techniques to prevent cyber security insider threats - BSBXCS406 Develop cyber security insider threat and risk response plans - BSBXCS407 Develop cyber hygiene best practice plan - BSBXCS408 Develop employee cyber security risk profiles - BSBXCS409 Plan and implement organisational cyber security insider threat prevention strategies 27 units revised to become 8 units of competency: - BSBFNG401 Plan and chair Aboriginal and Torres Strait Islander organisation board meetings - BSBFNG402 Interact with Aboriginal and Torres Strait Islander organisation members and the community - BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation - BSBFNG404 Maintain and protect cultural values in an Aboriginal and Torres Strait Islander organisation - BSBFNG405 Review and apply the constitution in an Aboriginal and Torres Strait Islander organisation - BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies - BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation - BSBFNG408 Represent an Aboriginal and Torres Strait Islander organisation

Version number	Release date	Comments
		SSO (Skills Service Organisation) upgrade of the following components. Skill sets Five newly created skill sets: • BSBSS00130 Workplace Cyber Security Foundations Skill Set • BSBSS00131 Workplace Cyber Security Threat and Risk Prevention Skill Set • BSBSS00132 Organisational Disruption Management Skill Set • BSBSS00133 Organisational Disruption Support Skill Set • BSBSS00134 Aboriginal and Torres Strait Islander Governance Foundations Skill Set Qualifications Minor updates were made to seven qualifications from the <i>BSB Business Services Training Package Version 7.2</i> • BSB30120 Certificate III in Business • BSB30719 Certificate III in Work Health and Safety • BSB40320 Certificate IV in Entrepreneurship and New Business • BSB40520 Certificate IV in Leadership and Management • BSB50420 Diploma of Leadership and Management • BSB50620 Diploma of Marketing and Communication • BSB60520 Advanced Diploma of Marketing and Communication Units of competency Minor updates were made to seven units of competency from the <i>BSB Business Services Training Package Version 7.2</i> • BSBCMM412 Lead difficult conversations • BSBHRM612 Contribute to the development of employee and industrial relations strategies • BSBINS501 Implement information and knowledge management systems • BSBLEG522 Apply legal principles in contract law matters • BSBSTR801 Lead innovative thinking and practice • BSBTEC501 Develop and implement an e-commerce strategy • BSBWHS415 Contribute to implementing WHS management systems.
Version 7.2	April 2021	AISC endorsement of the following BSB components. Unit of competency One new unit of competency was created for this BSB Business Services Training Package Version 7.2: • BSBWHS432X Contribute to organisational mental health response in the context of disruptive events.

Version number	Release date	Comments
		The following BSB components were added to the BSB Business Services Training Package Version 7.2 as part of an SSO upgrade. Two qualifications were updated to include newly created unit BSBWHS432X Contribute to organisational mental health response in the context of disruptive events in their elective unit lists: • BSB40520 Certificate IV in Leadership and Management • BSB50420 Diploma of Leadership and Management. One new skill set was created: • BSBSS00129 Cross-Sector Mental Health and Organisational Disruption Skill Set

Version number	Release date	Comments
Version 7.1	February 2021	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. Qualification Minor update was made to 1 qualification from the <i>BSB Business Services Training Package Version 7.0</i>: - BSB50920 Diploma of Quality Auditing. Minor updates were made to the following BSB components to resolve typographical errors in the BSB Business Services Training Package Version 7.0 Units of competency Minor updates were made to 6 units of competency from the <i>BSB Business Services Training Package Version 7.0</i>: - BSBHRM414 Use human resources information systems - BSBLDR522 Manage people performance - BSBMKG439 Develop and apply knowledge of communications industry - BSBMKG546 Develop social media engagement plans - BSBPMG422 Apply project quality management techniques - BSBPMG424 Apply project human resources management approaches - BSBPMG425 Apply project information management and communications techniques - BSBSTR601 Manage people performance. Qualification Minor updates were made to 3 qualifications from the <i>BSB Business Services Training Package Version 7.0</i>: - BSB20120 Certificate II in Workplace Skills - BSB40520 Certificate IV in Leadership and Management - BSB40620 Certificate IV in Legal Services
Version 7.0	October 2020	AISC endorsement of the following BSB components. Qualifications 33 qualifications were updated from <i>BSB Business Services Training Package Version 6.1</i>: - BSB10120 Certificate I in Workplace Skills - BSB20120 Certificate II in Workplace Skills - BSB30120 Certificate III in Business - BSB30220 Certificate III in Entrepreneurship and New Business - BSB30320 Certificate III in Legal Services - BSB30420 Certificate III in Library and Information Services - BSB40120 Certificate IV in Business - BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance

Version number	Release date	Comments
		- BSB40320 Certificate IV in Entrepreneurship and New Business - BSB40420 Certificate IV in Human Resource Management - BSB40520 Certificate IV in Leadership and Management - BSB40620 Certificate IV in Legal Services - BSB40720 Certificate IV in Library and Information Services - BSB40820 Certificate IV in Marketing and Communication - BSB40920 Certificate IV in Project Management Practice - BSB50120 Diploma of Business - BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance - BSB50320 Diploma of Human Resource Management - BSB50420 Diploma of Leadership and Management - BSB50520 Diploma of Library and Information Services - BSB50620 Diploma of Marketing and Communication - BSB50720 Diploma of Paralegal Services - BSB50820 Diploma of Project Management - BSB50920 Diploma of Quality Auditing - BSB60120 Advanced Diploma of Business - BSB60220 Advanced Diploma of Conveyancing - BSB60320 Advanced Diploma of Human Resource Management - BSB60420 Advanced Diploma of Leadership and Management - BSB60520 Advanced Diploma of Marketing and Communication - BSB60720 Advanced Diploma of Program Management - BSB80120 Graduate Diploma of Management (Learning) - BSB80220 Graduate Diploma of Portfolio Management - BSB80320 Graduate Diploma of Strategic Leadership. 7 qualifications were deleted from <i>BSB Business Services Training Package</i> Version 6.1: - BSB30515 Certificate III in Business Administration (International Education) - BSB30615 Certificate III in International Trade - BSB40715 Certificate IV in Franchising - BSB40915 Certificate IV in Governance - BSB50515 Diploma of Franchising - BSB52318 Diploma of Governance - BSB80315 Graduate Certificate in Leadership Diversity. Units of competency 19 units of competency were newly created for this <i>BSB Business Services Training Package</i> Version 7.0: - BSBCMM412 Lead difficult conversations - BSBCNV616 Comply with tax obligations in a conveyancing transaction

Version number	Release date	Comments
		• BSBCRT611 Apply critical thinking for complex problem solving • BSBFIN502 Manage financial compliance • BSBINS502 Coordinate data management • BSBINS515 Participate in archiving activities • BSBLEG425 Apply principles of legal project management • BSBLEG531 Apply legal principles in administrative law matters • BSBLEG533 Support alternative dispute resolution processes • BSBLEG534 Take instructions in a legal services environment • BSBMKG628 Lead organisational public relations • BSBOPS302 Identify business risk • BSBOPS306 Record stakeholder interactions • BSBPMG541 Manage complex projects • BSBSUS412 Develop and implement workplace sustainability plans • BSBSUS413 Evaluate and report on workplace sustainability • BSBTEC203 Research using the internet • BSBTEC601 Review organisational digital strategy • BSBTWK601 Develop and maintain strategic business networks. 283 units of competency were updated from <i>BSB Business Services Training Package</i> Version 6.1: • BSBAUD411 Participate in quality audits • BSBAUD412 Work within compliance frameworks • BSBAUD511 Initiate quality audits • BSBAUD512 Lead quality audits • BSBAUD513 Report on quality audits • BSBAUD514 Interpret compliance requirements • BSBAUD515 Evaluate and review compliance • BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements • BSBAUD601 Establish and manage compliance management systems • BSBCMM211 Apply communication skills • BSBCMM411 Make presentations • BSBCMM511 Communicate with influence • BSBCNV511 Take instructions in relation to a conveyancing transaction • BSBCNV512 Finalise the conveyancing transaction • BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction • BSBCNV612 Identify and apply legal requirements for a conveyancing transaction • BSBCNV613 Prepare legal documents for a conveyancing transaction • BSBCNV614 Apply principles of trust accounting

Version number	Release date	Comments
		• BSBCNV615 Interpret search results for a conveyancing transaction • BSBCRT201 Develop and apply thinking and problem solving skills • BSBCRT311 Apply critical thinking skills in a team environment • BSBCRT411 Apply critical thinking to work practices • BSBCRT412 Articulate, present and debate ideas • BSBCRT413 Collaborate in creative processes • BSBCRT511 Develop critical thinking in others • BSBCRT512 Originate and develop concepts • BSBDAT201 Collect and record data • BSBDAT501 Analyse data • BSBESB301 Investigate business opportunities • BSBESB302 Develop and present business proposals • BSBESB303 Organise finances for new business ventures • BSBESB304 Determine resource requirements for new business ventures • BSBESB305 Address compliance requirements for new business ventures • BSBESB401 Research and develop business plans • BSBESB402 Establish legal and risk management requirements of new business ventures • BSBESB403 Plan finances for new business ventures • BSBESB404 Market new business ventures • BSBESB405 Manage compliance for small businesses • BSBESB406 Establish operational strategies and procedures for new business ventures • BSBESB407 Manage finances for new business ventures • BSBFIN301 Process financial transactions • BSBFIN302 Maintain financial records • BSBFIN401 Report on financial activity • BSBFIN501 Manage budgets and financial plans • BSBFIN601 Manage organisational finances • BSBFIN801 Lead financial strategy development • BSBHRM411 Administer performance development processes • BSBHRM412 Support employee and industrial relations • BSBHRM413 Support the learning and development of teams and individuals • BSBHRM414 Use human resources information systems • BSBHRM415 Coordinate recruitment and onboarding • BSBHRM416 Process payroll • BSBHRM417 Support human resources functions and processes • BSBHRM521 Facilitate performance development processes • BSBHRM522 Manage employee and industrial relations • BSBHRM523 Coordinate the learning and development of teams and individuals

Version number	Release date	Comments
		• BSBHRM524 Coordinate workforce plan implementation • BSBHRM525 Manage recruitment and onboarding • BSBHRM526 Manage payroll • BSBHRM527 Coordinate human resource functions and processes • BSBHRM528 Coordinate remuneration and employee benefits • BSBHRM529 Coordinate separation and termination processes • BSBHRM530 Coordinate rehabilitation and return to work programs • BSBHRM531 Coordinate health and wellness programs • BSBHRM611 Contribute to organisational performance development • BSBHRM612 Contribute to the development of employee and industrial relations strategies • BSBHRM613 Contribute to the development of learning and development strategies • BSBHRM614 Contribute to strategic workforce planning • BSBHRM615 Contribute to the development of diversity and inclusion strategies • BSBINS201 Process and maintain workplace information • BSBINS202 Handle receipt and dispatch of information • BSBINS203 Assist with circulation services • BSBINS301 Develop and use information literacy skills • BSBINS302 Organise workplace information • BSBINS303 Use knowledge management systems • BSBINS304 Process and maintain information resources • BSBINS305 Participate in cataloguing activities • BSBINS306 Provide multimedia support • BSBINS307 Retrieve information from records • BSBINS308 Control records • BSBINS309 Maintain business records • BSBINS401 Analyse and present research information • BSBINS402 Coordinate workplace information systems • BSBINS403 Obtain information from external and networked sources • BSBINS404 Search library and information databases • BSBINS405 Use integrated library management systems • BSBINS406 Assist customers to access information • BSBINS407 Consolidate and maintain library industry knowledge • BSBINS408 Provide information from and about records • BSBINS409 Maintain and monitor digital information and records • BSBINS410 Implement records systems for small business • BSBINS501 Implement information and knowledge management systems

Version number	Release date	Comments
		• BSBINS503 Monitor compliance with copyright and licence requirements • BSBINS504 Maintain digital repositories • BSBINS505 Provide subject access and classify material • BSBINS506 Implement lending and borrowing processes for collections • BSBINS507 Use advanced functions of integrated library management systems • BSBINS508 Research and analyse information to meet library customer needs • BSBINS509 Promote literature and reading • BSBINS510 Develop community and stakeholder relationships in a library environment • BSBINS511 Develop and promote library activities, events and public programs • BSBINS512 Monitor business records systems • BSBINS513 Contribute to records management framework • BSBINS514 Contribute to records retention and disposal schedule • BSBINS516 Undertake cataloguing activities • BSBINS601 Manage knowledge and information • BSBINS602 Extend own information literacy skills to locate information • BSBINS603 Initiate and lead applied research • BSBINS604 Contribute to collection management • BSBLDR301 Support effective workplace relationships • BSBLDR411 Demonstrate leadership in the workplace • BSBLDR412 Communicate effectively as a workplace leader • BSBLDR413 Lead effective workplace relationships • BSBLDR414 Lead team effectiveness • BSBLDR521 Lead the development of diverse workforces • BSBLDR522 Manage people performance • BSBLDR523 Lead and manage effective workplace relationships • BSBLDR601 Lead and manage organisational change • BSBLDR602 Provide leadership across the organisation • BSBLDR811 Lead strategic transformation • BSBLDR812 Develop and cultivate collaborative partnerships and relationships • BSBLDR813 Lead and influence ethical practice • BSBLEG311 Work in a legal services environment • BSBLEG312 Carry out search of the public record • BSBLEG313 Lodge documents in a legal services environment • BSBLEG314 Protect information in a legal services environment • BSBLEG315 Assist in planning activities in a legal services environment

Version number	Release date	Comments
		• BSBLEG421 Apply understanding of the Australian legal system • BSBLEG422 Maintain a file in a legal services environment • BSBLEG423 Conduct simple legal research • BSBLEG424 Support the drafting of complex legal documents • BSBLEG521 Conduct and apply legal research • BSBLEG522 Apply legal principles in contract law matters • BSBLEG523 Apply legal principles in tort law matters • BSBLEG524 Apply principles of evidence law in matters under litigation • BSBLEG525 Apply legal principles in intellectual property law matters • BSBLEG526 Apply legal principles in criminal law matters • BSBLEG527 Apply legal principles in family law matters • BSBLEG528 Apply legal principles in property law matters • BSBLEG529 Apply legal principles in corporation law matters • BSBLEG530 Apply legal principles in wills and probate matters • BSBLEG532 Assist with court procedure • BSBMKG431 Assess marketing opportunities • BSBMKG432 Research international markets • BSBMKG433 Undertake marketing activities • BSBMKG434 Promote products and services • BSBMKG435 Analyse consumer behaviour • BSBMKG436 Design and test direct marketing activities • BSBMKG437 Create and optimise digital media • BSBMKG438 Implement and monitor advertising production • BSBMKG439 Develop and apply knowledge of communications industry • BSBMKG440 Apply marketing communication across a convergent industry • BSBMKG441 Develop public relations documents • BSBMKG442 Conduct e-marketing communications • BSBMKG541 Identify and evaluate marketing opportunities • BSBMKG542 Establish and monitor the marketing mix • BSBMKG543 Plan and interpret market research • BSBMKG544 Plan and monitor direct marketing activities • BSBMKG545 Conduct marketing audits • BSBMKG546 Develop social media engagement plans • BSBMKG547 Develop strategies to monetise digital engagement • BSBMKG548 Forecast international market and business needs • BSBMKG549 Profile and analyse consumer behaviour for international markets • BSBMKG550 Promote products and services to international markets

Version number	Release date	Comments
		• BSBMKG551 Create multiplatform advertisements for mass media • BSBMKG552 Design and develop marketing communication plans • BSBMKG553 Develop public relations campaigns • BSBMKG554 Plan and develop public relations publications • BSBMKG555 Write persuasive copy • BSBMKG621 Develop organisational marketing strategy • BSBMKG622 Manage organisational marketing processes • BSBMKG623 Develop marketing plans • BSBMKG624 Manage market research • BSBMKG625 Implement and manage international marketing programs • BSBMKG626 Develop advertising campaigns • BSBMKG627 Execute advertising campaigns • BSBOPS101 Use business resources • BSBOPS201 Work effectively in business environments • BSBOPS202 Engage with customers • BSBOPS203 Deliver a service to customers • BSBOPS301 Maintain business resources • BSBOPS303 Organise schedules • BSBOPS304 Deliver and monitor a service to customers • BSBOPS305 Process customer complaints • BSBOPS401 Coordinate business resources • BSBOPS402 Coordinate business operational plans • BSBOPS403 Apply business risk management processes • BSBOPS404 Implement customer service strategies • BSBOPS405 Organise business meetings • BSBOPS406 Participate in organisational governance • BSBOPS501 Manage business resources • BSBOPS502 Manage business operational plans • BSBOPS503 Develop administrative systems • BSBOPS504 Manage business risk • BSBOPS505 Manage organisational customer service • BSBOPS601 Develop and implement business plans • BSBOPS602 Monitor corporate governance activities • BSBPEF101 Plan and prepare for work readiness • BSBPEF201 Support personal wellbeing in the workplace • BSBPEF202 Plan and apply time management • BSBPEF301 Organise personal work priorities • BSBPEF302 Develop self-awareness • BSBPEF401 Manage personal health and wellbeing • BSBPEF402 Develop personal work priorities • BSBPEF403 Lead personal development • BSBPEF501 Manage personal and professional development • BSBPEF502 Develop and use emotional intelligence

Version number	Release date	Comments
		• BSBPMG420 Apply project scope management techniques • BSBPMG421 Apply project time management techniques • BSBPMG422 Apply project quality management techniques • BSBPMG423 Apply project cost management techniques • BSBPMG424 Apply project human resources management approaches • BSBPMG425 Apply project information management and communications techniques • BSBPMG426 Apply project risk management techniques • BSBPMG427 Apply project procurement procedures • BSBPMG428 Apply project life cycle management processes • BSBPMG429 Apply project stakeholder engagement techniques • BSBPMG430 Undertake project work • BSBPMG530 Manage project scope • BSBPMG531 Manage project time • BSBPMG532 Manage project quality • BSBPMG533 Manage project cost • BSBPMG534 Manage project human resources • BSBPMG535 Manage project information and communication • BSBPMG536 Manage project risk • BSBPMG537 Manage project procurement • BSBPMG538 Manage project stakeholder engagement • BSBPMG539 Manage project governance • BSBPMG540 Manage project integration • BSBPMG630 Enable program execution • BSBPMG631 Manage program delivery • BSBPMG632 Manage program risk • BSBPMG633 Provide leadership for the program • BSBPMG634 Facilitate stakeholder engagement • BSBPMG635 Implement program governance • BSBPMG636 Manage benefits • BSBPMG637 Engage in collaborative alliances • BSBPMG810 Prioritise projects and programs • BSBPMG811 Select and balance the portfolio • BSBPMG812 Manage and review portfolio performance • BSBPMG813 Govern the portfolio • BSBPMG814 Lead the portfolio • BSBPMG815 Manage portfolio communications and change • BSBPMG816 Manage portfolio resources • BSBPMG817 Manage portfolio risk • BSBSTR301 Contribute to continuous improvement • BSBSTR401 Promote innovation in team environments • BSBSTR402 Implement continuous improvement • BSBSTR501 Establish innovative work environments • BSBSTR502 Facilitate continuous improvement

Version number	Release date	Comments
		• BSBSTR503 Develop organisational policy • BSBSTR601 Manage innovation and continuous improvement • BSBSTR602 Develop organisational strategies • BSBSTR603 Develop business continuity plans • BSBSTR801 Lead innovative thinking and practice • BSBSTR802 Lead strategic planning processes for an organisation • BSBSTR803 Establish business continuity management strategies • BSBSUS211 Participate in sustainable work practices • BSBSUS411 Implement and monitor environmentally sustainable work practices • BSBSUS511 Develop workplace policies and procedures for sustainability • BSBSUS601 Lead corporate social responsibility • BSBTEC101 Operate digital devices • BSBTEC201 Use business software applications • BSBTEC202 Use digital technologies to communicate in a work environment • BSBTEC301 Design and produce business documents • BSBTEC302 Design and produce spreadsheets • BSBTEC303 Create electronic presentations • BSBTEC401 Design and produce complex text documents • BSBTEC402 Design and produce complex spreadsheets • BSBTEC403 Apply digital solutions to work processes • BSBTEC404 Use digital technologies to collaborate in a work environment • BSBTEC405 Review and maintain organisation's digital presence • BSBTEC501 Develop and implement an e-commerce strategy • BSBTWK201 Work effectively with others • BSBTWK301 Use inclusive work practices • BSBTWK401 Build and maintain business relationships • BSBTWK501 Lead diversity and inclusion • BSBTWK502 Manage team effectiveness • BSBTWK503 Manage meetings • BSBWHS211 Contribute to the health and safety of self and others • BSBWHS311 Assist with maintaining workplace safety • BSBWHS411 Implement and monitor WHS policies, procedures and programs • BSBWRT311 Write simple documents • BSBWRT411 Write complex documents. The following BSB components were added to <i>BSB Business Services Training Package Version 7.0</i> as part of an SSO upgrade.

Version number	Release date	Comments
		Four qualifications were updated to include updated elective units: • BSB30719 Certificate III in Work Health and Safety • BSB41419 Certificate IV in Work Health and Safety • BSB51319 Diploma of Work Health and Safety • BSB60619 Advanced Diploma of Work Health and Safety. 15 units of competency were transferred to the <i>CUA Creative Arts and Culture Training Package</i>: • BSBDES201 Follow a design process • BSBDES202 Evaluate the nature of design in a specific industry context • BSBDES301 Explore the use of colour • BSBDES302 Explore and apply the creative design process to 2D forms • BSBDES303 Explore and apply the creative design process to 3D forms • BSBDES304 Source and apply design industry knowledge • BSBDES305 Source and apply information on the history and theory of design • BSBDES401 Generate design solutions • BSBDES402 Interpret and respond to a design brief • BSBDES403 Develop and extend design skills and practice • BSBDES501 Implement design solutions • BSBDES502 Establish, negotiate and refine a design brief • BSBDES601 Manage design realisation • BSBDES602 Research global design trends • BSBDES801 Research and apply design theory. 33 skill sets were newly created for this <i>BSB Business Services Training Package</i> Version 7.0: • BSBSS00096 Innovation Practice Skill Set • BSBSS00097 Innovation Leadership Skill Set • BSBSS00098 Marketing Foundations Skill Set • BSBSS00099 Communications and Public Relations Foundations Skill Set • BSBSS00100 Business Operations Support Skill Set • BSBSS00101 Business Operations Management Skill Set • BSBSS00102 Micro Business Skill Set • BSBSS00103 New Business Ventures Skill Set • BSBSS00104 Small Business Management Skill Set • BSBSS00105 Human Resources Foundations Skill Set • BSBSS00106 Introduction to Paralegal Services Skill Set • BSBSS00107 Marketing and Communication Foundations Skill Set • BSBSS00108 Marketing and Communication Skill Set • BSBSS00109 Introduction to Team Management Skill Set

Version number	Release date	Comments
		• BSBSS00110 Business Development Skill Set • BSBSS00111 Human Resources Advisor Skill Set • BSBSS00112 Workplace Technology Skill Set • BSBSS00113 Digital Business Administration Skill Set • BSBSS00114 Organisational Governance Skill Set • BSBSS00115 Copyright Management Skill Set • BSBSS00116 Campaign Management Skill Set • BSBSS00117 Diversity and Inclusion Skill Set • BSBSS00118 Procurement Manager Skill Set • BSBSS00119 Customer Service Skill Set • BSBSS00120 Administrative Assistant Skill Set • BSBSS00121 Medical Administration Skill Set • BSBSS00122 Compliance Skill Set • BSBSS00123 Records and Information Management Skill Set • BSBSS00124 Workplace IT Foundations Skill Set • BSBSS00125 Workplace Foundations Skill Set • BSBSS00126 Contact Centre Skill Set • BSBSS00127 Contact Centre Team Manager Skill Set • BSBSS00128 Lead Auditor Skill Set.
Version 6.1	July 2020	AISC endorsement of the following BSB components. Units of competency One new unit of competency was developed for this <i>BSB Business Services Training Package</i> Version 6.1: • BSBWHS332X Apply infection control prevention and control procedures to own work activities. The following BSB components were added to <i>BSB Business Services Training Package</i> Version 6.1 as part of an SSO upgrade. Two qualifications were updated to include additional elective units: • BSB30115 Certificate III in Business • BSB30719 Certificate III in Work Health and Safety. One skill set was created: • BSBSS0095 Cross-Sector Infection Control Skill Set.
Version 6.0	February 2020	AISC endorsement of the following BSB components. Units of competency 17 new units of competency were developed for this <i>BSB Business Services Training Package</i> Version 6.0: • BSBXBD401 Capture and store big data • BSBXBD402 Test big data samples • BSBXBD403 Analyse big data • BSBXBD404 Use big data for operational decision making

Version number	Release date	Comments
		• BSBXBD405 Develop procedures for managing big data • BSBXBD406 Present big data insights • BSBXBD407 Protect big data integrity • BSBXBD408 Implement and review procedures for managing big data • BSBXBD501 Develop big data strategy • BSBXCS301 Protect own personal online profile from cyber security threats • BSBXCS302 Identify and report online security threats • BSBXCS303 Securely manage personally identifiable information and workplace information • BSBXCS401 Maintain security of digital devices • BSBXCS402 Promote workplace cyber security awareness and best practices • BSBXCS403 Contribute to cyber security threat assessments • BSBXCS404 Contribute to cyber security risk management • BSBXCS405 Contribute to cyber security incident responses. The following BSB components were added to <i>BSB Business Services Training Package Version 6.0</i> as part of an SSO upgrade. Eight qualifications were updated to include additional elective units: • BSB30315 Certificate III in Micro Business Operations • BSB41515 Certificate IV in Project Management Practice • BSB41618 Certificate IV in Business (Procurement) • BSB42015 Certificate IV in Leadership and Management • BSB50215 Diploma of Business • BSB51415 Diploma of Project Management • BSB51518 Diploma of Business (Procurement) • BSB51918 Diploma of Leadership and Management. Four skill sets were created: • BSBSS00091 Capture and Present Big Data Skill Set • BSBSS00092 Manage Big Data Skill Set • BSBSS00093 Cyber Security Threat Assessment and Risk Management Skill Set • BSBSS00094 Cyber Security Awareness Skill Set.
Version 5.0	September 2019	AISC endorsement of the following BSB components. Qualifications Four qualifications were updated from the <i>BSB Business Services Training Package Version 4.0</i>: • BSB30719 Certificate III in Work Health and Safety • BSB41419 Certificate IV in Work Health and Safety • BSB51319 Diploma of Work Health and Safety • BSB60619 Advanced Diploma of Work Health and Safety.

Version number	Release date	Comments
		Units of competency 7 new units of competency were developed for this <i>BSB Business Services Training Package</i> Version 5.0: • BSBWHS331 Participate in identifying and controlling hazardous chemicals • BSBWHS431 Develop processes and procedures for controlling hazardous chemicals in the workplace • BSBWHS512 Contribute to managing work-related psychological health and safety • BSBWHS514 Manage WHS compliance of contractors • BSBWHS531 Implement and evaluate system of work for managing hazardous chemicals • BSBWHS611 Develop and implement strategies that support work-related psychological health and safety • BSBWHS612 Develop and implement a strategy to support a positive WHS culture. 26 units of competency were updated from the <i>BSB Business Services Training Package</i> Version 4.0: 25 units supersede and are equivalent to their previous versions: • BSBWHS307 Apply knowledge of WHS laws in the workplace • BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes • BSBWHS309 Contribute effectively to WHS communication and consultation processes • BSBWHS310 Contribute to WHS issue-resolution processes • BSBWHS412 Assist with workplace compliance with WHS laws • BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes • BSBWHS414 Contribute to WHS risk management • BSBWHS415 Contribute to implementing WHS management systems • BSBWHS416 Contribute to workplace incident response • BSBWHS417 Assist with managing WHS implications of return to work • BSBWHS419 Contribute to implementing WHS monitoring processes • BSBWHS513 Lead WHS risk management • BSBWHS515 Lead initial response to and investigate WHS incidents • BSBWHS516 Contribute to developing, implementing and maintaining an organisation's WHS management system • BSBWHS517 Contribute to managing a WHS information system • BSBWHS518 Manage WHS hazards associated with maintenance and use of plant • BSBWHS519 Lead the development and use of WHS risk management tools • BSBWHS520 Manage implementation of emergency procedures

Version number	Release date	Comments
		- BSBWHS521 Ensure a safe workplace for a work area - BSBWHS522 Manage WHS consultation and participation processes - BSBWHS613 Evaluate the WHS performance of an organisation - BSBWHS614 Conduct a WHS audit under the guidance of a lead auditor - BSBWHS616 Apply safe design principles to control WHS risks - BSBWHS617 Apply ergonomics to manage WHS risks - BSBWHS631 Apply occupational hygiene principles to manage WHS risks. One unit supersedes but is not equivalent to its previous version: - BSBWHS418 Assist with managing WHS compliance of contractors. Three units of competency were deleted from the <i>BSB Business Services Training Package</i> Version 4.0: - BSBWHS410 Contribute to work-related health and safety measures and initiatives - BSBWHS601 Apply legislative frameworks for WHS - BSBWHS602 Facilitate WHS activities. The following BSB components were added to <i>BSB Business Services Training Package</i> Version 5.0 as part of an SSO upgrade. 14 qualifications were updated to include updated elective units: - BSB30215 Certificate III in Customer Engagement - BSB30515 Certificate III in Business Administration (International Education) - BSB42315 Certificate IV in Environmental Management and Sustainability - BSB50315 Diploma of Customer Engagement - BSB50515 Diploma of Franchising - BSB50618 Diploma of Human Resources Management - BSB50815 Diploma of International Business - BSB51415 Diploma of Project Management - BSB51518 Diploma of Business (Procurement) - BSB51918 Diploma of Leadership and Management - BSB52015 Diploma of Conveyancing - BSB52115 Diploma of Library and Information Services - BSB52318 Diploma of Governance - BSB61115 Advanced Diploma of Conveyancing. One skill set was created: - BSBSS00090 Auditing Skill Set. Four existing units were updated: - BSBITU111 Operate a personal digital device

Version number	Release date	Comments
		• BSBRKG603 Prepare a functional analysis for an organisation • BSBSMB421 Manage small business finances • BSBXTW301 Work in a team.
Version 4.0	February 2019	Units of Competency Nine new units of competency: • BSBXCM301 Engage in workplace communication • BSBXCM401 Apply communication strategies in the workplace • BSBXCM501 Lead communication in the workplace • BSBXDB301 Respond to the service needs of customers and clients with disability • BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability • BSBXDB501 Support staff members with disability in the workplace • BSBXDB502 Adapt organisations to enhance accessibility for people with disability • BSBXTW301 Work in a team • BSBXTW401 Lead and facilitate a team. Qualifications Update to elective units within eight qualifications: • BSB30115 Certificate III in Business • BSB30215 Certificate III in Customer Engagement • BSB40215 Certificate IV in Business • BSB41015 Certificate IV in Human Resources • BSB42015 Certificate IV in Leadership and Management • BSB50215 Diploma of Business • BSB50618 Diploma of Human Resources Management • BSB51918 Diploma of Leadership and Management.
Version 3.0	September 2018	Qualifications Update to core units within eight qualifications: • BSB41618 Certificate IV in Business (Procurement) • BSB42518 Certificate IV in Small Business Management • BSB42618 Certificate IV in New Small Business • BSB50618 Diploma of Human Resources Management • BSB51518 Diploma of Business (Procurement) • BSB51918 Diploma of Leadership and Management • BSB52318 Diploma of Governance • BSB61218 Advanced Diploma of Program Management. Units of Competency Seven new units of competency:

Version number	Release date	Comments
		• BSBCRT404 Apply advanced critical thinking to work processes • BSBCRT502 Develop critical thinking in others • BSBITU501 Conduct data analysis • BSBPRC406 Conduct e-procurement • BSBPRC505 Manage ethical procurement • BSBWRK311 Develop self-awareness • BSBWRK412 Contribute to personal development. Updates to 41 units of competency to align content with industry skills needs and standards: • BSBEBU511 Develop and implement an e-business strategy • BSBFIA412 Report on financial activity • BSBITA411 Design and develop relational databases • BSBITA611 Configure and optimise customer contact technology • BSBITB511 Establish and maintain a network of digital devices • BSBITS411 Maintain and implement digital technology • BSBITU111 Operate a personal digital device • BSBITU112 Develop keyboard skills • BSBITU211 Produce digital text documents • BSBITU212 Create and use spreadsheets • BSBITU213 Use digital technologies to communicate remotely • BSBITU311 Use simple relational databases • BSBITU312 Create electronic presentations • BSBITU313 Design and produce digital text documents • BSBITU314 Design and produce spreadsheets • BSBITU315 Purchase goods and services online • BSBITU422 Use digital technologies to collaborate in the workplace • BSBLDR511 Develop and use emotional intelligence • BSBLDR513 Communicate with influence • BSBMKG534 Design effective digital user experiences • BSBMKG535 Devise a search engine optimisation strategy • BSBMKG536 Develop strategies to monetise digital engagement • BSBMKG537 Develop a social media engagement plan • BSBPMG621 Facilitate stakeholder engagement • BSBPMG622 Implement program governance • BSBPMG623 Manage benefits • BSBPMG624 Engage in collaborative alliances • BSBPRC401 Plan procurement • BSBPRC402 Negotiate contracts • BSBPRC403 Conduct international procurement • BSBPRC501 Manage procurement strategies • BSBPRC502 Manage supplier relationships • BSBPRC503 Manage international procurement

Version number	Release date	Comments
		• BSBPRC504 Manage a supply chain • BSBRES411 Analyse and present research information • BSBSMB420 Evaluate and develop small business operations • BSBSMB421 Manage small business finances • BSBSMB422 Plan small business growth • BSBSMB423 Create a digital technology plan for small business • BSBWOR424 Develop a time management plan • BSBWRK520 Manage employee relations.
Version 2.0	January 2016	Includes review of the following sectors: • Sustainability (1 new qualification and 6 new units) • Governance (1 new qualification and 9 new units) • Marketing and Advertising (3 new qualifications and 12 new units) • Small Business (2 new qualifications and 6 new units). One new skill set to meet industry requirements: • BSBSS00089 Workplace Innovation Skill Set. The following qualifications have been moved from <i>CUL11 Library, Information and Cultural Services Training Package</i> Version 1 to <i>BSB Business Services Training Package</i> Version 2.0 and have been updated to meet the <i>Standards for Training Packages</i>: • CUL30111 Certificate III in Information and Cultural Services • CUL40111 Certificate IV in Library, Information and Cultural Services • CUL50111 Diploma of Library and Information Services. The following qualifications have been moved from <i>TAE10 Training and Education Training Package</i> Version 3.4 to <i>BSB Business Services Training Package</i> Version 2.0 and have been updated to meet the <i>Standards for Training Packages</i>: • TAE70210 Graduate Certificate in Management (Learning) • TAE80210 Graduate Diploma of Management (Learning). Industry Skills Council (ISC) upgrade to update unit lists and correct typographical errors.
Version 1.2	June 2015	Industry Skills Council (ISC) upgrade to correct typographical errors.
Version 1.1	April 2015	Industry Skills Council (ISC) upgrade to correct mapping and typographical errors.
Version 1.0	March 2015	Primary release of restructured <i>BSB Business Services Training Package</i>. This release of the <i>BSB Business Services Training Package</i> contains 61 qualifications, 35 skill sets and 563 native units of

Version number	Release date	Comments
		competency (comprising 523 units updated to meet <i>Standards for Training Packages</i> 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 <i>FNS10 Financial Services Training Package</i> to <i>BSB Business Services Training Package</i>.

Who is this Guide for?

The Implementation Guide is designed to assist assessors, trainers, registered training organisations (RTOs) and enterprises to deliver nationally endorsed industry training packages.

Nationally endorsed training packages are developed to meet the *Standards for Training Packages 2012* which were ratified by Commonwealth and State/Territory ministers.

In addition to providing information relevant to all training packages, this guide also provides information and advice about the history, structure, key features and application of the *BSB Business Services Training Package*.

What is in the Guide?

This *BSB Business Services Training Package* Implementation Guide provides:

- information relevant to all training packages
- lists of qualifications, skill sets and units of competency
- mapping information for qualifications, skill sets and units of competency
- specific information and advice about the history, structure, key features and application of the *BSB Business Services Training Package*.

What is a training package?

A training package is a set of nationally endorsed qualifications, units of competency and their assessment requirements developed for a specific industry or sector. A training package:

- specifies the skills and knowledge required to perform effectively in the workplace
- provides consistent components for training, assessing or recognising skills
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies
- promotes flexible modes of training to suit individual and industry requirements
- encourages learning and assessment in a work-related environment that leads to verifiable workplace outcomes
- may also provide support materials.

While a training package *does* specify workplace skills and knowledge requirements, it *does not* suggest how a learner should be trained. Users of training packages, such as trainers or assessors, must develop learning and assessment strategies that support the needs of their particular learners.

Components of PwC's Skills for Australia training packages

Training packages consist of the following endorsed components:

- **Qualifications** that consist of units of competency packaged into meaningful groups to meet workplace roles and aligned to vocational qualification levels identified in the Australian Qualifications Framework (AQF).
- **Units of competency** that specify the standards of performance required in the workplace.
- **Assessment requirements** that specify the performance evidence, knowledge evidence and conditions for assessment for each unit of competency.
- **Credit arrangements** which specify details of existing credit arrangements between vocational and higher education qualifications in accordance with the AQF. Currently no credit arrangements exist between any PwC's Skills for Australia training package qualifications and higher education qualifications.

Training packages may also include non-endorsed components, such as:

- **Skill sets**, which are groups of endorsed units of competency that address a defined industry need or licensing or regulatory requirement.
- **Companion volumes** (including this Implementation Guide), which provide support for delivery and assessment.
- **User guides**, which provide information about specific BSB Training Package components.

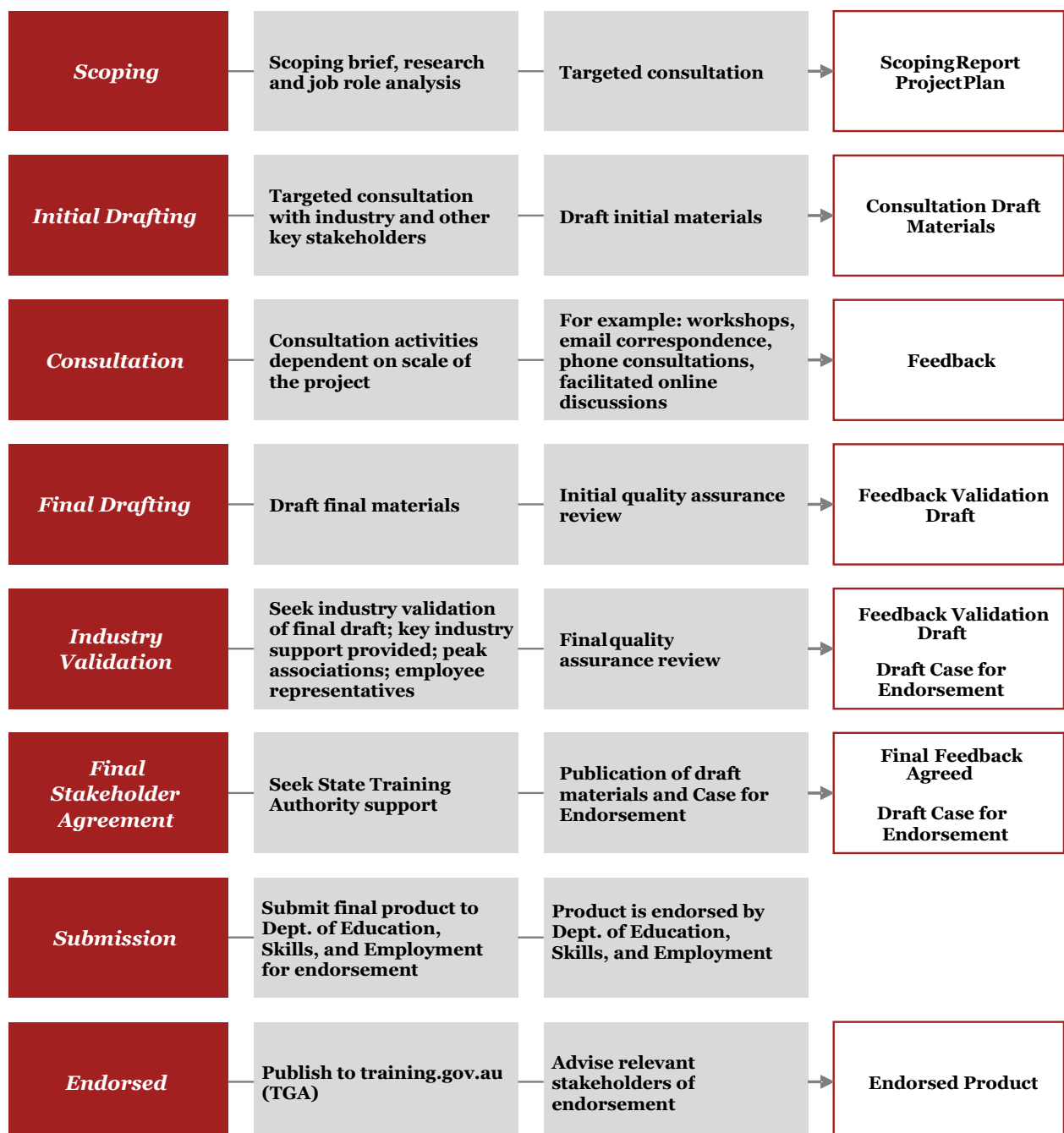
Training package development and endorsement process

Nationally endorsed training packages are developed to meet the *Standards for Training Packages 2012* (and accompanying policies) which are ratified by Commonwealth and State and Territory ministers.

More information about training package standards and policies is available on the Department of Education, Skills and Employment website:

<https://www.employment.gov.au/training-packages>

Training packages are developed to meet the training needs of specific industries and sectors. They differ from education and training courses in that they must be created with industry involvement and extensive national consultation. They undergo a continuous improvement review process and are updated to ensure they remain current and relevant. The following diagram demonstrates PwC's Skills for Australia development/review process.



Who can deliver and assess a qualification?

For the purpose of national recognition, delivery and assessment must be conducted by an RTO with the qualifications or specific units of competency on its scope of registration.

All RTOs must comply with the requirements set out in applicable national frameworks and standards. The current registering bodies, frameworks and standards, and which type of RTO they apply to, are shown in the table on the following page. Users of this Implementation Guide are advised to check the applicable standards for their particular circumstances.

More information relevant to RTO compliance requirements can be found at:

<http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework>

RTOs must make sure that training and assessment complies with the relevant standards. This includes ensuring that training delivery and assessment is conducted by those who:

- have the necessary training and assessment competencies
- have the relevant vocational competencies, at least to the level being delivered or assessed
- can demonstrate current industry skills directly relevant to the training/assessment being delivered
- continue to develop their vocational education and training (VET) knowledge and skills, industry currency and trainer/assessor competence.

In some cases, RTOs may need to use team-based or collaborative approaches to bring together all the necessary skills and knowledge to train and assess the full range of skills within a program of vocational training. All assessment decisions about competence must be made by a qualified assessor.

Check for specific assessor requirements in the *Assessment Conditions* section of the assessment requirements for the unit of competency.

Summary of Frameworks and Standards for RTOs

Registering body	Standards	Applicable RTOs
Australian Skills Quality Authority (ASQA)	Standards for Registered Training Organisations (RTOs) 2015	RTOs that deliver training in the Australian Capital Territory, New South Wales, the Northern Territory, South Australia, Queensland, or Tasmania RTOs in Victoria and Western Australia that offer training to overseas students and/or students (including online courses) in the Australian Capital Territory, New South Wales, the Northern Territory, South Australia, Queensland, or Tasmania
Training Accreditation Council (WA TAC)	Standards for Registered Training Organisations (RTOs) 2015	RTOs that deliver vocational education and training solely in Western Australia and do not intend to apply to be registered on the Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS)
Victorian Registration and Qualifications Authority (VRQA)	AQTF Essential Conditions and Standards for Initial Registration AQTF Essential Conditions and Standards for Continuing Registration VRQA Guidelines for VET Providers	RTOs that deliver vocational education and training solely in Victoria and do not intend to apply to be registered on the Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS)

List of AQF qualifications, skill sets and units of competency in BSB Training Package

The BSB Training Package contains:

- 36 AQF-aligned qualifications
- 44 skill sets
- 402 native units of competency.

List of qualifications in BSB Training Package

Qualifications in BSB Training Package (Version 8.0)	
Code	Title
BSB10120	Certificate I in Workplace Skills
BSB20120	Certificate II in Workplace Skills
BSB30120	Certificate III in Business
BSB30220	Certificate III in Entrepreneurship and New Business
BSB30320	Certificate III in Legal Services
BSB30420	Certificate III in Library and Information Services
BSB30719	Certificate III in Work Health and Safety
BSB40120	Certificate IV in Business
BSB40320	Certificate IV in Entrepreneurship and New Business
BSB40420	Certificate IV in Human Resource Management
BSB40520	Certificate IV in Leadership and Management
BSB40620	Certificate IV in Legal Services
BSB40720	Certificate IV in Library and Information Services
BSB40820	Certificate IV in Marketing and Communication
BSB40920	Certificate IV in Project Management Practice
BSB41021	Certificate IV in Aboriginal and Torres Strait Islander Governance
BSB41419	Certificate IV in Work Health and Safety
BSB50120	Diploma of Business
BSB50320	Diploma of Human Resource Management
BSB50420	Diploma of Leadership and Management
BSB50520	Diploma of Library and Information Services
BSB50620	Diploma of Marketing and Communication
BSB50720	Diploma of Paralegal Services
BSB50820	Diploma of Project Management
BSB50920	Diploma of Quality Auditing
BSB51319	Diploma of Work Health and Safety
BSB60120	Advanced Diploma of Business
BSB60220	Advanced Diploma of Conveyancing
BSB60320	Advanced Diploma of Human Resource Management
BSB60420	Advanced Diploma of Leadership and Management
BSB60520	Advanced Diploma of Marketing and Communication

Qualifications in <i>BSB Training Package</i> (Version 8.0)	
Code	Title
BSB60619	Advanced Diploma of Work Health and Safety
BSB60720	Advanced Diploma of Program Management
BSB80120	Graduate Diploma of Management (Learning)
BSB80220	Graduate Diploma of Portfolio Management
BSB80320	Graduate Diploma of Strategic Leadership

List of skill sets in BSB Training Package

Skill sets in <i>BSB Training Package</i> (Version 8.0)	
Code	Title
BSBSS00091	Capture and Present Big Data Skill Set
BSBSS00092	Manage Big Data Skill Set
BSBSS00093	Cyber Security Threat Assessment and Risk Management Skill Set
BSBSS00094	Cyber Security Awareness Skill Set
BSBSS00095	Cross-Sector Infection Control Skill Set
BSBSS00096	Innovation Practice Skill Set
BSBSS00097	Innovation Leadership Skill Set
BSBSS00098	Marketing Foundations Skill Set
BSBSS00099	Communications and Public Relations Foundations Skill Set
BSBSS00100	Business Operations Support Skill Set
BSBSS00101	Business Operations Management Skill Set
BSBSS00102	Micro Business Skill Set
BSBSS00103	New Business Ventures Skill Set
BSBSS00104	Small Business Management Skill Set
BSBSS00105	Human Resources Foundations Skill Set
BSBSS00106	Introduction to Paralegal Services Skill Set
BSBSS00107	Marketing and Communication Foundations Skill Set
BSBSS00108	Marketing and Communication Skill Set
BSBSS00109	Introduction to Team Management Skill Set
BSBSS00110	Business Development Skill Set
BSBSS00111	Human Resources Advisor Skill Set
BSBSS00112	Workplace Technology Skill Set
BSBSS00113	Digital Business Administration Skill Set
BSBSS00114	Organisational Governance Skill Set
BSBSS00115	Copyright Management Skill Set
BSBSS00116	Campaign Management Skill Set
BSBSS00117	Diversity and Inclusion Skill Set
BSBSS00118	Procurement Manager Skill Set
BSBSS00119	Customer Service Skill Set

Skill sets in BSB Training Package (Version 8.0)	
Code	Title
BSBSS00120	Administrative Assistant Skill Set
BSBSS00121	Medical Administration Skill Set
BSBSS00122	Compliance Skill Set
BSBSS00123	Records and Information Management Skill Set
BSBSS00124	Workplace IT Foundations Skill Set
BSBSS00125	Workplace Foundations Skill Set
BSBSS00126	Contact Centre Skill Set
BSBSS00127	Contact Centre Team Manager Skill Set
BSBSS00128	Lead Auditor Skill Set
BSBSS00129	Cross-Sector Mental Health and Organisational Disruption Skill Set
BSBSS00130	Workplace Cyber Security Foundations Skill Set
BSBSS00131	Workplace Cyber Security Threat and Risk Prevention Skill Set
BSBSS00132	Organisational Disruption Management Skill Set
BSBSS00133	Organisational Disruption Support Skill Set
BSBSS00134	Aboriginal and Torres Strait Islander Governance Foundations Skill Set

List of units of competency in BSB Training Package

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBAUD411	Participate in quality audits
BSBAUD412	Work within compliance frameworks
BSBAUD511	Initiate quality audits
BSBAUD512	Lead quality audits
BSBAUD513	Report on quality audits
BSBAUD514	Interpret compliance requirements
BSBAUD515	Evaluate and review compliance
BSBAUD516	Develop and monitor processes for the management of breaches in compliance requirements
BSBAUD601	Establish and manage compliance management systems
BSBCMM211	Apply communication skills
BSBCMM411	Make presentations
BSBCMM412	Lead difficult conversations
BSBCMM511	Communicate with influence
BSBCNV511	Take instructions in relation to a conveyancing transaction
BSBCNV512	Finalise the conveyancing transaction
BSBCNV611	Interpret a legal document and provide advice in a conveyancing transaction
BSBCNV612	Identify and apply legal requirements for a conveyancing transaction
BSBCNV613	Prepare legal documents for a conveyancing transaction
BSBCNV614	Apply principles of trust accounting

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBCNV615	Interpret search results for a conveyancing transaction
BSBCNV616	Comply with tax obligations in a conveyancing transaction
BSBCRT201	Develop and apply thinking and problem solving skills
BSBCRT311	Apply critical thinking skills in a team environment
BSBCRT411	Apply critical thinking to work practices
BSBCRT412	Articulate, present and debate ideas
BSBCRT413	Collaborate in creative processes
BSBCRT511	Develop critical thinking in others
BSBCRT512	Originate and develop concepts
BSBCRT611	Apply critical thinking for complex problem solving
BSBDAT201	Collect and record data
BSBDAT501	Analyse data
BSBESB301	Investigate business opportunities
BSBESB302	Develop and present business proposals
BSBESB303	Organise finances for new business ventures
BSBESB304	Determine resource requirements for new business ventures
BSBESB305	Address compliance requirements for new business ventures
BSBESB401	Research and develop business plans
BSBESB402	Establish legal and risk management requirements of new business ventures
BSBESB403	Plan finances for new business ventures
BSBESB404	Market new business ventures
BSBESB405	Manage compliance for small businesses
BSBESB406	Establish operational strategies and procedures for new business ventures
BSBESB407	Manage finances for new business ventures
BSBFIN301	Process financial transactions
BSBFIN302	Maintain financial records
BSBFIN401	Report on financial activity
BSBFIN501	Manage budgets and financial plans
BSBFIN502	Manage financial compliance
BSBFIN601	Manage organisational finances
BSBFIN801	Lead financial strategy development
BSBFNG401	Plan and chair Aboriginal and Torres Strait Islander organisation board meetings
BSBFNG402	Interact with Aboriginal and Torres Strait Islander organisation members and the community
BSBFNG403	Participate as a board member of an Aboriginal and Torres Strait Islander organisation
BSBFNG404	Maintain and protect cultural values in an Aboriginal and Torres Strait Islander organisation
BSBFNG405	Review and apply the constitution in an Aboriginal and Torres Strait Islander organisation

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBFNG406	Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies
BSBFNG407	Oversee asset management in an Aboriginal and Torres Strait Islander organisation
BSBFNG408	Represent an Aboriginal and Torres Strait Islander organisation
BSBFNG409	Comply with Aboriginal and Torres Strait Islander organisation director obligations
BSBHRM411	Administer performance development processes
BSBHRM412	Support employee and industrial relations
BSBHRM413	Support the learning and development of teams and individuals
BSBHRM414	Use human resources information systems
BSBHRM415	Coordinate recruitment and onboarding
BSBHRM416	Process payroll
BSBHRM417	Support human resources functions and processes
BSBHRM521	Facilitate performance development processes
BSBHRM522	Manage employee and industrial relations
BSBHRM523	Coordinate the learning and development of teams and individuals
BSBHRM524	Coordinate workforce plan implementation
BSBHRM525	Manage recruitment and onboarding
BSBHRM526	Manage payroll
BSBHRM527	Coordinate human resource functions and processes
BSBHRM528	Coordinate remuneration and employee benefits
BSBHRM529	Coordinate separation and termination processes
BSBHRM530	Coordinate rehabilitation and return to work programs
BSBHRM531	Coordinate health and wellness programs
BSBHRM611	Contribute to organisational performance development
BSBHRM612	Contribute to the development of employee and industrial relations strategies
BSBHRM613	Contribute to the development of learning and development strategies
BSBHRM614	Contribute to strategic workforce planning
BSBHRM615	Contribute to the development of diversity and inclusion strategies
BSBINS201	Process and maintain workplace information
BSBINS202	Handle receipt and dispatch of information
BSBINS203	Assist with circulation services
BSBINS301	Develop and use information literacy skills
BSBINS302	Organise workplace information
BSBINS303	Use knowledge management systems
BSBINS304	Process and maintain information resources
BSBINS305	Participate in cataloguing activities
BSBINS306	Provide multimedia support
BSBINS307	Retrieve information from records
BSBINS308	Control records

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBINS309	Maintain business records
BSBINS401	Analyse and present research information
BSBINS402	Coordinate workplace information systems
BSBINS403	Obtain information from external and networked sources
BSBINS404	Search library and information databases
BSBINS405	Use integrated library management systems
BSBINS406	Assist customers to access information
BSBINS407	Consolidate and maintain library industry knowledge
BSBINS408	Provide information from and about records
BSBINS409	Maintain and monitor digital information and records
BSBINS410	Implement records systems for small business
BSBINS501	Implement information and knowledge management systems
BSBINS502	Coordinate data management
BSBINS503	Monitor compliance with copyright and licence requirements
BSBINS504	Maintain digital repositories
BSBINS505	Provide subject access and classify material
BSBINS506	Implement lending and borrowing processes for collections
BSBINS507	Use advanced functions of integrated library management systems
BSBINS508	Research and analyse information to meet library customer needs
BSBINS509	Promote literature and reading
BSBINS510	Develop community and stakeholder relationships in a library environment
BSBINS511	Develop and promote library activities, events and public programs
BSBINS512	Monitor business records systems
BSBINS513	Contribute to records management framework
BSBINS514	Contribute to records retention and disposal schedule
BSBINS515	Participate in archiving activities
BSBINS516	Undertake cataloguing activities
BSBINS601	Manage knowledge and information
BSBINS602	Extend own information literacy skills to locate information
BSBINS603	Initiate and lead applied research
BSBINS604	Contribute to collection management
BSBLDR301	Support effective workplace relationships
BSBLDR411	Demonstrate leadership in the workplace
BSBLDR412	Communicate effectively as a workplace leader
BSBLDR413	Lead effective workplace relationships
BSBLDR414	Lead team effectiveness
BSBLDR521	Lead the development of diverse workforces
BSBLDR522	Manage people performance
BSBLDR523	Lead and manage effective workplace relationships

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBLDR811	Lead strategic transformation
BSBLDR812	Develop and cultivate collaborative partnerships and relationships
BSBLDR813	Lead and influence ethical practice
BSBLEG311	Work in a legal services environment
BSBLEG312	Carry out search of the public record
BSBLEG313	Lodge documents in a legal services environment
BSBLEG314	Protect information in a legal services environment
BSBLEG315	Assist in planning activities in a legal services environment
BSBLEG421	Apply understanding of the Australian legal system
BSBLEG422	Maintain a file in a legal services environment
BSBLEG423	Conduct simple legal research
BSBLEG424	Support the drafting of complex legal documents
BSBLEG425	Apply principles of legal project management
BSBLEG521	Conduct and apply legal research
BSBLEG522	Apply legal principles in contract law matters
BSBLEG523	Apply legal principles in tort law matters
BSBLEG524	Apply principles of evidence law in matters under litigation
BSBLEG525	Apply legal principles in intellectual property law matters
BSBLEG526	Apply legal principles in criminal law matters
BSBLEG527	Apply legal principles in family law matters
BSBLEG528	Apply legal principles in property law matters
BSBLEG529	Apply legal principles in corporation law matters
BSBLEG530	Apply legal principles in wills and probate matters
BSBLEG531	Apply legal principles in administrative law matters
BSBLEG532	Assist with court procedure
BSBLEG533	Support alternative dispute resolution processes
BSBLEG534	Take instructions in a legal services environment
BSBMED301	Interpret and apply medical terminology appropriately
BSBMED302	Prepare and process medical accounts
BSBMED303	Maintain patient records
BSBMED304	Assist in controlling stocks and supplies
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment
BSBMED401	Manage patient recordkeeping system
BSBMKG431	Assess marketing opportunities
BSBMKG432	Research international markets
BSBMKG433	Undertake marketing activities

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBMKG434	Promote products and services
BSBMKG435	Analyse consumer behaviour
BSBMKG436	Design and test direct marketing activities
BSBMKG437	Create and optimise digital media
BSBMKG438	Implement and monitor advertising production
BSBMKG439	Develop and apply knowledge of communications industry
BSBMKG440	Apply marketing communication across a convergent industry
BSBMKG441	Develop public relations documents
BSBMKG442	Conduct e-marketing communications
BSBMKG541	Identify and evaluate marketing opportunities
BSBMKG542	Establish and monitor the marketing mix
BSBMKG543	Plan and interpret market research
BSBMKG544	Plan and monitor direct marketing activities
BSBMKG545	Conduct marketing audits
BSBMKG546	Develop social media engagement plans
BSBMKG547	Develop strategies to monetise digital engagement
BSBMKG548	Forecast international market and business needs
BSBMKG549	Profile and analyse consumer behaviour for international markets
BSBMKG550	Promote products and services to international markets
BSBMKG551	Create multiplatform advertisements for mass media
BSBMKG552	Design and develop marketing communication plans
BSBMKG553	Develop public relations campaigns
BSBMKG554	Plan and develop public relations publications
BSBMKG555	Write persuasive copy
BSBMKG621	Develop organisational marketing strategy
BSBMKG622	Manage organisational marketing processes
BSBMKG623	Develop marketing plans
BSBMKG624	Manage market research
BSBMKG625	Implement and manage international marketing programs
BSBMKG626	Develop advertising campaigns
BSBMKG627	Execute advertising campaigns
BSBMKG628	Lead organisational public relations
BSBOPS101	Use business resources
BSBOPS201	Work effectively in business environments
BSBOPS202	Engage with customers
BSBOPS203	Deliver a service to customers
BSBOPS301	Maintain business resources
BSBOPS302	Identify business risk
BSBOPS303	Organise schedules

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
BSBOPS306	Record stakeholder interactions
BSBOPS401	Coordinate business resources
BSBOPS402	Coordinate business operational plans
BSBOPS403	Apply business risk management processes
BSBOPS404	Implement customer service strategies
BSBOPS405	Organise business meetings
BSBOPS406	Participate in organisational governance
BSBOPS407X	Support organisational response to disruption
BSBOPS501	Manage business resources
BSBOPS502	Manage business operational plans
BSBOPS503	Develop administrative systems
BSBOPS504	Manage business risk
BSBOPS505	Manage organisational customer service
BSBOPS506X	Plan for organisational disruption
BSBOPS507X	Manage organisational response to disruption
BSBOPS601	Develop and implement business plans
BSBOPS602	Monitor corporate governance activities
BSBPPEF101	Plan and prepare for work readiness
BSBPPEF201	Support personal wellbeing in the workplace
BSBPPEF202	Plan and apply time management
BSBPPEF301	Organise personal work priorities
BSBPPEF302	Develop self-awareness
BSBPPEF401	Manage personal health and wellbeing
BSBPPEF402	Develop personal work priorities
BSBPPEF403	Lead personal development
BSBPPEF501	Manage personal and professional development
BSBPPEF502	Develop and use emotional intelligence
BSBPMG420	Apply project scope management techniques
BSBPMG421	Apply project time management techniques
BSBPMG422	Apply project quality management techniques
BSBPMG423	Apply project cost management techniques
BSBPMG424	Apply project human resources management approaches
BSBPMG425	Apply project information management and communications techniques
BSBPMG426	Apply project risk management techniques
BSBPMG427	Apply project procurement procedures
BSBPMG428	Apply project life cycle management processes
BSBPMG429	Apply project stakeholder engagement techniques

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBPMG430	Undertake project work
BSBPMG530	Manage project scope
BSBPMG531	Manage project time
BSBPMG532	Manage project quality
BSBPMG533	Manage project cost
BSBPMG534	Manage project human resources
BSBPMG535	Manage project information and communication
BSBPMG536	Manage project risk
BSBPMG537	Manage project procurement
BSBPMG538	Manage project stakeholder engagement
BSBPMG539	Manage project governance
BSBPMG540	Manage project integration
BSBPMG541	Manage complex projects
BSBPMG630	Enable program execution
BSBPMG631	Manage program delivery
BSBPMG632	Manage program risk
BSBPMG633	Provide leadership for the program
BSBPMG634	Facilitate stakeholder engagement
BSBPMG635	Implement program governance
BSBPMG636	Manage benefits
BSBPMG637	Engage in collaborative alliances
BSBPMG810	Prioritise projects and programs
BSBPMG811	Select and balance the portfolio
BSBPMG812	Manage and review portfolio performance
BSBPMG813	Govern the portfolio
BSBPMG814	Lead the portfolio
BSBPMG815	Manage portfolio communications and change
BSBPMG816	Manage portfolio resources
BSBPMG817	Manage portfolio risk
BSBPRC401	Plan procurement
BSBPRC402	Negotiate contracts
BSBPRC403	Conduct international procurement
BSBPRC406	Conduct e-procurement
BSBPRC501	Manage procurement strategies
BSBPRC502	Manage supplier relationships
BSBPRC503	Manage international procurement
BSBPRC504	Manage a supply chain
BSBPRC505	Manage ethical procurement strategy
BSBPUR301	Purchase goods and services

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBSTR301	Contribute to continuous improvement
BSBSTR401	Promote innovation in team environments
BSBSTR402	Implement continuous improvement
BSBSTR501	Establish innovative work environments
BSBSTR502	Facilitate continuous improvement
BSBSTR503	Develop organisational policy
BSBSTR601	Manage innovation and continuous improvement
BSBSTR602	Develop organisational strategies
BSBSTR603	Develop business continuity plans
BSBSTR801	Lead innovative thinking and practice
BSBSTR802	Lead strategic planning processes for an organisation
BSBSTR803	Establish business continuity management strategies
BSBSUS211	Participate in sustainable work practices
BSBSUS411	Implement and monitor environmentally sustainable work practices
BSBSUS412	Develop and implement workplace sustainability plans
BSBSUS413	Evaluate and report on workplace sustainability
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBSUS601	Lead corporate social responsibility
BSBTEC101	Operate digital devices
BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC203	Research using the internet
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBTEC401	Design and produce complex text documents
BSBTEC402	Design and produce complex spreadsheets
BSBTEC403	Apply digital solutions to work processes
BSBTEC404	Use digital technologies to collaborate in a work environment
BSBTEC405	Review and maintain organisation's digital presence
BSBTEC501	Develop and implement an e-commerce strategy
BSBTEC601	Review organisational digital strategy
BSBTWK201	Work effectively with others
BSBTWK301	Use inclusive work practices
BSBTWK401	Build and maintain business relationships
BSBTWK501	Lead diversity and inclusion
BSBTWK502	Manage team effectiveness
BSBTWK503	Manage meetings
BSBTWK601	Develop and maintain strategic business networks

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBWHS211	Contribute to the health and safety of self and others
BSBWHS307	Apply knowledge of WHS laws in the workplace
BSBWHS308	Participate in WHS hazard identification, risk assessment and risk control processes
BSBWHS309	Contribute effectively to WHS communication and consultation processes
BSBWHS310	Contribute to WHS issue-resolution processes
BSBWHS311	Assist with maintaining workplace safety
BSBWHS331	Participate in identifying and controlling hazardous chemicals
BSBWHS332X	Apply infection prevention and control procedures to own work activities
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBWHS412	Assist with workplace compliance with WHS laws
BSBWHS413	Contribute to implementation and maintenance of WHS consultation and participation processes
BSBWHS414	Contribute to WHS risk management
BSBWHS415	Contribute to implementing WHS management systems
BSBWHS416	Contribute to workplace incident response
BSBWHS417	Assist with managing WHS implications of return to work
BSBWHS418	Assist with managing WHS compliance of contractors
BSBWHS419	Contribute to implementing WHS monitoring processes
BSBWHS431	Develop processes and procedures for controlling hazardous chemicals in the workplace
BSBWHS432X	Contribute to organisational mental health response in the context of disruptive events
BSBWHS504	Manage WHS risks
BSBWHS512	Contribute to managing work-related psychological health and safety
BSBWHS513	Lead WHS risk management
BSBWHS514	Manage WHS compliance of contractors
BSBWHS515	Lead initial response to and investigate WHS incidents
BSBWHS516	Contribute to developing, implementing and maintaining an organisation's WHS management system
BSBWHS517	Contribute to managing a WHS information system
BSBWHS518	Manage WHS hazards associated with maintenance and use of plant
BSBWHS519	Lead the development and use of WHS risk management tools
BSBWHS520	Manage implementation of emergency procedures
BSBWHS521	Ensure a safe workplace for a work area
BSBWHS522	Manage WHS consultation and participation processes
BSBWHS531	Implement and evaluate system of work for managing hazardous chemicals
BSBWHS603	Implement WHS risk management
BSBWHS605	Develop, implement and maintain WHS management systems
BSBWHS611	Develop and implement strategies that support work-related psychological health and safety
BSBWHS612	Develop and implement a strategy to support a positive WHS culture
BSBWHS613	Evaluate the WHS performance of an organisation

Units of competency in BSB Training Package (Version 8.0)	
Code	Title
BSBWHS614	Conduct a WHS audit under the guidance of a lead auditor
BSBWHS616	Apply safe design principles to control WHS risks
BSBWHS617	Apply ergonomics to manage WHS risks
BSBWHS631	Apply occupational hygiene principles to manage WHS risks
BSBWRT311	Write simple documents
BSBWRT411	Write complex documents
BSBXBD401	Capture and store big data
BSBXBD402	Test big data samples
BSBXBD403	Analyse big data
BSBXBD404	Use big data for operational decision making
BSBXBD405	Develop procedures for managing big data
BSBXBD406	Present big data insights
BSBXBD407	Protect big data integrity
BSBXBD408	Implement and review procedures for managing big data
BSBXBD501	Develop big data strategy
BSBXCM301	Engage in workplace communication
BSBXCM401	Apply communication strategies in the workplace
BSBXCM501	Lead communication in the workplace
BSBXCS301	Protect own personal online profile from cyber security threats
BSBXCS302	Identify and report online security threats
BSBXCS303	Securely manage personally identifiable information and workplace information
BSBXCS304	Apply cyber hygiene best practices
BSBXCS305	Identify and assess cyber security insider threats and risks
BSBXCS306	Apply own techniques to prevent cyber security insider threats
BSBXCS401	Maintain security of digital devices
BSBXCS402	Promote workplace cyber security awareness and best practices
BSBXCS403	Contribute to cyber security threat assessments
BSBXCS404	Contribute to cyber security risk management
BSBXCS405	Contribute to cyber security incident responses
BSBXCS406	Develop cyber security insider threat and risk response plans
BSBXCS407	Develop cyber hygiene best practice plan
BSBXCS408	Develop employee cyber security risk profiles
BSBXCS409	Plan and implement organisational cyber security insider threat prevention strategies
BSBXDB301	Respond to the service needs of customers and clients with disability
BSBXDB401	Develop and implement recruitment processes that are inclusive of people with disability
BSBXDB501	Support staff members with disability in the workplace
BSBXDB502	Adapt organisations to enhance accessibility for people with disability
BSBXTW301	Work in a team
BSBXTW401	Lead and facilitate a team

Mapping to previous version of the training package

Mapping information can be useful for delivery and assessment as it:

- explains the extent of changes to assist users in identifying how previous training materials can be adapted
- shows whether the outcomes of the previous and current versions are equivalent or not equivalent
- shows newly created components as well as any components deleted from the training package.

Key to mapping tables below		
E	Equivalent	Where the workplace outcomes of the superseded and superseding training package components are equivalent.
NE	Not equivalent	Where a training package component is superseded, and the workplace outcome of the component has changed.
NC	Newly created	Where the training package component has been created to address an emerging skill or task required by industry.
D	Deleted	Where a training package component is deleted as the skill or task is no longer required by industry.

Qualification mapping

The table below maps those *BSB Business Services Training Package* qualifications affected by the update from Version 7.2 to Version 8.0.

Qualification mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
BSB30120 Certificate III in Business (Release 1)	BSB30120 Certificate III in Business (Release 2)	Three newly created units for cyber security awareness added as electives. Clarified qualification description without changing intent.	E
BSB30719 Certificate III in Work Health and Safety (Release 3)	BSB30719 Certificate III in Work Health and Safety (Release 4)	At the request of the Department of Education, Skills and Employment, the following units of competency were replaced with their superseding units of competency: • HLTAID003 Provide first aid • HLTAID005 Provide first aid in remote situations.	E
BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance (Release 1)	BSB41021 Certificate IV in Aboriginal and Torres Strait Islander Governance (Release 1)	Amalgamated with BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance. Packaging rules, core and elective unit composition changed.	NE
BSB40320 Certificate IV in Entrepreneurship and New Business (Release 1)	BSB40320 Certificate IV in Entrepreneurship and New Business (Release 2)	Three newly created units for organisational disruption added as electives.	E

Qualification mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
BSB40520 Certificate IV in Leadership and Management (Release 3)	BSB40520 Certificate IV in Leadership and Management (Release 4)	Four newly created units for cyber security awareness and one newly created unit for organisational disruption added as general electives.	E
BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance (Release 1)	BSB41021 Certificate IV in Aboriginal and Torres Strait Islander Governance (Release 1)	Amalgamated with BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance and AQF level amended to 4. Packaging rules, core and elective unit composition changed.	NE
BSB50420 Diploma of Leadership and Management (Release 2)	BSB50420 Diploma of Leadership and Management (Release 3)	Three newly created units for organisational disruption added as electives.	E
BSB50620 Diploma of Marketing and Communication (Release 1)	BSB50620 Diploma of Marketing and Communication (Release 2)	At the request of the Department of Education, Skills and Employment, the entry requirements were amended to allow learners who have completed BSB42415 Certificate IV in Marketing and Communication, to enrol into this qualification.	E
BSB60520 Advanced Diploma of Marketing and Communication (Release 1)	BSB60520 Advanced Diploma of Marketing and Communication (Release 2)	At the request of the Department of Education, Skills and Employment, the entry requirements were amended to allow learners who have completed BSB52415 Diploma of Marketing and Communication, to enrol into this qualification.	E

No further qualifications were created, deleted or changed in the update from Version 7.2 to Version 8.0. Those qualifications not included in the mapping table above are listed in the *Qualifications in BSB Training Package* table.

Skill set mapping

The table below maps those *BSB Business Services Training Package* skill sets affected by the update from Version 7.2 to Version 8.0.

Skill set mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
N/A	BSBSS00130 Workplace Cyber Security Foundations Skill Set	Newly created skill set.	NC
N/A	BSBSS00131 Workplace Cyber Security Threat and Risk Prevention Skill Set	Newly created skill set.	NC
N/A	BSBSS00132 Organisational Disruption Management Skill Set	Newly created skill set.	NC
N/A	BSBSS00133 Organisational Disruption Support Skill Set	Newly created skill set.	NC

Skill set mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
N/A	BSBSS00134 Aboriginal and Torres Strait Islander Governance Foundations Skill Set	Newly created skill set.	NC

No further skill sets were created, deleted or changed in the update from Version 7.2 to Version 8.0. Those skill sets not included in the mapping table above are listed in the *Skill sets in BSB Training Package* table.

Unit mapping

The table below maps those *BSB Business Services Training Package* units of competency affected by the update from Version 7.2 to Version 8.0

Unit mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
BSBATSIL408 Manage a board meeting	BSBFNG401 Plan and chair Aboriginal and Torres Strait Islander organisation board meetings	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIC511 Plan and conduct a community meeting	BSBFNG401 Plan and chair Aboriginal and Torres Strait Islander organisation board meetings	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIL503 Manage conflict	BSBFNG401 Plan and chair Aboriginal and Torres Strait Islander organisation board meetings	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIC411 Communicate with the community	BSBFNG402 Interact with Aboriginal and Torres Strait Islander organisation members and the community	Changed unit title to reflect developments in Aboriginal and Torres Strait Islander Governance outcomes. Edits to application, elements, performance criteria (PCs), foundation skills (FS), performance evidence (PE), knowledge evidence (KE) and assessment conditions (AC) to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry processes.	E
BSBATSIL411 Undertake the roles and responsibilities of a board member	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Changed unit title to reflect developments in Aboriginal and Torres Strait Islander Governance outcomes. Minor edits to application, FS, PE, and KE to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry	NE

Unit mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
		processes. Elements 3 and 4 added to better reflect work task requirements.	
BSBATSIL412 Participate effectively as a board member	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIL510 Appoint and work with a manager	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIL511 Lead the organisation's strategic planning cycle	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIL512 Be a leader in the community	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM412 Implement a businesslike approach	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM414 Oversee the organisation's annual budget	BSBFNG403 Participate as a board member of an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIC412 Maintain and protect cultural values in the organisation	BSBFNG404 Maintain and protect cultural values in an Aboriginal and Torres Strait Islander organisation	Edits to Application, FS, PE, and KE to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry processes.	E
BSBATSIL413 Review and apply the constitution	BSBFNG405 Review and apply the constitution in an Aboriginal and Torres Strait Islander organisation	Minor edits to Application, PCs, FS, PE, and KE to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry processes.	E
BSBATSIM419 Contribute to the development and implementation of organisational policies	BSBFNG406 Assist in developing and implementing Aboriginal	Changed unit title to better reflect scope of unit. Edits to Application, PCs, FS, PE, and KE to improve consistency of language with other	E

Unit mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
	and Torres Strait Islander organisational policies	units and better reflect task requirements, according to unit scope and current industry processes.	
BSBATSIM416 Oversee organisational planning	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM417 Implement organisational plans	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM418 Oversee financial management	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM421 Support a positive and culturally appropriate workplace culture	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM506 Develop employment policies	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM511 Develop enterprise opportunities	BSBFNG406 Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIM420 Oversee asset management	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Changed unit title to better reflect scope of unit. Edits to Application, PCs, FS, PE, and KE to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry processes.	E
BSBATSIM505 Control organisational finances	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE

Unit mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
BSBATSIM514 Recruit and induct staff	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIW416 Obtain and manage consultancy services	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIW417 Select and use technology	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIW515 Secure funding	BSBFNG407 Oversee asset management in an Aboriginal and Torres Strait Islander organisation	Superseded unit amalgamated with other non-equivalent superseded units into superseding unit due to duplicative content. Significant changes between superseded and superseding units.	NE
BSBATSIW514 Represent your organisation	BSBFNG408 Represent an Aboriginal and Torres Strait Islander organisation	Changed unit title to better reflect scope of unit. Edits to Application, elements, PCs, FS, PE, and KE to improve consistency of language with other units and better reflect task requirements, according to unit scope and current industry processes.	E
N/A	BSBFNG409 Comply with Aboriginal and Torres Strait Islander organisation director obligations	Newly created unit.	NC
N/A	BSBOPS407X Support organisational response to disruption	Newly created unit.	NC
N/A	BSBOPS506X Plan for organisational disruption	Newly created unit.	NC
N/A	BSBOPS507X Manage organisational response to disruption	Newly created unit.	NC
N/A	BSBXCS304 Apply cyber hygiene best practices	Newly created unit.	NC
N/A	BSBXCS305 Identify and assess cyber security insider threats and risks	Newly created unit.	NC
N/A	BSBXCS306 Apply own techniques to prevent cyber security insider threats	Newly created unit.	NC
N/A	BSBXCS406 Develop cyber security insider threat and risk response plans	Newly created unit.	NC

Unit mapping information: Version 7.2 to Version 8.0			
Code and title BSB Version 7.2	Code and title BSB Version 8.0	Comments	Equivalence to previous
N/A	BSBXCS407 Develop cyber hygiene best practice plan	Newly created unit.	NC
N/A	BSBXCS408 Develop employee cyber security risk profiles	Newly created unit.	NC
N/A	BSBXCS409 Plan and implement organisational cyber security insider threat prevention strategies	Newly created unit.	NC
No further units of competency were created, deleted or changed in the update from Version 7.2 to Version 8.0. Those units of competency not included in the above mapping table are listed in the <i>Units of competency in BSB Training Package</i> table.			
The 'Compare Content Tool' available on the <i>training.gov.au</i> (TGA) website allows users to access more detailed information on changes between training product versions. To watch a video on how to use this tool visit https://www.youtube.com/watch?v=EjhNe3BuOH4 .			

List of imported and prerequisite units in BSB Training Package

Imported units in the training package

A range of units of competency has been imported into the *BSB Training Package* to provide greater flexibility, choice and transferability of skills within the industry.

Imported units of competency in BSB Training Package (V8.0)		
Code	Title	Host Training Package
AHCBUS615	Implement a monitoring, evaluation and reporting program	AHC Agriculture, Horticulture and Conservation and Land Management
CHCMGT004	Secure and manage funding	CHC Community Services
CPPCMN4009	Develop team understanding of and commitment to sustainability	CPP Property Services
CPPDSM4047	Implement and monitor procurement process	CPP Property Services
CPPWMT3044A	Identify wastes and hazards	CPP Property Services
CUACNM601	Manage collection maintenance and preservation procedures	CUA Creative Arts and Culture
CUAEVP211	Assist with the staging of public activities or events	CUA Creative Arts and Culture
CUAEVP411	Present information on activities, events or public programs	CUA Creative Arts and Culture
CUAIND202	Develop and apply knowledge of information and cultural services organisations	CUA Creative Arts and Culture
CUAPRE401	Implement preventive conservation activities	CUA Creative Arts and Culture
DEFEVL001	Develop an evaluation program	DEF Defence
DEFEVL002	Evaluate and report collected information	DEF Defence
DEFEVL003	Maintain and enhance professional practice	DEF Defence
DEFEVL004	Evaluate a training and assessment system	DEF Defence
DEFEVL005	Evaluate a community based program	DEF Defence
DEFEVL006	Evaluate business performance	DEF Defence
FNSACC312	Administer subsidiary accounts and ledgers	FNS Financial Services
FNSACC411	Process business tax requirements	FNS Financial Services
FNSACC412	Prepare operational budgets	FNS Financial Services
FNSACC413	Make decisions in a legal context	FNS Financial Services
FNSACC416	Set up and operate a computerised accounting system	FNS Financial Services
FNSFLT201	Develop and use a personal budget	FNS Financial Services
FNSINC401	Apply principles of professional practice to work in the financial services industry	FNS Financial Services
FNSORG601	Negotiate to achieve goals and manage disputes	FNS Financial Services
FNSORG602	Develop and manage financial systems	FNS Financial Services
FNSPRM601	Establish, supervise and monitor practice systems to conform with legislation and regulations	FNS Financial Services

Imported units of competency in <i>BSB Training Package (V8.0)</i>		
Code	Title	Host Training Package
FNSTPB402	Establish and maintain payroll systems	FNS Financial Services
FSKDIG002	Use digital technology for routine and simple workplace tasks	FSK Foundation Skills
FSKLRG011	Use routine strategies for work-related learning	FSK Foundation Skills
FSKOCM006	Use oral communication skills to participate in workplace teams	FSK Foundation Skills
HLTAID003	Provide first aid	HLT Health
HLTAID005	Provide first aid in remote situations	HLT Health
ICPPRP3220	Digitise images for reproduction	ICP Printing and Graphic Arts
ICPPRP422	Digitise complex images for reproduction	ICP Printing and Graphic Arts
ICTICT211	Identify and use basic current industry specific technologies	ICT Information and Communications Technology
ICTICT221	Identify and use specific industry standard technologies	ICT Information and Communications Technology
ICTICT517	Match ICT needs with the strategic direction of the organisation	ICT Information and Communications Technology
ICTICT526	Verify client business requirements	ICT Information and Communications Technology
ICTICT612	Develop contracts and manage contract performance	ICT Information and Communications Technology
ICTICT616	Develop communities of practice	ICT Information and Communications Technology
ICTSAS305	Provide ICT advice to clients	ICT Information and Communications Technology
ICTSAS432	Identify and resolve client ICT problems	ICT Information and Communications Technology
ICTWEB306	Develop web presence using social media	ICT Information and Communications Technology
LGACOR011	Analyse financial reports and budgets	LGA Local Government
MEM13001B	Perform emergency first aid	MEM Manufacturing and Engineering
MSMENV472	Implement and monitor environmentally sustainable work practices	MSM Manufacturing Training Package
MSSo15022	Develop strategies for more sustainable use of resources	MSS Sustainability
MSSo15025	Develop a business case for sustainability improvements	MSS Sustainability

Imported units of competency in <i>BSB Training Package (V8.0)</i>		
Code	Title	Host Training Package
PSPETH002	Uphold and support the values and principles of public service	PSP Public Sector
PSPETH003	Promote the values and ethos of public service	PSP Public Sector
PSPGEN021	Contribute to conflict management	PSP Public Sector
PSPGEN028	Provide a quotation	PSP Public Sector
PSPGEN043	Apply government processes	PSP Public Sector
PSPGEN049	Undertake negotiations	PSP Public Sector
PSPMGT006	Develop a business case	PSP Public Sector
PSPMGT012	Facilitate knowledge management	PSP Public Sector
PSPPCM006	Select providers and develop contracts	PSP Public Sector
PSPPCM007	Manage contracts	PSP Public Sector
PSPPCM008	Manage contract performance	PSP Public Sector
PSPPCM009	Finalise contracts	PSP Public Sector
PSPPCM010	Manage procurement risk	PSP Public Sector
PSPPCM011	Plan to manage a contract	PSP Public Sector
PSPPCM012	Plan for procurement outcomes	PSP Public Sector
PSPPCM013	Make procurement decisions	PSP Public Sector
PSPPCM015	Conduct and manage coordinated procurement	PSP Public Sector
PSPPCM016	Plan and implement strategic sourcing	PSP Public Sector
PSPPCM017	Plan and implement procurement category management	PSP Public Sector
PSPPCM018	Conduct demand and procurement spend analysis	PSP Public Sector
PSPPCY004	Support policy implementation	PSP Public Sector
PUACOM008	Develop and organise public safety awareness programs	PUA Public Safety
PUAFER001	Identify, prevent and report potential facility emergency situations	PUA Public Safety
PUAFER004	Respond to facility emergencies	PUA Public Safety
PUAWHS003	Implement and monitor organisational work, health and safety policies, procedures and programs	PUA Public Safety
RIIVEH305E	Operate and maintain a four wheel drive vehicle	RII Resources and Infrastructure Industry
RIIWHS202D	Enter and work in confined spaces	RII Resources and Infrastructure Industry
RIIWHS204D	Work safely at heights	RII Resources and Infrastructure Industry
RIIWHS403D	Apply the mine work health and safety management plan	RII Resources and Infrastructure Industry
SIRXCEG002	Assist with customer difficulties	SIR Retail Services
SIRXCEG004	Create a customer-centric culture	SIR Retail Services
SIRXCEG005	Maintain business to business relationships	SIR Retail Services
SIRXECM002	Prepare digital content	SIR Retail Services
SIRXECM003	Design an ecommerce site	SIR Retail Services

Imported units of competency in <i>BSB Training Package (V8.0)</i>		
Code	Title	Host Training Package
SIRXMGT005	Lead the development of business opportunities	SIR Retail Services
SIRXMKT001	Support marketing and promotional activities	SIR Retail Services
SIRXMKT002	Use social media to engage customers	SIR Retail Services
SIRXMKT006	Develop a social media strategy	SIR Retail Services
SIRXMKT007	Develop a digital marketing plan	SIR Retail Services
SIRXOSM003	Use social media and online tools	SIR Retail Services
SIRXOSM005	Develop a basic website for customer engagement	SIR Retail Services
SIRXOSM007	Manage risk to organisational reputation in an online setting	SIR Retail Services
SIRXPDK001	Advise on products and services	SIR Retail Services
SIRXSLS003	Achieve sales results	SIR Retail Services
SIRXSLS004	Drive sales results	SIR Retail Services
TAEASS301	Contribute to assessment	TAE Training and Education
TAEDEL301	Provide work skill instruction	TAE Training and Education
TAEDEL401	Plan, organise and deliver group-based learning	TAE Training and Education
TAEDES501	Design and develop learning strategies	TAE Training and Education
TAELED803	Implement improved learning practice	TAE Training and Education
TAELED804	Review enterprise e-learning systems and solutions implementation	TAE Training and Education
TLIE4006	Collect, analyse and present workplace data and information	TLI Transport and Logistics

Prerequisite units in BSB Business Services Training Package

No native *BSB Business Services Training Package* units of competency have prerequisite unit requirements.

Key work and training requirements in the industry

Training and assessment in simulated environments

Units of competency in the *BSB Business Services Training Package* may be delivered and assessed in the workplace or in a simulated workplace environment.

To maintain the integrity of training and assessment RTOs, trainers and assessors need to ensure that learning activities and assessments accurately reflect workplace activities. RTOs will need regular contact with industry to ensure the currency and validity of all activities conducted in simulated environments.

All assessors must consider relevant care and due diligence when assessing units of competency.

Workplace simulation criteria

In conducting training and assessment in a simulated workplace environment, trainers and assessors must make sure that the simulated environment gives the learner the opportunity to meet the following critical criteria:

- 1 **Quality** – The work is of the standard required in the industry.
- 2 **Productivity** – The work is performed within a timeframe appropriate in the industry.
- 3 **Safety** – The work is performed in a manner that meets industry safety standards.

Where simulations meet these criteria, RTOs can be confident that learners are 'work ready' on successful completion of units of competency.

Simulations should provide opportunities for integrated assessment of competence that include:

- performing the task (task skills)
- managing a number of tasks (task management skills)
- dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
- fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills)
- transferring competency to new contexts.

To further enhance the validity of assessment processes using simulation, the assessor should consider:

- assessments covering a range of interconnected units of competency
- use of assessment checklists to ensure that all performance evidence and knowledge evidence requirements have been met
- use of self-assessment, peer assessment and debriefing activities
- use of authentic workplace documentation.

Assessment activities must be realistic and reasonable in terms of scale.

Requirements for assessors

Assessor requirements are identified in the *Assessment Conditions* section of assessment requirements for each unit of competency. All assessors must meet the requirements set by the applicable registering body (refer to the section 'Who can deliver and assess a qualification?' in this Guide). It is also recommended that assessors have current and specialist industry skills, knowledge and experience for the applicable part of the Training Package being assessed.

Regulation and licensing implications for implementation

Regulation or licensing issues are identified in the *Application* section of units of competency and the *Qualification Description* section of qualifications. If there are no requirements, the following statement will appear: No licensing, legislative or certification requirements apply to this unit/qualification at the time of publication.

Information for conveyancers

Conveyancers (known as settlement agents in Western Australia) prepare and lodge legal documentation involved in a transfer of real property. The following licensing, legislative and certification requirements apply to conveyancing qualifications in the *BSB Business Services Training Package*.

Minimum qualifications/required units of competency

Many states and territories mandate completion of *BSB Business Services Training Package* training products as a requirement for practicing as a licensed conveyancer:

State/Territory	Licensing requirements
ACT	No specialist licensed conveyancers. All conveyancing work must be undertaken by a legal practitioner.
NSW	Advanced Diploma of Conveyancing , 18 units of competency prescribed. Legal practitioners may conduct conveyancing work without holding a conveyancer's licence. Must comply with <i>Conveyancers Licensing Act 2003 (NSW)</i> .
NT	Advanced Diploma of Conveyancing , 15 units of competency prescribed. Must comply with <i>Agents Licensing Act 1979 (NT)</i> .
QLD	No specialist licensed conveyancers. All conveyancing work must be undertaken by a legal practitioner.
SA	Advanced Diploma of Conveyancing , 18 units of competency prescribed. Legal practitioners may conduct conveyancing work without holding a conveyancer's licence. Must comply with <i>Conveyancers Act 1994 (SA)</i> .
TAS	Diploma or Advanced Diploma of Conveyancing , no units of competency prescribed. Must comply with <i>Conveyancing Act 2004 (Tas)</i> .
VIC	Advanced Diploma of Conveyancing , 18 units of competency prescribed. Legal practitioners may conduct conveyancing work without holding a conveyancer's licence. Must comply with <i>Conveyancers Act 2006 (Vic)</i> .
WA	Diploma of Conveyancing , no units of competency prescribed. Legal practitioners may conduct conveyancing work without holding a settlement agent's licence.

Relevant legislation and regulatory requirements

In developing training package components, legislative and regulatory requirements were considered. Legislative and regulatory requirements differ between States and Territories in Australia and are subject to change. RTOs are responsible for ensuring that delivery and assessment incorporates the appropriate requirements.

Commonwealth

- *A New Tax System (Goods and Services Tax) Act 1999*
- *Age Discrimination Act 2004*
- *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*
- *Australian Capital Territory Government Service (Consequential Provisions) Act 1994*
- *Australian Human Rights Commission Act 1986*
- *Australian Prudential Regulation Authority Act 1998*
- *Australian Securities and Investments Commission Act 2001*

- *Competition and Consumer Act 2010*
- *Corporations (Aboriginal and Torres Strait Islander) Act 2006*
- *Corporations Act 2001*
- *Disability Discrimination Act 1992*
- *Fringe Benefits Tax Assessment Act 1986*
- *Income Tax Assessment Act 1997*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Tax Agent Services Act 2009*
- *Taxation Administration Act 1953*
- *Work Health and Safety Act 2011.*

State/Territory

- Anti-discrimination: *Discrimination Act 1991 (ACT)*; *Anti-Discrimination Act 1977 (NSW)*; *Anti-Discrimination Act 1996 (NT)*; *Anti-Discrimination Act 1991 (Qld)*; *Anti-Discrimination Act 1998 (Tas)*; *Equal Opportunity Act 1995 (Vic)*; *Equal Opportunity Act 1984 (WA)*.
- Occupational health and safety: *Occupational Health and Safety Act 2004 (Vic)*; *Occupational Safety and Health Regulations 1996 (WA)*.
- Trustee: *Trustee Act 1958 (Vic)*; *Trustee Act 1925 (NSW)*; *Trustee Act 1936 (SA)*; *Trustee Act 1962 (WA)*; *Trustee Act 1978 (Qld)*.

Regulatory authorities/standards

- Australian Accounting Standards Board (AASB)
- Disability Standards for Education 2005
- Financial Reporting Council.

Implementation information

Key features of training package and business services industry

The industry at a glance

The business services industry covers skills and job roles that support the operational functions of organisations. Business services workers help organisations to run more effectively, for example, by managing human resource needs, monitoring work health and safety, promoting goods and services, serving customers and managing projects.

Organisations right across Australia, both large and small, are likely to require the skills associated with business services job roles. There are specialist businesses that may employ a high proportion of workers in specialised business services jobs roles (such as specialist program management or human resources firms).

The business services industry referred to in this Implementation Guide is broadly defined as the workforce served by the *BSB Business Services Training Package*, which is made up of a variety of qualifications that can be broadly grouped as follows:

- Technical Skills:
 - Aboriginal and Torres Strait Islander Governance, with 1 qualification at Certificate IV level
 - Audit and Compliance, with 1 qualification at Diploma level
 - Conveyancing, with 1 qualification at Advanced Diploma level
 - Human Resources, with 3 qualifications from Certificate IV to Advanced Diploma
 - Information Services, with 3 qualifications from Certificate III to Diploma
 - Legal Services, with 3 qualifications from Certificate III to Diploma
 - Marketing, with 3 qualifications from Certificate IV to Advanced Diploma
 - Work Health and Safety, with 4 qualifications from Certificate III to Advanced Diploma
- Business, with 6 qualifications from Certificate I to Advanced Diploma
- Leadership and Management, with 4 qualifications from Certificate IV to Graduate Diploma
- Project Management, with 4 qualifications from Certificate IV to Graduate Diploma
- Entrepreneurship and Small Business, with 2 qualifications from Certificate III to Certificate IV
- Other business services qualifications (2 qualifications).

‘Technical Skills’ sectors of the *BSB Business Services Training Package* are those that are aligned with established professions. Many of these have recognised representative bodies. These sectors represent specialised job functions (cf. ‘Business Enterprise Skills’, which are transferable skills present across business services job functions). Job roles in Technical Skills sectors require a foundation of business enterprise skills. Some business services job roles (such as customer service representatives) will have business enterprise skills as their core skill requirements.

The Technical Skills sectors are examined in more detail below:

Aboriginal and Torres Strait Islander Governance

Job roles in this sector include board members, contact officers and senior staff in Aboriginal and Torres Strait Islander organisations, as well as public servants working with Aboriginal and Torres Strait Islander boards of governance. In these roles, individuals bring a wide range of knowledge, skills and experience to the workplace with an acute awareness that they operate in two cultures. They have cultural obligations to their community as well as legal and financial obligations to the wider community and funding bodies.

Audit and Compliance

Practitioners in this sector work to help businesses approach managing issues including business governance, compliance, and assuring processes and procedures. Internal and external auditors also included within the

sector. Auditors may help organisations ensure compliance with relevant quality management systems, such as the ISO 9001 certification, food safety standards, and environmental management standards.

Conveyancing

Conveyancers facilitate the settlement and legal title transfer of real estate or land. Conveyancing is a licensed profession and VET often forms part of the licensing requirements. This industry is experiencing change with the introduction of e-conveyancing, which is currently live in five states. As such, this has become an essential component for contemporary Australian conveyancing practices.

Human Resources

Human resources practitioners support operational functions such as recruitment, workforce planning and management, and dispute resolution. Job roles can also include managing learning and development, change management, and culture and engagement of workforces. Public and private organisations across industries employ dedicated human resources staff, while there is also a significant number of human resources staff who work in specialist recruitment firms.

Information Services

The information management sector includes job roles in records management, archiving, and library and information services. Practitioners in library and information services manage the storage, organisation, access, retrieval, dissemination, and preservation of information; Records management practitioners are primarily involved in the collection, maintenance, secure storage and retrieval of records; and archivists acquire, manage and preserve original records that have permanent value and serve as authentic evidence of administrative, corporate, cultural and intellectual activity. The function of an archivist is mainly to preserve information and make it accessible to future users (increasingly in digital format). With an increased move towards electronic records, privacy and cyber security are key concerns for this sector.

Legal Services

The legal services sector includes roles such as legal administrative assistant, legal secretary, and paralegals. Paralegals carry out a range of tasks, including undertaking legal research, preparing legal documents, supporting solicitors or barristers with client interaction, and various administrative tasks. Automation and the use of artificial intelligence is being introduced in this sector.

Marketing

Individuals in the marketing sector are largely employed in advertising, marketing, communications and public relations roles. Practitioners manage the communication and messaging of organisations, including brand, image, and social relevance. The primary function of individuals in these job roles is to communicate the desired message of an organisation to all interested stakeholders, including current and prospective customers.

Procurement

Purchasing and procurement workers source and coordinate activities and strategic contracting of goods and services providers for businesses. BSB qualifications in this area prepare workers for job roles that include identifying supply sources, preparing purchase orders, receiving and checking purchase requests, checking inventories and preparing delivery schedules. Organisations may have internal procurement employees, or may hire procurement specialists for a specific reason, such as developing and implementing specific strategies and plans.

Work Health and Safety

Job roles in this sector focus on preventing work-related health problems, diseases, injuries, and death in a work area or organisation. The BSB Work Health and Safety training products prepare workers to undertake duties such as managing the implications of return-to-work activities, monitoring compliance programs, WHS risk management, and participating in WHS audits under the guidance of lead auditors.

Transferable skills

The *BSB Business Services Training Package* contains units of competency that support the development of transferable skills. These transferable business enterprise skills underpin all roles in the business services industry, as well as roles across other industries.

Additionally, some job roles in the business services industry, such as customer service representative, have business enterprise skills as their core skill requirements. These business enterprise skills can include verbal and written communication, financial literacy, project management, and data literacy.

The *BSB Business Services Training Package* also houses cross sector units of competency which are at the forefront of growth and innovation in Australia. These units of competency aim to raise skills levels across a number of areas in the Australian workforce and are not linked to any particular industry or sector. This version of the *BSB Business Services Training Package* covers six cross sector areas: big data, cyber security, organisational disruption, teamwork and communication, the inclusion of people with disability, and infection prevention and control.

Looking to the future

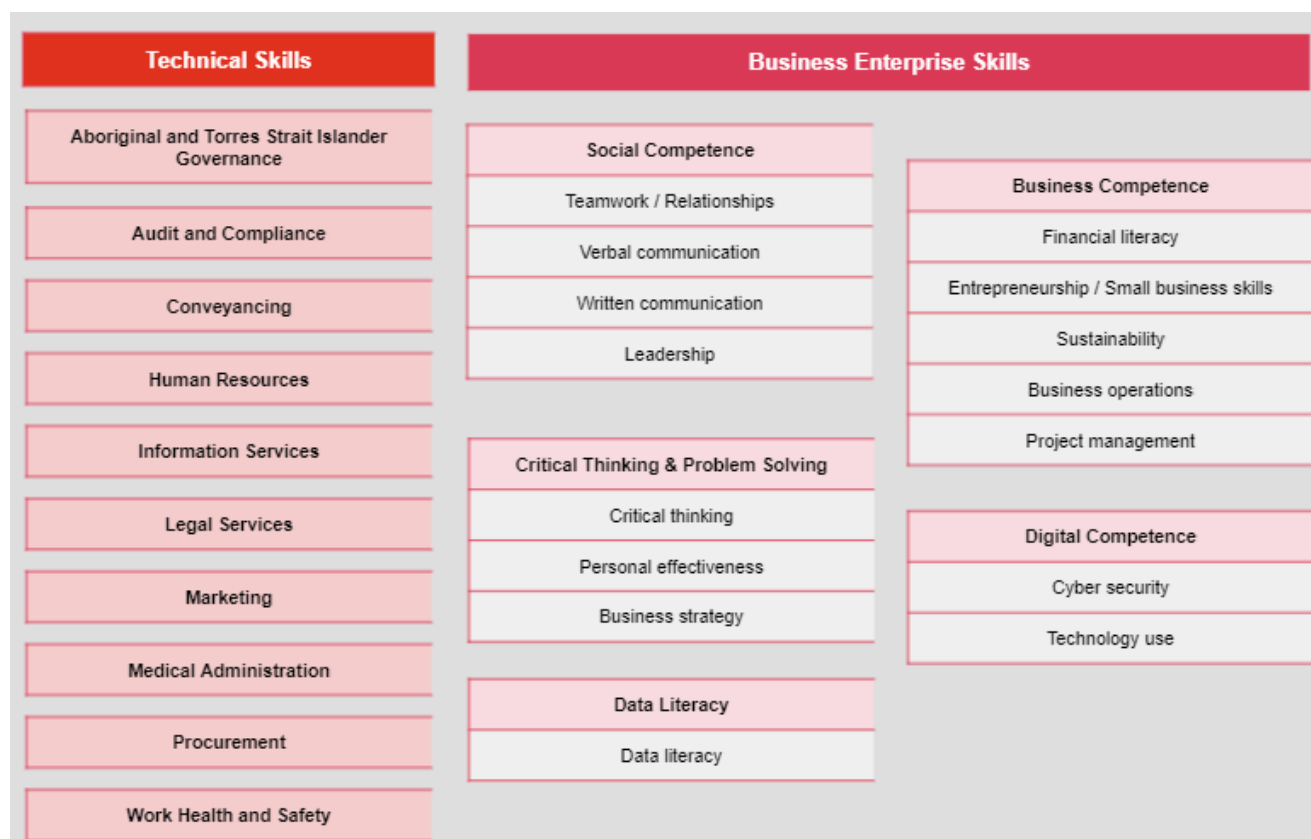
The business services industry has benefited from long periods of growth and as the economy strengthens and as outsourcing continues, the outlook for the industry is positive. However, there are a number of trends that will impact on most sectors in the industry in coming years:

- End of the mining boom – the Australian economy is going through a transition period as the mining boom, which has been sustaining the Australian economy for several years, begins to slow. The transition to a service economy represents an exciting opportunity for the business services workforce.
- Offshoring – the continuing drive for increased efficiency in the face of strong competitive pressures as well as advances in communication technologies and skill shortages in Australia have underpinned longer term efforts to shift parts of the internal operations of some business services offshore.
- Customer engagement – efforts to increase demand for services and business sustainability by enhancing customer engagement is a key theme in organisations.
- New technologies – the use of cloud and mobile devices as business tools is increasing. The use of software that integrates various social media platforms for use in daily business processes will enhance and extend internal and external collaboration. Data analytics is becoming integral to business processes to enhance understanding of customers and to forecast more accurately.
- Deeper global engagement – larger organisations are already working closely through partnerships and collaboration with overseas companies, particularly in Asia. This will continue as businesses recognise new opportunities in emerging markets and are supported through policy changes, to integrate further with Asia.
- End-to-end services – business services organisations are increasingly called upon to provide full solutions for their customers. Rather than focussing on solving a small part of a problem, clients are looking to single service-providers to design total business solutions and to manage all aspects of design, implementation and monitoring.
- Environmental sustainability – with national understanding of the likely impacts of climate change increasing, businesses are increasingly expected to minimise their environmental impact. Environmental sustainability practices also have benefits for businesses in terms of cost savings, energy efficiency, staff engagement and gaining a competitive edge.

Organisations are responding to these trends by forging business partnerships, specialising in niche areas, employing more specialists, distributing decision-making more widely within organisations, getting closer to customers through data, and harnessing the contingent workforce. These responses will have an impact on the future skill set of the workforce.

Industry sectors represented in the Training Package

The *BSB Business Services Training Package* has been structured to address the transferable skills required by workers across the economy, whilst also reflecting current and emerging skills needs in the Technical Skills sectors.



Each of these represent a specific competency field (or a 'unit sector') and are discussed in further detail below:

- Business Competence:** These general business skills are essential to succeeding in the Business Services sector. These include financial literacy, entrepreneurial skills, project management, and an understanding of business operations. Being equipped with strong business competence, allows individuals to move between job roles and industries across the Business Services sector, as well as to plan and build a new business venture.
 - Financial Literacy* – In a Business Services environment, an individual that is financially literate is able to interact effectively with the financial resources of an organisation. These skills and knowledge enable the individual to identify, report on, and make strategic decisions relating to financial resources and transactions.
 - Entrepreneurship / Small Business* – An individual that is competent in entrepreneurship demonstrates the skills and knowledge to plan, launch and maintain a new business venture. An individual that is entrepreneurial will also be able to identify business opportunities and develop strategies to gain advantage for an existing venture.
 - Sustainability* – Sustainability practices encourage business activity that meets present needs, without compromising future production. An individual with the skills and knowledge to apply sustainability practices in a Business Services environment manages financial, social and environmental risks, obligations and opportunities.
 - Business Operations* – Skills in business operations enable an individual to work effectively in a Business Services environment. These operational functions support the administration of an organisation to produce the greatest level of effectiveness and efficiency in its core areas of focus.
 - Project Management* – A project is a temporary venture undertaken to create a unique product, service or result. Projects have a defined beginning and end in time, and therefore defined scope and resources.

Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.

- **Critical Thinking & Problem Solving:** Critical thinking and problem solving skills enable individuals to interpret and apply information objectively. Individuals with these skills are better equipped to succeed in the Business Services sector, as their logic and rationale is self-monitored and self-corrective, irrespective of the context. These individuals are better equipped to think strategically about work practices, and to be personally effective.
 - *Critical Thinking* – Critical thinking skills enables an individual to gather, analyse, and apply information to develop effective solutions. These skills support intellectual rigour and objectivity. The ability to apply a critical thinking approach is highly sought by employers, as the skill is increasingly important for solving organisational challenges.
 - *Personal Effectiveness* – Personal effectiveness involves using techniques and available resources to maximise personal performance in order to contribute to business objectives. In a Business Services context, personal effectiveness covers personal and professional development, and personal health and wellbeing, which supports performance and ongoing skill development.
 - *Business Strategy* – Business strategy is an established plan of action designed to achieve a particular goal or set of organisational goals or objectives. It is aimed at strengthening the performance of the enterprise and sets out how business should be conducted to achieve the desired goals.
- **Social Competence:** A socially competent individual is able to work effectively with others. These interpersonal skills encourage clear communication (verbal, non-verbal, written) and collaboration. As new ways of working emerge across the Business Services sector, including remote teaming and the 'gig economy', these skills will become increasingly important for successful workplace interaction.
 - *Teamwork / Relationships* – An individual that has the skills to work (and build relationships) with others is more likely to be effective in a Business Services environment, particularly as digital technologies create more opportunities to work collaboratively.
 - *Verbal communication* – Effective verbal communication is an essential skill in a Business Services environment. Verbal communication may take the form of a conversation, speech or presentation, and be direct or indirect.
 - *Written communication* – Written communication, an essential skill in a Business Services environment, is often formal (e.g. a memo, report, letter), though sometimes may be less formal (e.g. email or instant messenger). Each type of written communication requires understanding of appropriate style and context.
 - *Leadership* – Leadership skills enable a person to interact with others in a way that improves collective performance. For this reason, effective leadership can produce desired organisational outcomes. These competencies are important for, not only individuals in management roles, but for individuals across the Business Services sector.
- **Data Literacy:** Data literacy is the ability to derive meaningful insights from data. People in roles across the Business Services sector have access to more and more data, with a growing emphasis being placed on data-driven decision making. These skills enable a person to effectively identify, locate, interpret, and evaluate information to produce business insights.
 - *Data Literacy* – Data literacy is the ability to derive meaningful insights from data. These skills enable a person to effectively identify, locate, interpret, and evaluate information to produce business insights.
- **Digital Competence:** A digitally competent person is able to use new and emerging platforms and digital technologies in a business environment. These systems are used safely and critically, and enable digital collaboration. As the Business Services sector becomes increasingly digitally-enabled, broad digital competence becomes imperative for this workforce.
 - *Cyber Security* – Exponential growth in the amount of sensitive data being stored calls for new information security skills, particularly around data protection and privacy. There are opportunities in the Business Services sector for cyber security professionals that can manage advanced threat response, risk management and advanced adversaries.
 - *Technology Use* – The ability to effectively use new and emerging technologies is increasingly important for the Business Services workforce. Technological developments present opportunities for organisations to operate more effectively and efficiently, including by enabling greater collaboration.

Industry sectors represented in <i>BSB Business Services Training Package Version 8.0</i>		
Sector	Titles for specific competency fields (alpha code)	Description This code is used to indicate:
Business Competence	Business Operations (OPS)	Units of competency that can be used across industries and training packages for the support and management of business operations functions
	Entrepreneurship and Small Business (ESB)	Units of competency that can be used across industries and training packages for the development and management of new business ventures
	Financial Literacy (FIN)	Units of competency that can be used across industries and training packages for the support and management of organisational accounting and finance functions
	Project Management (PMG)	Units of competency that can be used across industries and training packages for management and direction of projects, programs and portfolios of work
	Sustainability (SUS)	Units of competency that can be used across industries and training packages for fostering socially and environmentally sustainable work practices
Critical Thinking & Problem Solving	Business Strategy (STR)	Units of competency that can be used across industries and training packages for the implementation and development of business strategy – including innovation and continuous improvement
	Critical Thinking (CRT)	Units of competency that can be used across industries and training packages for developing concepts, ideas and constructive debate for the workplace
	Personal Effectiveness (PEF)	Units of competency that can be used across industries and training packages for personal and professional development, and health and wellbeing
Cross sector	Big Data (XBD)	Units of competency that can be used across industries and training packages to develop skills in working with big data
	Cyber Security (XCS)	Units of competency that can be used across industries and training packages to develop skills in supporting a cyber secure workforce
	Inclusion of People with Disability in VET (XDB)	Units of competency that can be used across industries and training packages for those engaging with people with disability
	Teamwork and Communication (XTW, XCM)	Units of competency that can be used across industries and training packages to develop skills for workplace communication and teamwork
Data Literacy	Data Literacy (DAT)	Units of competency that can be used across industries and training packages for data analysis and the use of data to develop business insights
	<i>See also 'Big Data'</i>	<i>See also 'Big Data'</i>
Digital Competence	Technology Use (TEC)	Units of competency that can be used across industries and training packages for the use of software applications and other digital technologies in the workplace
	<i>See also 'Cyber Security'</i>	<i>See also 'Cyber Security'</i>

Industry sectors represented in <i>BSB Business Services Training Package Version 8.0</i>		
Sector	Titles for specific competency fields (alpha code)	Description This code is used to indicate:
Social Competence	Leadership (LDR)	Units of competency that can be used across industries and training packages for leadership and people management in the workplace
	Teamwork / Relationships (TWK)	Units of competency that can be used across industries and training packages for working in teams and building effective business relationships
	Verbal Communication (CMM)	Units of competency that can be used across industries and training packages for effective verbal communication in a workplace environment
	Written Communication (WRT)	Units of competency that can be used across industries and training packages for effective written communication across a range of media
Technical Skills	Aboriginal and Torres Strait Islander Governance (FNG)	Specialist units of competency relating to the governance of Aboriginal and Torres Strait Islander organisations
	Audit and Compliance (AUD)	Specialist units of competency for undertaking compliance and quality auditing
	Conveyancing (CNV)	Specialist units of competency for facilitating conveyancing transactions
	Human Resources (HRM)	Specialist units of competency for supporting and managing the human resources function of an organisation
	Information Services (INS)	Specialist units of competency relating to libraries, archives and records management
	Legal Services (LEG)	Specialist units of competency for supporting the provision of legal advice
	Marketing (MKG)	Specialist units of competency for supporting and managing the marketing function of an organisation
	Medical Administration (MED)	Specialist units of competency for carrying out administration in medical practices
	Procurement (PRC)	Specialist units of competency for supporting and managing the procurement function of an organisation
	Work Health and Safety (WHS)	Specialist units of competency for supporting and managing the health and safety function of an organisation

Mandatory entry requirements

Generally, individuals may commence a qualification or skill set provided that they have the knowledge, skills or experience required for entry. Industry feedback has determined that particular entry requirements are required to maximise the successful completion of some qualifications by learners.

The table below shows those qualifications in the *BSB Business Services Training Package* with specific entry requirements.

BSB qualifications with entry requirements		
Code and title	Entry requirements	Rationale
BSB50320 Diploma of Human Resource Management	Have completed the following units (or equivalent competencies): BSBHRM411 Administer performance development processes; BSBHRM412 Support employee and industrial relations; BSBHRM415 Coordinate recruitment and onboarding; and BSBHRM417 Support human resource functions and processes. Equivalent competencies are predecessors to these units, which have been mapped as equivalent. or Have two years equivalent full-time relevant work experience.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to administer performance development processes, support employee and industrial relations, coordinate recruitment and onboarding, and support human resource functions and processes before completing higher qualifications. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.
BSB50620 Diploma of Marketing and Communication	Have completed the following units (or equivalent competencies): BSBCMM411 Make presentations; BSBCRT412 Articulate, present and debate ideas; BSBMKG433 Undertake marketing activities; BSBMKG435 Analyse consumer behaviour; BSBMKG439 Develop and apply knowledge of communications industry; and BSBWRT411 Write complex documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent. or Have two years equivalent full-time relevant work experience.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in writing complex documents, communicating ideas, undertaking marketing activities, and analysing consumer behaviour. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.
BSB50720 Diploma of Paralegal Services	Have completed the following units (or equivalent competencies): BSBLEG314 Protect information in a legal services environment; BSBLEG423 Conduct simple legal research; and BSBLEG424 Support the drafting of complex legal documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent. or Have two years equivalent full-time relevant work experience.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to protect information, conduct research, and support drafting of complex documents. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.

BSB qualifications with entry requirements		
Code and title	Entry requirements	Rationale
BSB51319 Diploma of Work Health and Safety	All BSB41419 Certificate IV in Work Health and Safety core units or equivalent competencies. Equivalent competencies are predecessors to the following units which have been mapped as equivalent. • BSBWHS412 Assist with workplace compliance with WHS laws • BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes • BSBWHS414 Contribute to WHS risk management • BSBWHS415 Contribute to implementing WHS management systems • BSBWHS416 Contribute to workplace incident response.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to assist implementation and maintenance of WHS, and contribute to WHS risk management and workplace incident response.
BSB60120 Advanced Diploma of Business	Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence to initiate, plan, execute and evaluate their own work and/or the work of others. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.
BSB60320 Advanced Diploma of Human Resource Management	Have completed one of the following qualifications: BSB50320 Diploma of Human Resource Management; or BSB50618 Diploma of Human Resources Management (or a superseded equivalent version). or Have four years equivalent full-time relevant work experience.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to manage business risk and employee and industry relations; monitor policies; procedures and programs; coordinate plans; functions and processes; and contribute to the learning and development of teams and individuals. Consultees also suggested that the required competence could be achieved through four years on-the-job learning.
BSB60420 Advanced Diploma of Leadership and Management	Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence to initiate, plan, execute and evaluate

BSB qualifications with entry requirements		
Code and title	Entry requirements	Rationale
		their own work and/or the work of others. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.
BSB60520 Advanced Diploma of Marketing and Communication	Have completed the following units (or equivalent competencies): BSBMKG541 Identify and evaluate marketing opportunities; BSBMKG542 Establish and monitor the marketing mix; BSBMKG552 Design and develop marketing communication plans; BSBMKG555 Write persuasive copy; and BSBPMG430 Undertake project work. Equivalent competencies are predecessors to these units, which have been mapped as equivalent. or Have four years equivalent full-time relevant work experience.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to evaluate market opportunities, monitor the marketing mix, develop communication plans, write persuasive document, and undertake project work. Consultees also suggested that the required competence could be achieved through four years on-the-job learning.
BSB60619 Advanced Diploma of Work Health and Safety	All BSB51319 Diploma of Work Health and Safety core units or equivalent competencies. Equivalent competencies are predecessors to four of the following units, which have been mapped as equivalent. Note: BSBWHS519 is new to the core of the Diploma, equivalent to its previous version, and a requirement for entry into the Advanced Diploma. • BSBWHS513 Lead WHS risk management • BSBWHS515 Lead initial response to and investigate WHS incidents • BSBWHS516 Contribute to developing, implementing and maintaining an organisation's WHS management system • BSBWHS519 Lead the development and use of WHS risk management tools • BSBWHS522 Manage WHS consultation and participation processes.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to lead WHS risk management, lead initial response to and investigate WHS incidents, contribute to developing, implementing and maintaining a WHS management system, and manage consultation and participation.
BSB60720 Advanced Diploma of Program Management	Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version). or Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in managing project scope, time, quality, cost, human resources, communication, and risks. Consultees also suggested that the required competence could be achieved through two years on-the-job learning.

BSB qualifications with entry requirements		
Code and title	Entry requirements	Rationale
BSB80320 Graduate Diploma of Strategic Leadership	Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. or Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. or Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in program or project leadership and management, and high-level writing, technical and communication skills related to strategic leadership.
BSB80220 Graduate Diploma of Portfolio Management	Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise. or Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise. or Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.	Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in program or project leadership and management, and high-level writing, technical and communication skills related to portfolio management.

Pathways advice

A pathway is the route or course of action taken to get to a destination. A training pathway generally means the learning activities or experiences used to attain the competencies needed to achieve career goals. There is no single pathway that applies to everyone; each individual has specific needs and goals.

Qualification pathways and occupational outcomes

Most *BSB Business Services Training Package* qualifications at Diploma and Advanced Diploma levels cover underpinning competencies in a range of higher education programs. There are currently no national credit arrangements between qualifications in the *BSB Business Services Training Package* and higher education programs due to the diversity of business, commerce and accounting curriculum across universities.

Achievement of AQF qualifications provides opportunities for individuals to pursue and achieve their career goals. Qualifications can be achieved in various ways, including:

- off-the-job training, e.g. attending classroom-based learning programs
- on-the-job training, e.g. apprenticeships, traineeships
- skills recognition
- credit transfer.

The following information explains possible occupational outcomes for qualifications in this training package, together with pathways between qualifications.

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
Audit and Compliance	BSB50920 Diploma of Quality Auditing	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. • Lead Auditor • Quality Assurance Manager
	BSB10120 Certificate I in Workplace Skills	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. • Administrative Assistant
	BSB20120 Certificate II in Workplace Skills	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. • Office Receptionist • Administrative Assistant
	BSB30120 Certificate III in Business	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. • Administration Officer • Customer Service Representative

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
	BSB40120 Certificate IV in Business	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. - Administration Manager - Customer Service Representative - Personal Assistant
	BSB50120 Diploma of Business	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. - Frontline Manager / Team Leader - Administration Manager - Business Development Manager
	BSB60120 Advanced Diploma of Business	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. - Business Development Manager - Business Analyst
Conveyancing	BSB60220 Advanced Diploma of Conveyancing	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. - Licensed Conveyancer - Settlement Agent
Human Resources	BSB40420 Certificate IV in Human Resource Management	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. - Human Resources Officer - Human Resources Coordinator - Payroll Officer
	BSB50320 Diploma of Human Resource Management	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. - Human Resources Consultant - Human Resources Advisor - Human Resources Business Partner
	BSB60320 Advanced Diploma of Human Resource Management	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. - Human Resources Manager - Senior Human Resources Business Partner

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
Information Services	BSB30420 Certificate III in Library and Information Services	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. Library Assistant
	BSB40720 Certificate IV in Library and Information Services	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. Library Assistant
	BSB50520 Diploma of Library and Information Services	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. - Library Technician - Research Assistant
Leadership and Management	BSB40520 Certificate IV in Leadership and Management	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. - Line Manager - Team Leader
	BSB50420 Diploma of Leadership and Management	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. - Sales Team Manager - Frontline Manager
	BSB60420 Advanced Diploma of Leadership and Management	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. - Department Manager - Senior Manager
	BSB80320 Graduate Diploma of Strategic Leadership	Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning. Strategy Manager
Legal	BSB30320 Certificate III in Legal Services	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. - Legal Administrative Assistant - Legal Receptionist
	BSB40620 Certificate IV in Legal Services	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. Legal Secretary

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
Marketing	BSB50720 Diploma of Paralegal Services	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. Paralegal
	BSB40820 Certificate IV in Marketing and Communication	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. - Public Relations Officer - Marketing Officer - Marketing Coordinator
	BSB50620 Diploma of Marketing and Communication	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. - Marketing Lead - Marketing Manager
	BSB60520 Advanced Diploma of Marketing and Communication	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. - Communications Lead - Advertising Lead - Public Relations Manager
Other	BSB41021 Certificate IV in Aboriginal and Torres Strait Islander Governance	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. - Aboriginal and Torres Strait Islander Board Member - Aboriginal and Torres Strait Islander Governance Coordinator
	BSB80120 Graduate Diploma of Management (Learning)	Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning. - RTO Manager - RTO Director

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
Project Management	BSB40920 Certificate IV in Project Management Practice	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. • Contracts Officer • Project Administrator • Quality Officer
	BSB50820 Diploma of Project Management	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. • Project Manager • Project Team Leader
	BSB60720 Advanced Diploma of Program Management	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. • Program Manager
	BSB80220 Graduate Diploma of Portfolio Management	Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning. • Portfolio Manager
Small Business	BSB30220 Certificate III in Entrepreneurship and New Business	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. • New Business Operator • Sole Trader • Independent Contractor
	BSB40320 Certificate IV in Entrepreneurship and New Business	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. • Small Business Manager • Business Owner

Qualification pathways information in BSB Business Services Training Package (Version 8.0)		
Sector	Qualification	Pathways information
Work Health and Safety	BSB30719 Certificate III in Work Health and Safety	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. • Work Health and Safety Representative • Work Health and Safety Assistant
	BSB41419 Certificate IV in Work Health and Safety	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. • WorkCover Inspector • Work Health and Safety Officer
	BSB51319 Diploma of Work Health and Safety	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. • Work Health and Safety Supervisor • Work Health and Safety Manager
	BSB60619 Advanced Diploma of Work Health and Safety	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. • Work Health and Safety Program Lead • Occupational Health and Safety Practitioner

Skill set pathways

Skill set pathways information in BSB Business Services Training Package (Version 8.0)		
Code	Title	Pathways Information
BSBSS00091	Capture and Present Big Data Skill Set	Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business.
BSBSS00092	Manage Big Data Skill Set	Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business.
BSBSS00093	Cyber Security Threat Assessment and Risk Management Skill Set	Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business.
BSBSS00094	Cyber Security Awareness Skill Set	Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business.
BSBSS00095	Cross-Sector Infection Control Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business and BSB30719 Certificate III in Work Health and Safety.
BSBSS00096	Innovation Practice Skill Set	Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Leadership, Business Operations) and BSB40320 Certificate IV in Entrepreneurship and New Business.

Skill set pathways information in <i>BSB Business Services Training Package (Version 8.0)</i>		
Code	Title	Pathways Information
BSBSS00097	Innovation Leadership Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Organisational Development).
BSBSS00098	Marketing Foundations Skill Set	Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Leadership, Business Operations) and BSB40820 Certificate IV in Marketing and Communication.
BSBSS00099	Communications and Public Relations Foundations Skill Set	Units from this skill set can contribute to credit towards BSB40820 Certificate IV in Marketing and Communication.
BSBSS00100	Business Operations Support Skill Set	Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business and BSB40520 Certificate IV in Business (Business Operations).
BSBSS00101	Business Operations Management Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Business Operations).
BSBSS00102	Micro Business Skill Set	Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business.
BSBSS00103	New Business Ventures Skill Set	Units from this skill set can contribute to credit towards BSB30220 Certificate III in Entrepreneurship and New Business.
BSBSS00104	Small Business Management Skill Set	Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business.
BSBSS00105	Human Resources Foundation Skill Set	Units from this skill set can contribute to credit towards BSB40420 Certificate IV in Human Resources.
BSBSS00106	Introduction to Paralegal Services Skill Set	Units from this skill set can contribute to credit towards BSB40620 Certificate IV in Legal Services.
BSBSS00107	Marketing and Communication Foundation Skill Set	Units from this skill set can contribute to credit towards BSB40820 Certificate IV in Marketing and Communication.
BSBSS00108	Marketing and Communication Skill Set	Units from this skill set can contribute to credit towards BSB50620 Diploma of Marketing and Communication.
BSBSS00109	Introduction to Team Management Skill Set	Units from this skill set can contribute to credit towards BSB50420 Diploma of Leadership and Management.
BSBSS00110	Business Development Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Business Development) and BSB50620 Diploma of Marketing and Communication.
BSBSS00111	Human Resources Advisor Skill Set	Units from this skill set can contribute to credit towards BSB50320 Diploma of Human Resource Management.
BSBSS00112	Workplace Technology Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business.

Skill set pathways information in <i>BSB Business Services Training Package (Version 8.0)</i>		
Code	Title	Pathways Information
BSBSS00113	Digital Business Administration Skill Set	Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Business Administration).
BSBSS00114	Organisational Governance Skill Set	Units from this skill set can contribute to credit towards BSB60120 Advanced Diploma of Leadership and Management.
BSBSS00115	Copyright Management Skill Set	Units from this skill set can contribute to credit towards BSB60120 Advanced Diploma of Business.
BSBSS00116	Campaign Management Skill Set	Units from this skill set can contribute to credit towards BSB60520 Advanced Diploma of Marketing and Communication.
BSBSS00117	Diversity and Inclusion Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Leadership) and BSB60420 Advanced Diploma of Leadership and Management.
BSBSS00118	Procurement Manager Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Procurement).
BSBSS00119	Customer Service Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Customer and Client Engagement).
BSBSS00120	Administrative Assistant Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Business Administration).
BSBSS00121	Medical Administration Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Medical Administration).
BSBSS00122	Compliance Skill Set	Units from this skill set can contribute to credit towards BSB50920 Diploma of Quality Auditing.
BSBSS00123	Records and Information Management Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Records and Information Management) and BSB50520 Diploma of Library and Information Services.
BSBSS00124	Workplace IT Foundations Skill Set	Units from this skill set can contribute to credit towards BSB10120 Certificate I in Workplace Skills and BSB20120 Certificate II in Workplace Skills.
BSBSS00125	Workplace Foundations Skill Set	Units from this skill set can contribute to credit towards BSB10120 Certificate I in Workplace Skills and BSB20120 Certificate II in Workplace Skills.
BSBSS00126	Contact Centre Skill Set	Units from this skill set can contribute to credit towards BSB20120 Certificate II in Workplace Skills and BSB30120 Certificate III in Business (Technology, Customer and Client Engagement).

Skill set pathways information in <i>BSB Business Services Training Package (Version 8.0)</i>		
Code	Title	Pathways Information
BSBSS00127	Contact Centre Team Manager Skill Set	Units from this skill set can contribute to credit towards BSB50120 Diploma of Business and BSB50420 Diploma of Leadership and Management.
BSBSS00128	Lead Auditor Skill Set	Units from this skill set can contribute to credit towards BSB50920 Diploma of Quality Auditing.
BSBSS00129	Cross-Sector Mental Health and Organisational Disruption Skill Set	Unit from this skill set can contribute to credit towards BSB40520 Certificate IV in Leadership and Management and BSB50420 Diploma of Leadership and Management.
BSBSS00130	Workplace Cyber Security Foundations Skill Set	Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business.
BSBSS00131	Workplace Cyber Security Threat and Risk Prevention Skill Set	Units from this skill set can contribute to credit towards BSB40520 Certificate IV in Leadership and Management.
BSBSS00132	Organisational Disruption Management Skill Set	Units from this skill set can contribute to credit towards BSB50420 Diploma of Leadership and Management and BSB40320 Certificate IV in Entrepreneurship and New Business.
BSBSS00133	Organisational Disruption Support Skill Set	Units from this skill set can contribute to credit towards BSB50420 Diploma of Leadership and Management and BSB40320 Certificate IV in Entrepreneurship and New Business.
BSBSS00134	Aboriginal and Torres Strait Islander Governance Foundations Skill Set	Units from this skill set can contribute to credit towards BSB40121 Certificate IV Aboriginal and Torres Strait Islander Governance.

Access and equity considerations

Access and equity relate to the approaches used to make sure training and assessment practices consider and respond to the individual support needs of learners so that potential learning barriers are eliminated or minimised. Individual support needs that learners could present with could relate to their:

- age
- gender
- cultural or ethnic background
- disability
- sexuality
- language, literacy or numeracy skills
- employment status
- geographical location.

The design and content of this training package support equitable access and progression for all learners. It is the responsibility of the RTO delivering and assessing qualifications to:

- ensure that training and assessment processes and methods do not disadvantage individual learners
- determine the support needs of individual learners and to provide access to any educational and support services necessary.

Some practical ways that access and equity issues could be addressed include:

- modifying assessment processes and techniques for learners who are located at a distance from a campus location
- checking that materials are culturally appropriate for learners
- checking that activities and assessments are suitable for the language, literacy and numeracy skill levels of learners (while meeting the requirements of the unit of competency).

Considerations specific to learners with disability

A legislative and regulatory framework underpins and supports the delivery of VET across Australia. Under this framework, VET providers must take steps to ensure that learners with recognised disabilities can access and participate in education and training on the same basis as learners without disabilities.

RTOs have obligations to support learners with disability under the Standards for RTOs 2015, *Disability Discrimination Act 1992*, and the Disability Standards for Education 2005. RTOs need to provide advice and information to learners with disability about the suitability of a course, any inherent requirements for the course, reasonable adjustments that can be made, and support that is available.

Training and assessment practices must give due consideration to learners with disability, and in particular recognise the diverse range of disabilities and individualised impact that disability has on learners. Disability is broad and diverse, and can include physical and learning disabilities, chronic medical condition, or mental illness. RTOs must take an individualised approach to supporting learners with disability, recognising that each learner's disability will be specific to that person, and will have a specific impact on their learning experience. An individual's disability may necessitate the implementation of specific supports to allow them to participate in learning.

It is recommended to ask universally (and also on an individual basis) whether a person requires adjustments to undertake their course. Make it clear that all personal information will be handled confidentially and that this question is only asked for the purposes of being able to offer support and arrange reasonable adjustments. Learners with disability do not have to disclose their disability, but by making it clear that disclosure is only for the purposes of providing support so they can access and participate in VET equally, learners are more likely to feel comfortable disclosing. If a learner does choose to disclose, they must be consulted to determine what supports or reasonable adjustments should be put in place for them.

It is important that all staff are made aware of what their responsibilities are in negotiating and implementing adjustments and supports.

Examples of educational and support services that can assist learners with disability meet course requirements include:

- offering study support and skills programs, including language, literacy and numeracy programs
- providing equipment, resources and/or programs to increase access for learners with disability
- using trained support staff including specialist teachers, note-takers and interpreters
- flexible scheduling and delivery of training and assessment, including allowing longer time where appropriate, and adjusting delivery methods and communication techniques
- providing learning and assessment materials in alternative formats.

Reasonable adjustment for learners with disability

Reasonable adjustments can be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the support needs of a learner with disability. The purpose of reasonable adjustments is to make it possible for learners to participate fully. It is not to give learners with additional or different needs an advantage over others, to change course standards or outcomes, or to guarantee success.

A reasonable adjustment in learning and assessment activity needs to be justifiable and uphold the integrity of the unit/qualification. An adjustment is reasonable if it can accommodate the learner's support needs while also taking into account factors such as the views of the learner, the potential effect of the adjustment on the learner and others, the costs and benefits of making the adjustment. Reasonable adjustments should be negotiated on an individualised basis, recognising that each person with disability will have specific learning needs and requirements for adjustment.

Inherent requirements are the fundamental parts of a course that must be met by all learners in order for them to be deemed competent. They are the abilities, skills and knowledge learners need to undertake the course — those components which, if removed, would compromise the learning outcomes. Learners with disability should be provided with reasonable adjustments to enable them to meet these inherent requirements, provided this would not cause unjustifiable hardship to the RTO. However, if a learner cannot meet the inherent requirements, even with adjustments, then they cannot undertake the course. Learners should be given as much information as possible to allow them to make informed decisions about whether they will be able to meet inherent course requirements.

Adjustments must:

- be discussed with and agreed to by the learner with disability
- benefit the learner with disability
- maintain the integrity of the competency standards
- be a reasonable expectation in a workplace or training and assessment environment.

Adjustments are not required if they could:

- cause the RTO unjustifiable hardship
- harm other learners.

Making reasonable adjustments requires the RTO to balance the need for change with the expense or effort involved in making this change. If an adjustment requires a disproportionately high expenditure or disruption, it is not likely to be reasonable.

Reasonable adjustments can encompass a range of areas including the physical environment, teaching delivery and format, utilisation of assistance equipment and reduction of study load. Examples of reasonable adjustments that can assist learners with disability to participate fully in training and assessment include:

- accessible classrooms
- changes to class scheduling
- note-taking or interpreting support
- modification to presentation mediums and techniques or teaching practices
- course materials, information and learning tasks in alternative formats
- alternative assessment formats, timeframes or tasks

- availability of assistive technologies or specialised equipment
- allowing a carer or support person to be present in the learning environment.

Additional resources

The following resources can provide further information about different types of disability, as well as additional guidance and support for meeting the needs of learners with disability:

- the Australian Disability Clearinghouse on Education and Training (ADCET)
- the Australian Human Rights Commission
- National Disability Coordination Officers.

RTO support services, access and equity or disability departments can also provide guidance on supporting and including learners with disability.

An overview of some specific types of disability, their possible impacts, and teaching and assessment strategies to assist learners with these impacts, can be found at: <https://www.adcet.edu.au/inclusive-teaching/specific-disabilities/>.

Some practical examples for implementing reasonable adjustments to address different learner needs can be found at:

http://www.ndco.stepscs.net.au/uploads/5/0/2/0/5020317/7_reasonable_adjustments_sept2014.pdf.

Foundation skills

Foundation skills are the non-technical skills that support an individual's participation in the workplace, in the community and in education and training. They describe the language, literacy, numeracy (LLN) and employment skills that are essential to performance and are explicitly identified in the foundation skills field of a unit of competency, which:

- identifies the essential foundation skills that are not explicit in the performance criteria of the unit
- describes the application of each skill in context of the performance criteria
- should be considered as an integrated part of the unit for assessment purposes.

The language, literacy and numeracy skills are represented by the five core skills set out in the Australian Core Skills Framework (ACSF): Learning, reading, writing, oral communication and numeracy.

The employment skills are described using either:

- the skills set out in the employability skills framework: Teamwork, Initiative and enterprise, Planning and organising, Problem solving, Self-management, and Technology; or
- the core skills for work set out in the Core Skills for Work developmental framework: Navigate the world of work, Interact with others, and Get the work done.

Foundation skills should be considered as an integrated part of the unit for delivery and assessment purposes.

Health and safety implications in the industry

Work health and safety (WHS) requirements are covered either by:

- embedding requirements in the elements/performance criteria of units of competency
- including specific *WHS* units in qualifications.

In jurisdictions where model *WHS* laws have not been implemented, RTOs are advised to contextualise units of competency by referring to the existing *WHS* legislative requirements.

Resource and equipment requirements

RTOs must make sure that all resources and equipment required to train and assess units of competency are available.

Details of specific resources, including equipment and materials essential for assessment, are listed in the *Assessment Conditions* sections of the assessment requirements for each unit of competency.

Legal considerations for learners in the workplace/on placements

Legal requirements that apply to specific industries and VET vary across each state and territory, and can regularly change. Contact the relevant state or territory department/s to check what legal requirements apply.

Other information relevant to implementing the Training Package

Requirements for assessors

Assessor requirements are identified in the *Assessment Conditions* section of assessment requirements for each unit of competency. All assessors must meet the requirements set by the applicable registering body (refer to the section 'Who can deliver and assess a qualification?' in this Guide).

Training and assessment in simulated environments

Units of competency in the *BSB Business Services Training Package* may be delivered and assessed in the workplace or in a simulated workplace environment.

To maintain the integrity of training and assessment RTOs, trainers and assessors need to keep pace with industry technologies and ensure that learning activities and assessments accurately reflect workplace activities. RTOs will need regular contact with industry to ensure the currency and validity of all activities conducted in simulated environments.

All assessors must consider relevant care and due diligence when assessing units of competency, including that the requirements set out in the assessment conditions associated with each unit of competency are met.

Workplace simulation criteria

In conducting training and assessment in a simulated workplace environment, trainers and assessors should make sure that the simulated environment gives the learner the opportunity to meet the following critical criteria:

1. ***Quality*** – The work is of the standard required in the industry.
2. ***Productivity*** – The work is performed within a timeframe appropriate in the industry.
3. ***Safety*** – The work is performed in a manner that meets industry safety standards.

Where simulations meet these criteria, RTOs can be confident that learners are 'work ready' on successful completion of units of competency.

Simulations should provide opportunities for integrated assessment of competence that include:

- performing the task (task skills)
- managing a number of tasks (task management skills)
- dealing with workplace irregularities such as unexpected problems, breakdowns and changes in routine (contingency management skills)
- fulfilling the responsibilities and expectations of the job and workplace, including working with others (job/role environment skills)
- transferring competency to new contexts.

To further enhance the validity of assessment processes using simulation, the assessor should consider:

- assessments covering a range of interconnected units of competency
- use of assessment checklists to ensure that all performance evidence and knowledge evidence requirements have been met
- use of self-assessment, peer assessment and debriefing activities
- use of authentic workplace documentation.

Assessment activities must be realistic and reasonable in terms of scale.

Australian apprenticeships

Apprenticeships and traineeships are legally binding training arrangements between an employer and an employee that combine training with paid employment.

Apprenticeships and traineeships are established and administered by *State or Territory Training Authorities (STAs)*. STAs are the government departments in each state or territory responsible for the operation of the VET system (including Australian Apprenticeships).

The Australian Apprenticeships website offers information about apprenticeships and traineeships, and includes links to the websites for STAs. Visit www.australianapprenticeships.gov.au for more information.

The following *BSB Business Services Training Package* qualifications may be suitable as an Australian traineeship or apprenticeship pathway:

- BSB10120 Certificate I in Workplace Skills
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB30220 Certificate III in Entrepreneurship and New Business
- BSB30420 Certificate III in Library and Information Services
- BSB40120 Certificate IV in Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB40420 Certificate IV in Human Resource Management
- BSB40520 Certificate IV in Leadership and Management
- BSB40620 Certificate IV in Legal Services
- BSB40720 Certificate IV in Library and Information Services
- BSB40820 Certificate IV in Marketing and Communication
- BSB40920 Certificate IV in Project Management Practice
- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB50420 Diploma of Leadership and Management
- BSB50520 Diploma of Library and Information Services
- BSB50620 Diploma of Marketing and Communication
- BSB50720 Diploma of Paralegal Services
- BSB50820 Diploma of Project Management.
- BSB50920 Diploma of Quality Auditing
- BSB60220 Advanced Diploma of Conveyancing.

VET for secondary school students

VET programs enable school students to acquire workplace skills and knowledge while still at secondary school.

Successful achievement of a VET program provides a school student with a nationally recognised AQF qualification, usually as part of a senior secondary certificate.

VET programs are packaged and delivered in various ways across Australia. The three main delivery arrangements used are:

- schools hold RTO status
- school sectoral bodies (such as Boards of Studies or regional offices) hold RTO status on behalf of a group of schools
- schools work together in partnership with RTOs.

In some state and territory school systems, school students who work part-time in an appropriate workplace may use this to fulfil work placement requirements. Virtual or simulated work placements may also be legitimate.

The following qualifications from the *BSB Business Services Training Package* may be suitable for delivery to secondary school students:

- BSB10120 Certificate I in Workplace Skills
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business.

RTOs are advised to check requirements with the relevant authorities in their State or Territory.

Training and assessment issues for the school sector

Implementation of the *BSB Business Services Training Package* within the school sector, while encouraged, needs to ensure:

- the currency of skills and knowledge of those who train and assess school students – particularly as expressed in the Standards for RTOs
- access to current industry equipment, facilities and training resources so that students acquire a realistic view of workplace realities and conditions
- comprehensive coverage of foundation skills, performance and knowledge as outlined in the unit of competency and assessment requirements for each unit of competency
- current and realistic learning and assessment experiences.

Cross sector skills

Many of the skills most valued by industry cut across multiple sectors of Australia's economy. However, training package components are not always developed in a way that recognises the importance of skills in multiple sectors or encourages training products to be used to their full potential in various industry contexts.

The Australian Industry and Skills Committee (AISC) has identified several cross sector skills areas where opportunities exist to create flexible and transferable training package components that will benefit industry, learners and the broader VET sector. These cross sector skills are at the forefront of growth and innovation in Australia.

Five such categories of cross sector skills have been identified as relevant to the *BSB Business Services Training Package* and the broader business services industry. Units of competency articulating these skills have been developed through broad consultation that has focused on the relevance of common skills to an array of industries.

The cross sector skills that sit in the *BSB Business Services Training Package* are:

- big data
- cyber security
- organisational disruption
- teamwork and communication
- inclusion of people with disability
- infection prevention and control.

While the units for these cross sectors are housed in the *BSB Business Services Training Package*, the intention of the cross sector training products is for industries and training package developers to import these units of competency into industry relevant qualifications in a manner that suits the job roles in those industries. Consequently, these units have been written in a way that allows for contextualisation to different industries.

Cyber security

Cyber security is an increasingly important issue that affects all industries and organisations, large and small. Currently there are very limited training options available in VET for those not in specialist IT roles to improve their skills in supporting a cyber secure workforce. As a result, the following units have been developed and included in this training package.

BSBXCS304	Apply cyber hygiene best practices
BSBXCS305	Identify and assess cyber security insider threats and risks
BSBXCS306	Apply own techniques to prevent cyber security insider threats
BSBXCS406	Develop cyber security insider threat and risk response plans
BSBXCS407	Develop cyber hygiene best practice plan
BSBXCS408	Develop employee cyber security risk profiles
BSBXCS409	Plan and implement organisational cyber security insider threat prevention strategies

Information relevant to delivery and assessment for cyber security and big data cross sector units

The cross sector cyber security units aim to support the development of cyber security practices and awareness in those working in a broad range of industries and job roles.

Feedback from organisations delivering related content is that the following factors can improve delivery, assessment and learning outcomes:

- exposing learners to a wide range of tools to ensure a breadth of experience
- providing access to a suitable, capable and contained lab environment to provide opportunities to practise content that has been learnt
- providing access to new tools and resources as they become available in order to make sure that the learner's knowledge is contemporary
- providing access to a mix of current resources.

The cross sector big data units aim to improve organisation's use and management of big data. As with all cross sector projects, the content is for use across multiple industries and job roles. The following factors are considered to support improved delivery, assessment and learning outcomes:

- familiarity with large data sets and their related complexity
- providing access to a large array of tools
- providing opportunities to assess and improve data quality, as this is a large part of working with big data.

Relevant legislation, standards and regulatory requirements for delivery of cyber security and big data cross sector units

Specific legislation, standards and regulatory requirements include:

- *Privacy Amendment (Notifiable Data Breaches) Act 2017*
- *Privacy Act 1988* (Privacy Act), which includes Australian Privacy Principles (APPs)
- General Data Protection Regulation (EU) 2016.

Organisational Disruption

The COVID-19 pandemic has demonstrated that many organisations were ill-equipped to effectively navigate the disruption. Disruptive events (e.g. natural disasters, public health crises, economic disruption) are likely to occur far more frequently and, for that reason, the national training system needs to meet the emerging skills need. It is critical that individuals are equipped with the skills and knowledge to identify, manage and respond appropriately to the effects of organisational disruptions. As a result, the following units have been developed and included in this training package.

BSBOPS407X	Support organisational response to disruption
BSBOPS506X	Plan for organisational disruption
BSBOPS507X	Manage organisational response to disruption

Information relevant to assessment simulation for cross sector disability units

Given the nature of support for people with disability, the need for interaction with real people (whether they be real clients, learners or employees) is often a requirement. Having the learner reading case studies and writing down how they might interact with a person with disability could contribute to the assessment of their knowledge. However, this may not always be enough to show that the learner has acquired the required competence. Demonstrating that the learner can interact appropriately with real people is occasionally a condition of assessment in this training package. This requirement for real people would mean that if skills were not being demonstrated in the workplace with real clients, learners or employees, then they would need to be simulated with other people, either with or without disability.

Simulation within the assessment for the inclusion of people with disability in VET units of competency is permitted, noting that involvement of real people with disability in assessment environments may not always be necessary, appropriate or accessible for some RTOs.

However, consideration must be given to how these simulations are designed to sufficiently convey real industry experiences, while maintaining adequate respect and integrity for people with disability. For example, it would be inappropriate and unacceptable to have a simulated environment where a proxy person imitates or pretends to be an individual with disability.

For a simulation to maintain integrity for people with disability, while facilitating adequate demonstration of acquired skills and knowledge, the simulation should focus on conveying the challenges, preferences and support needs of the person with disability, and not centre predominantly on simulating the disability condition or demonstrating possible limitations. Respectful simulations will balance consideration for the capabilities of a person with disability alongside any possible challenges. Simulations should adequately convey the social experience and any external barriers experienced by a person with disability, not solely the signs and symptoms of the disability. Furthermore, the focus of the simulation should not be on the simulation of disability, but rather the behaviours, interactions and competencies of the individual being assessed within the simulation.

To help with RTO guidance on what appropriate assessment simulations could look like for these units of competency, some examples are included below.

- Provision of a case study containing detailed information about an individual with disability, their personal capabilities, challenges and support preferences.
- Presentation of hypothetical scenarios to a learner, who may indicate how they would appropriately respond through verbal explanation or physical demonstration.
- Provision of a persona or specific example of an individual with disability, to which the learner is required to explain or demonstrate how they would appropriately interact with that individual, without necessitating that the assessor or another individual would take on the persona or embody aspects of disability. It would be sufficient for them to verbally or otherwise convey what disability and characteristics the persona has.
- Presentation of a recorded video of a person with disability, to which the learner must respond.

An RTO may find it particularly beneficial to consult people with disability or disability advocacy groups on the simulation techniques they intend to use, to receive feedback on whether they are appropriate and respectful.

Qualifications

Qualifications are created by packaging units of competency into combinations that meet workplace roles. Qualifications come with 'packaging rules' which set out the overall requirements for delivering the qualification, including the number of core units, and the number and source of elective units.

Qualifications are aligned to AQF qualification types. VET qualifications are at levels 1, 2, 3, 4, 5, 6, and 8 of the AQF. The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the VET sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

For a full explanation of the AQF, see the AQF website: <http://www.aqf.edu.au>.

Qualification structure

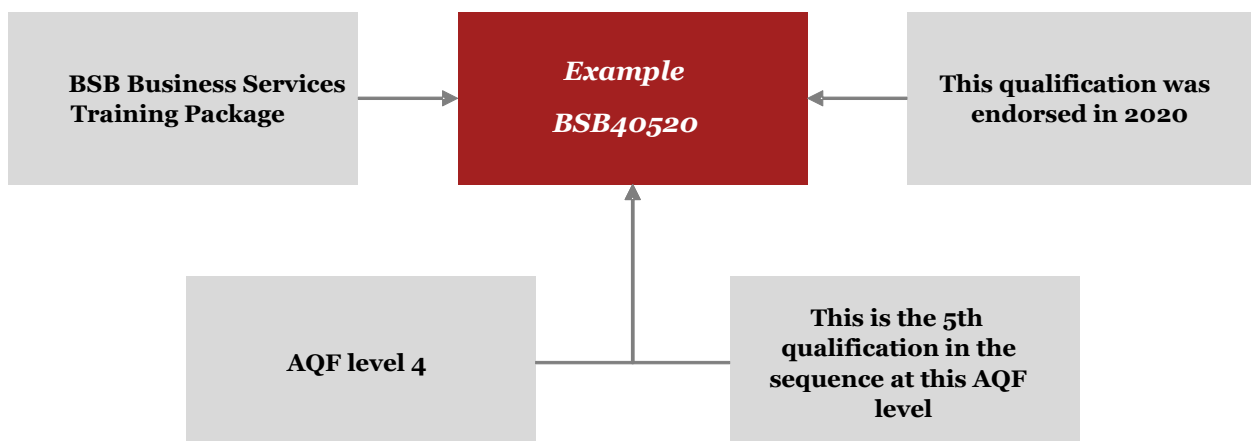
The structure of qualifications is based on templates prescribed by the *Standards for Training Packages 2012*.

Qualification code

Each qualification has a unique eight-character code:

- the first three letters identify the training package
- the first number identifies the AQF level
- the next two numbers identify a qualification's position in the sequence of qualifications at that level
- the last two numbers identify the year in which the qualification was approved for implementation.

Using *BSB40520 Certificate IV in Leadership and Management* as an example:



Qualification title

The title reflects the qualification outcomes and complies with the number of characters specified in the Australian Vocational Education and Training Management Information Statistical (AVETMIS) Standard (no more than 100 characters).

Qualification description

This field describes the qualification outcomes, together with any licensing, legislative, regulatory or certification considerations.

Entry requirements

This is an optional field that specifies any mandatory entry requirements.

Packaging rules

This field:

- specifies the total number of units of competency required to achieve the qualification
- specifies the number of core and elective units
- lists all core and elective unit codes and titles, including prerequisite units where they apply.

Qualification mapping information

This field specifies the code and title of any equivalent qualification.

Links

This field provides a link to the Companion Volume Implementation Guide.

Skill sets

Skill sets are not qualifications and are defined as single units of competency, or combinations of units of competency from endorsed training packages, which link to a licensing or regulatory requirement, or a defined industry need.

Skill set structure

Skill sets themselves are non-endorsed components of training packages, however, they consist of endorsed units of competency. They use a standard format.

Skill set code

This is a unique code in the format: <Training package code> <SS> <five digit code> e.g. BSBSS00001.

Skill set name

The title reflects the skill set outcomes.

Description

This field explains how the skill set meets the industry need or regulatory requirement.

Pathways information

This field explains the skill set's relationship with a qualification.

Suggested title and words for Statement of Attainment

This field provides advice on a suitable title and words to use on a Statement of Attainment.

Target group

This field explains the types of individuals who will benefit from completing the skill set.

Links

This field provides a link to the Companion Volume Implementation Guide.

Units of competency

Units of competency are the nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function.

Units of competency describe work outcomes as agreed by industry. As such, they do not describe the procedures necessary to perform a particular role, but rather, identify the skills and knowledge, as outcomes, that contribute to the whole job function. Each unit of competency describes:

- a specific work activity and what it involves
- particular skills (and level of skills) that are needed to perform the work activity
- conditions under which the work activity may be conducted
- knowledge and skills required to perform the work activity
- foundation skills essential to performing the work activity
- how learners can show they are competent in the work activity
- performance and knowledge evidence that must be considered in assessing competency of the unit
- conditions under which evidence for assessment must be gathered.

Units of competency are not aligned to levels within the AQF because they can be included across a range of qualification levels. However, the qualification in which a unit is first packaged in a training package is indicated by the first digit in the unit code.

What is competency?

The broad concept of industry competency is the ability to perform particular tasks and duties to the standard of performance expected in the workplace.

Competency covers all aspects of workplace performance and involves:

- performing individual tasks
- managing a range of different tasks
- responding to contingencies or breakdowns
- dealing with the responsibilities of the workplace, including working with others.

Workplace competency is the ability to apply relevant skills and knowledge consistently over time and in the required workplace situations and environments.

Competency standards are determined by industry to meet industry skill needs and focus on what is expected of a competent individual in the workplace.

Unit of competency structure

Units of competency are based on templates prescribed by the *Standards for Training Packages 2012*. Under these Standards, a unit of competency comprises two separate documents, i.e. a unit of competency document and an assessment requirements document.

Unit code

Each unit of competency has a unique code, which is assigned when the training package is endorsed, or when new units of competency are added to an endorsed training package:

- the first three characters identify the training package
- the next three characters indicate the competency stream or group
- the first number indicates the AQF qualification in which the unit is first packaged
- the next two numbers identify a unit's position in the sequence of units in that competency stream or group.

Unit title

The title describes the unit outcome and complies with the length specified in the AVETMIS Standard (no more than 100 characters).

Unit application

This field describes how the unit is applied, who would typically use it and the unit of competency's relationship to licensing, legislative or certification requirements.

Prerequisite units

This is an optional field that specifies any unit(s) in which the learner must be assessed as competent prior to the determination of competency in this unit.

Unit sector

This field is used to categorise units of competency in relation to industry sectors or types of work.

Elements of competency

Elements of competency describe the outcomes of the significant functions and tasks that make up the competency. Elements describe actions or outcomes that are demonstrable and assessable.

Performance criteria

Performance criteria specify the required performance in relevant tasks, roles, skills (including foundation skills) and the applied knowledge that enables competent performance.

Foundation skills

This field describes the language, literacy, numeracy, and employment skills that are essential to performance.

Range of conditions

This is an optional field that specifies different work environments and conditions that may affect performance. Range is restricted to essential operating conditions and any other variables essential to the work environment, so it is quite different from the previous Range statement. Range of conditions are not used in the BSB Training Package.

Links

This field provides a link to the Companion Volume Implementation Guide.

Summary of Frameworks and Standards for RTOs

Registering body	Standards	Applicable RTOs
Australian Skills Quality Authority (ASQA)	Standards for <i>Registered Training Organisations (RTOs) 2015</i> , including 2017 Amendment	RTOs that deliver training in the Australian Capital Territory, New South Wales, the Northern Territory, South Australia, Queensland, or Tasmania RTOs in Victoria and Western Australia that offer training to overseas students and/or students (including online courses) in the Australian Capital Territory, New South Wales, the Northern Territory, South Australia, Queensland, or Tasmania
Training Accreditation Council (WA TAC)	<i>Standards for Registered Training Organisations (RTOs) 2015</i> , including 2017 Amendment	RTOs that deliver vocational education and training solely in Western Australia and do not intend to apply to be registered on the Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS)
Victorian Registration and Qualifications Authority (VRQA) – Victoria	<i>AQTF Essential Conditions and Standards for Initial Registration</i> <i>AQTF Essential Conditions and Standards for Continuing Registration</i>	RTOs that deliver vocational education and training solely in Victoria and do not intend to apply to be registered on the Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS)

WHS implications in the industry

Work health and safety (WHS) requirements are covered either by:

- embedding requirements in the elements/performance criteria of units of competency
- including specific *WHS* units in qualifications.

In jurisdictions where the *National Model WHS Legislation* has not been implemented RTOs are advised to contextualise units of competency by referring to the existing State/Territory *occupational health and safety (OHS)* legislative requirements.

You may also refer to the section *Regulation and licensing implications for implementation in this Guide*.

Resource and equipment requirements

RTOs must make sure that all resources and equipment required to train and assess units of competency are available.

Details of specific resources, including equipment and materials essential for assessment, are listed in the Assessment Conditions sections of assessment requirements documents.

Assessment requirements

Title

This field uses the format: Assessment Requirements for [Unit of Competency Code and Title]

Performance evidence

Performance evidence, as the name implies, specifies what individuals must do to show that they satisfy the performance standards in the unit of competency.

Knowledge evidence

Knowledge evidence, as the name implies, specifies what individuals must know in order to carry out the work tasks described in the unit of competency safely and effectively.

Assessment conditions

This field describes mandatory conditions for assessment, e.g. details of equipment and materials; contingencies; physical conditions; relationships with other people; timeframes. It also specifies assessor requirements.

Links

This field provides a link to the Companion Volume Implementation Guide.

Contextualisation of units of competency by RTOs

RTOs may contextualise units of competency to reflect local skill needs. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, or specific enterprise requirements. Any contextualisation must ensure the integrity of the outcome of the unit of competency is maintained.

Industry requirements, as described in training or job specifications, can be used to contextualise a unit of competency.

Contacts and links

Companion volumes/ training package information

All Companion Volumes can be found on the VETNet website:

<https://vetnet.gov.au/Pages/default.aspx>

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<https://www.dese.gov.au>

State and Territory Training Authority

Australian Capital Territory
<https://www.education.act.gov.au/>

New South Wales
<http://www.dec.nsw.gov.au/>

Northern Territory
<https://business.nt.gov.au/>

Queensland
<https://training.qld.gov.au/>

South Australia
<http://www.innovationandskills.sa.gov.au/>

Tasmania
<http://www.skills.tas.gov.au/>

Victoria
<http://www.education.vic.gov.au/>

Western Australia
<http://www.dtwd.wa.gov.au>

General

Australian Industry and Skills Committee
<https://www.aisc.net.au/>

Australian Apprenticeships
www.australianapprenticeships.gov.au

Australian Qualifications Framework: Second edition, January 2013
<http://www.aqf.edu.au/>

Australian Skills Quality Authority (ASQA)
<http://www.asqa.gov.au>

TGA website, training packages
<http://www.training.gov.au/>

Training Accreditation Council (Western Australia)
<http://www.tac.wa.gov.au>

Victorian Registration and Qualifications Authority (VRQA)
<http://www.vrqa.vic.gov.au/>

About PwC's Skills for Australia

This Guide has been developed by PwC's Skills for Australia. As a Skills Service Organisation, PwC's Skills for Australia is responsible for working with industry to identify skills needs and to develop training products and services to fill those needs.

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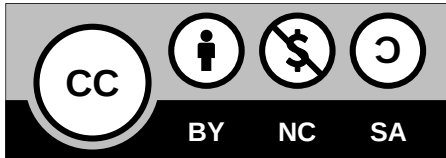
- Automotive retail, service and repair
- Business services
- Creative arts and culture
- Financial services
- Information and communications technology
- Naval shipbuilding
- Printing and graphic arts
- Resources and infrastructure
- Training and education

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