

# **BSB Business Services Training Package**

**Version 2.00**

**WA NOMINAL HOURS GUIDE**

## Introduction

This Guide has been generated to enable the stakeholders in this Industry in Western Australia to participate in the managed implementation of the National BSB Business Services Training.

This Guide is designed to aid Registered Training Organisations (RTOs) to convert from existing Training Package qualifications to new Training Package qualifications within the scope of their training delivery.

The Guide should be read in conjunction with the endorsed components of the Training Package.

Version 2.00 of the BSB Business Services Training Package was released by Training.Gov.Au (TGA) on the 14/01/2016.

## Transition Arrangements

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications in accordance with the Standards for RTOs. For further information visit the Training Accreditation Council website [www.tac.wa.gov.au](http://www.tac.wa.gov.au).

## Nominal Hours

Nominal hours are the hours of training notionally required to achieve the outcomes of units of competency.

Nominal hours are identified for nationally endorsed qualifications. Nominal hours may vary for a qualification depending on the selection of units of competency.

In Western Australia, nominal hours are used as a mechanism for funding allocation.

## Contact Details

For Training Package content information, please contact:

Training Curriculum Services

**Tel:** (08) 6551 5541

**Email:** [trainingpackages@dtwd.wa.gov.au](mailto:trainingpackages@dtwd.wa.gov.au)

## Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in the industry.

National Code	National Title	Nominal Hours
BSB10115	Certificate I in Business	150
BSB20115	Certificate II in Business	325
BSB20215	Certificate II in Customer Engagement	385
BSB30115	Certificate III in Business	420
BSB30215	Certificate III in Customer Engagement	385
BSB30315	Certificate III in Micro Business Operations	380
BSB30415	Certificate III in Business Administration	420
BSB30515	Certificate III in Business Administration (International Education)	485
BSB30615	Certificate III in International Trade	390
BSB30715	Certificate III in Work Health and Safety	305
BSB30815	Certificate III in Recordkeeping	375
BSB30915	Certificate III in Business Administration (Education)	400
BSB31015	Certificate III in Business Administration (Legal)	370
BSB31115	Certificate III in Business Administration (Medical)	425
BSB31215	Certificate III in Library and Information Services	538
BSB40215	Certificate IV in Business	515
BSB40315	Certificate IV in Customer Engagement	585
BSB40515	Certificate IV in Business Administration	530
BSB40615	Certificate IV in Business Sales	410
BSB40715	Certificate IV in Franchising	410
BSB40915	Certificate IV in Governance	420
BSB41015	Certificate IV in Human Resources	415
BSB41115	Certificate IV in International Trade	440

BSB41415	Certificate IV in Work Health and Safety	470
BSB41515	Certificate IV in Project Management Practice	330
BSB41615	Certificate IV in Purchasing	420
BSB41715	Certificate IV in Recordkeeping	415
BSB41915	Certificate IV in Business (Governance)	530
BSB42015	Certificate IV in Leadership and Management	460
BSB42115	Certificate IV in Library and Information Services	712
BSB42215	Certificate IV in Legal Services	620
BSB42315	Certificate IV in Environmental Management and Sustainability	305
BSB42415	Certificate IV in Marketing and Communication	495
BSB42515	Certificate IV in Small Business Management	430
BSB42615	Certificate IV in New Small Business	420
BSB50215	Diploma of Business	405
BSB50315	Diploma of Customer Engagement	550
BSB50415	Diploma of Business Administration	415
BSB50515	Diploma of Franchising	380
BSB50615	Diploma of Human Resources Management	540
BSB50715	Diploma of Business (Governance)	610
BSB50815	Diploma of International Business	370
BSB51315	Diploma of Work Health and Safety	450
BSB51415	Diploma of Project Management	530
BSB51515	Diploma of Purchasing	405
BSB51615	Diploma of Quality Auditing	355
BSB51715	Diploma of Recordkeeping	360
BSB51915	Diploma of Leadership and Management	665
BSB52015	Diploma of Conveyancing	625
BSB52115	Diploma of Library and Information Services	1165
BSB52215	Diploma of Legal Services	480

BSB52315	Diploma of Governance	590
BSB52415	Diploma of Marketing and Communication	625
BSB60215	Advanced Diploma of Business	450
BSB60615	Advanced Diploma of Work Health and Safety	460
BSB60815	Advanced Diploma of Recordkeeping	430
BSB60915	Advanced Diploma of Management (Human Resources)	410
BSB61015	Advanced Diploma of Leadership and Management	720
BSB61115	Advanced Diploma of Conveyancing	935
BSB61215	Advanced Diploma of Program Management	625
BSB61315	Advanced Diploma of Marketing and Communication	730
BSB80215	Graduate Diploma of Strategic Leadership	630
BSB80315	Graduate Certificate In Leadership Diversity	290
BSB80415	Graduate Diploma of Portfolio Management	590
BSB80515	Graduate Certificate In Management (Learning)	320
BSB80615	Graduate Diploma of Management (Learning)	590

## Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the industry.

National Code	National Title	Nominal Hours
BSBADM101	Use business equipment and resources	20
BSBADM301	Produce texts from shorthand notes	100
BSBADM302	Produce texts from notes	30
BSBADM303	Produce texts from audio transcription	30
BSBADM307	Organise schedules	20
BSBADM311	Maintain business resources	20
BSBADM401	Produce complex texts from shorthand notes	50
BSBADM405	Organise meetings	50
BSBADM406	Organise business travel	20
BSBADM407	Administer projects	40
BSBADM409	Coordinate business resources	20
BSBADM411	Produce complex texts from audio transcription	60
BSBADM502	Manage meetings	50
BSBADM503	Plan and manage conferences	60
BSBADM504	Plan and implement administrative systems	60
BSBADM506	Manage business document design and development	50
BSBADV402	Conduct pre-campaign testing	80
BSBADV403	Monitor advertising production	80
BSBADV404	Schedule advertisements	40
BSBADV405	Perform media calculations	40
BSBADV406	Buy and monitor media	40
BSBADV407	Apply media analysis and processing tools	50
BSBADV408	Review advertising media options	40

BSBADV503	Coordinate advertising research	60
BSBADV507	Develop a media plan	60
BSBADV509	Create mass print media advertisements	80
BSBADV510	Create mass electronic media advertisements	80
BSBADV602	Develop an advertising campaign	80
BSBADV603	Manage advertising production	60
BSBADV604	Execute an advertising campaign	80
BSBADV605	Evaluate campaign effectiveness	60
BSBATSIC411	Communicate with the community	30
BSBATSIC412	Maintain and protect cultural values in the organisation	60
BSBATSIC511	Plan and conduct a community meeting	60
BSBATSIL408	Manage a board meeting	40
BSBATSIL411	Undertake the roles and responsibilities of a board member	40
BSBATSIL412	Participate effectively as a board member	30
BSBATSIL413	Review and apply the constitution	40
BSBATSIL503	Manage conflict	60
BSBATSIL510	Appoint and work with a manager	30
BSBATSIL511	Lead the organisation's strategic planning cycle	50
BSBATSIL512	Be a leader in the community	60
BSBATSIM412	Implement a businesslike approach	30
BSBATSIM414	Oversee the organisation's annual budget	40
BSBATSIM416	Oversee organisational planning	40
BSBATSIM417	Implement organisational plans	40
BSBATSIM418	Oversee financial management	50
BSBATSIM419	Contribute to the development and implementation of organisational policies	40
BSBATSIM420	Oversee asset management	40
BSBATSIM421	Support a positive and culturally appropriate workplace culture	40
BSBATSIM505	Control organisational finances	100

BSBATSIM506	Develop employment policies	40
BSBATSIM511	Develop enterprise opportunities	40
BSBATSIM514	Recruit and induct staff	40
BSBATSIW416	Obtain and manage consultancy services	80
BSBATSIW417	Select and use technology	50
BSBATSIW514	Represent your organisation	40
BSBATSIW515	Secure funding	40
BSBAUD402	Participate in a quality audit	35
BSBAUD501	Initiate a quality audit	40
BSBAUD503	Lead a quality audit	45
BSBAUD504	Report on a quality audit	40
BSBCMM101	Apply basic communication skills	40
BSBCMM201	Communicate in the workplace	30
BSBCMM301	Process customer complaints	20
BSBCMM401	Make a presentation	30
BSBCMM402	Implement effective communication strategies	40
BSBCMM501	Develop and nurture relationships	40
BSBCNV501	Take instructions in relation to a transaction	80
BSBCNV502	Read and interpret a legal document and provide advice	70
BSBCNV503	Analyse and interpret legal requirements for a transaction	45
BSBCNV504	Prepare legal documents	70
BSBCNV505	Finalise the conveyancing transaction	40
BSBCNV506	Establish and manage a trust account	40
BSBCNV601	Identify and conduct searches	40
BSBCOM401	Organise and monitor the operation of compliance management system	40
BSBCOM402	Implement processes for the management of a breach in compliance requirements	40
BSBCOM403	Provide education and training on compliance requirements and systems	40
BSBCOM404	Promote and liaise on compliance requirements, systems and related issues	50



BSBCOM405	Promote compliance with legislation	30
BSBCOM406	Conduct work within a compliance framework	30
BSBCOM501	Identify and interpret compliance requirements	20
BSBCOM502	Evaluate and review compliance	25
BSBCOM503	Develop processes for the management of breaches in compliance requirements	30
BSBCOM601	Research compliance requirements and issues	50
BSBCOM602	Develop and create compliance requirements	50
BSBCOM603	Plan and establish compliance management systems	50
BSBCON401	Work effectively in a business continuity context	30
BSBCON601	Develop and maintain business continuity plans	50
BSBCON801	Establish and review the business continuity management framework and strategies	70
BSBCRT101	Apply critical thinking techniques	20
BSBCRT301	Develop and extend critical and creative thinking skills	40
BSBCRT401	Articulate, present and debate ideas	40
BSBCRT402	Collaborate in a creative process	40
BSBCRT403	Explore the history and social impact of creativity	50
BSBCRT501	Originate and develop concepts	30
BSBCRT601	Research and apply concepts and theories of creativity	65
BSBCUE203	Conduct customer engagement	100
BSBCUE204	Collect data	40
BSBCUE205	Prepare for work in a customer engagement environment	40
BSBCUE301	Use multiple information systems	40
BSBCUE302	Deploy customer service field staff	25
BSBCUE303	Conduct a telemarketing campaign	40
BSBCUE304	Provide sales solutions to customers	40
BSBCUE305	Process credit applications	40
BSBCUE306	Process complex accounts	40
BSBCUE307	Work effectively in customer engagement	35

BSBCUE308	Conduct outbound customer engagement	20
BSBCUE309	Develop product and service knowledge for customer engagement operation	30
BSBCUE403	Schedule customer engagement activity	20
BSBCUE404	Collect, analyse and record information	40
BSBCUE405	Survey stakeholders to gather and record information	40
BSBCUE406	Run a multicentre	50
BSBCUE407	Administer customer engagement technology	25
BSBCUE501	Develop business continuity strategy	130
BSBCUE502	Establish a multicentre	40
BSBCUE503	Manage data interrogation	35
BSBCUE504	Integrate customer engagement within the organisation	80
BSBCUE601	Optimise customer engagement operations	80
BSBCUE602	Manage customer engagement information	80
BSBCUE603	Design and launch new customer engagement facilities	80
BSBCUE604	Develop and maintain a service level strategy	80
BSBCUE605	Develop and maintain a customer engagement marketing strategy	80
BSBCUE606	Forecast and plan using customer engagement traffic information analysis	80
BSBCUE607	Manage customer engagement centre staffing	80
BSBCUE608	Manage customer engagement operational costs	80
BSBCUS201	Deliver a service to customers	40
BSBCUS301	Deliver and monitor a service to customers	40
BSBCUS401	Coordinate implementation of customer service strategies	30
BSBCUS402	Address customer needs	30
BSBCUS403	Implement customer service standards	30
BSBCUS501	Manage quality customer service	50
BSBDES201	Follow a design process	40
BSBDES202	Evaluate the nature of design in a specific industry context	30
BSBDES301	Explore the use of colour	40

BSBDES302	Explore and apply the creative design process to 2D forms	50
BSBDES303	Explore and apply the creative design process to 3D forms	50
BSBDES304	Source and apply design industry knowledge	20
BSBDES305	Source and apply information on the history and theory of design	65
BSBDES401	Generate design solutions	60
BSBDES402	Interpret and respond to a design brief	20
BSBDES403	Develop and extend design skills and practice	30
BSBDES501	Implement design solutions	60
BSBDES502	Establish, negotiate and refine a design brief	65
BSBDES601	Manage design realisation	50
BSBDES602	Research global design trends	30
BSBDES801	Research and apply design theory	40
BSBDIV301	Work effectively with diversity	20
BSBDIV501	Manage diversity in the workplace	20
BSBDIV601	Develop and implement diversity policy	40
BSBDIV801	Conduct strategic diversity workforce planning	70
BSBDIV802	Conduct strategic planning for diversity learning practices	70
BSBDIV803	Develop cross cultural communication and negotiation strategies	80
BSBEBU401	Review and maintain a website	60
BSBEBU501	Investigate and design e-business solutions	50
BSBEBU502	Implement e-business solutions	20
BSBEDU301	Assist with monitoring compliance in international education services	50
BSBEDU302	Assist in resolution of issues and incidents in an international education environment	50
BSBEDU303	Assist with the provision of international education information	30
BSBEDU304	Assist with the provision of pastoral care services to international students	30
BSBEDU305	Assist with international education events and programs	50
BSBEMS401	Develop and implement business development strategies to expand client base	40
BSBEMS402	Develop and implement strategies to source and assess candidates	40

BSBEMS403	Develop and provide employment management services to candidates	40
BSBEMS404	Manage the recruitment process for client organisations	50
BSBFIA301	Maintain financial records	60
BSBFIA302	Process payroll	30
BSBFIA303	Process accounts payable and receivable	40
BSBFIA304	Maintain a general ledger	40
BSBFIA401	Prepare financial reports	40
BSBFIA402	Report on financial activity	40
BSBFIA501	Report on finances related to international business	50
BSBFIM501	Manage budgets and financial plans	50
BSBFIM502	Manage payroll	50
BSBFIM601	Manage finances	80
BSBFIM801	Manage financial resources	80
BSBFLM303	Contribute to effective workplace relationships	30
BSBFLM305	Support operational plan	40
BSBFLM306	Provide workplace information and resourcing plans	40
BSBFLM309	Support continuous improvement systems and processes	30
BSBFLM311	Support a workplace learning environment	30
BSBFLM312	Contribute to team effectiveness	30
BSBFLM313	Apply language, literacy and numeracy to support others in the workplace	25
BSBFLM314	Mentor others in the workplace to support their language, literacy and numeracy skill development	25
BSBFRA301	Work within a franchise	30
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	40
BSBFRA402	Establish a franchise	50
BSBFRA403	Manage relationship with franchisor	40
BSBFRA404	Manage a multiple-site franchise	50
BSBFRA501	Establish a franchise operation	50
BSBFRA502	Manage a franchise operation	40

BSBFRA503	Manage establishment of new sites or regions	50
BSBFRA504	Manage relationships with franchisees	40
BSBFRA505	Manage closure of a franchise	70
BSBGOV401	Implement board member responsibilities	40
BSBGOV402	Work within organisational structure	40
BSBGOV403	Analyse financial reports and budgets	50
BSBGOV404	Communicate with community stakeholders	35
BSBGOV405	Undertake the roles and responsibilities of committee or board members	35
BSBGOV501	Review and apply the organisation's constitution	25
BSBGOV502	Recruit and coordinate committee members	25
BSBGOV503	Conduct organisational strategic planning	70
BSBGOV504	Monitor organisational finances	70
BSBGOV505	Seek and apply for funding opportunities	45
BSBGOV506	Manage advocacy for your organisation	25
BSBGOV507	Manage board or committee and organisational conflict	45
BSBHRM403	Support performance management process	40
BSBHRM404	Review human resource functions	40
BSBHRM405	Support the recruitment, selection and induction of staff	45
BSBHRM501	Manage human resource services	60
BSBHRM502	Manage human resource management information systems	60
BSBHRM505	Manage remuneration and employee benefits	60
BSBHRM506	Manage recruitment selection and induction processes	60
BSBHRM507	Manage separation or termination	60
BSBHRM509	Manage rehabilitation or return to work programs	30
BSBHRM510	Manage mediation processes	60
BSBHRM511	Manage expatriate staff	40
BSBHRM512	Develop and manage performance management processes	60
BSBHRM513	Manage workforce planning	60

BSBHRM602	Manage human resources strategic planning	40
BSBHRM604	Manage employee relations	60
BSBIND201	Work effectively in a business environment	20
BSBIND301	Work effectively in an educational environment	40
BSBIND302	Work effectively in the international education services industry	50
BSBINM201	Process and maintain workplace information	20
BSBINM202	Handle mail	15
BSBINM301	Organise workplace information	20
BSBINM302	Utilise a knowledge management system	20
BSBINM303	Handle receipt and despatch of information	20
BSBINM401	Implement workplace information system	40
BSBINM501	Manage an information or knowledge management system	40
BSBINM601	Manage knowledge and information	60
BSBINN201	Contribute to workplace innovation	20
BSBINN301	Promote innovation in a team environment	30
BSBINN501	Establish systems that support innovation	50
BSBINN502	Build and sustain an innovative work environment	50
BSBINN601	Lead and manage organisational change	30
BSBINN801	Lead innovative thinking and practice	80
BSBINT301	Apply knowledge of the international trade environment to complete work	30
BSBINT302	Apply knowledge of legislation relevant to international trade to complete work	30
BSBINT303	Organise the importing and exporting of goods	40
BSBINT304	Assist in the international transfer of services	20
BSBINT305	Prepare business documents for the international trade of goods	40
BSBINT306	Apply knowledge of international finance and insurance to complete work requirements	40
BSBINT401	Research international business opportunities	40
BSBINT405	Apply knowledge of import and export international conventions, laws and finance	50
BSBINT407	Prepare business advice on export Free-on-Board Value	30

BSBINT408	Prepare business advice on the taxes and duties for international trade transactions	40
BSBINT409	Plan for international trade	50
BSBIPR301	Comply with organisational requirements for protection and use of intellectual property	30
BSBIPR401	Use and respect copyright	40
BSBIPR402	Protect and use new inventions and innovations	30
BSBIPR403	Protect and use brands and business identity	30
BSBIPR404	Protect and use innovative designs	30
BSBIPR405	Protect and use intangible assets in small business	40
BSBIPR501	Manage intellectual property to protect and grow business	50
BSBIPR601	Develop and implement strategies for intellectual property management	60
BSBITA401	Design databases	30
BSBITA601	Configure and optimise customer contact technology	80
BSBITB501	Establish and maintain a workgroup computer network	50
BSBITB801	Implement advanced electronic technologies	80
BSBITS401	Maintain business technology	30
BSBITU101	Operate a personal computer	20
BSBITU102	Develop keyboard skills	40
BSBITU201	Produce simple word processed documents	40
BSBITU202	Create and use spreadsheets	20
BSBITU203	Communicate electronically	20
BSBITU301	Create and use databases	20
BSBITU302	Create electronic presentations	20
BSBITU303	Design and produce text documents	50
BSBITU304	Produce spreadsheets	25
BSBITU305	Conduct online transactions	20
BSBITU306	Design and produce business documents	60
BSBITU307	Develop keyboarding speed and accuracy	40
BSBITU309	Produce desktop published documents	50

BSBITU401	Design and develop complex text documents	70
BSBITU402	Develop and use complex spreadsheets	60
BSBITU404	Produce complex desktop published documents	50
BSBLDR401	Communicate effectively as a workplace leader	35
BSBLDR402	Lead effective workplace relationships	40
BSBLDR403	Lead team effectiveness	40
BSBLDR404	Lead a diverse workforce	45
BSBLDR501	Develop and use emotional intelligence	55
BSBLDR502	Lead and manage effective workplace relationships	45
BSBLDR503	Communicate with influence	55
BSBLDR504	Implement diversity in the workplace	55
BSBLDR801	Lead personal and strategic transformation	80
BSBLDR802	Lead the strategic planning process for an organisation	90
BSBLDR803	Develop and cultivate collaborative partnerships and relationships	40
BSBLDR804	Influence and shape diversity management	70
BSBLDR805	Lead and influence change	70
BSBLDR806	Lead and influence ethical practice	70
BSBLED101	Plan skills development	20
BSBLED301	Undertake e-learning	40
BSBLED401	Develop teams and individuals	40
BSBLED501	Develop a workplace learning environment	50
BSBLED502	Manage programs that promote personal effectiveness	50
BSBLED503	Maintain and enhance professional practice	30
BSBLED802	Lead learning strategy implementation	80
BSBLED803	Implement improved learning practice	60
BSBLED804	Review enterprise e-learning systems and solutions implementation	80
BSBLED805	Plan and implement a mentoring program	80
BSBLED806	Plan and implement a coaching strategy	60



BSBLED807	Establish career development services	80
BSBLED808	Conduct a career development session	50
BSBLED809	Identify and communicate trends in career development	60
BSBLED810	Develop human capital	80
BSBLEG301	Apply knowledge of the legal system to complete tasks	60
BSBLEG302	Carry out search of the public record	20
BSBLEG303	Deliver court documentation	10
BSBLEG304	Apply the principles of confidentiality and security within the legal environment	10
BSBLEG305	Use legal terminology in order to carry out tasks	40
BSBLEG306	Maintain records for time and disbursements in a legal practice	10
BSBLEG308	Assist in prioritising and planning activities in a legal practice	10
BSBLEG403	Maintain trust accounts	50
BSBLEG413	Identify and apply the legal framework	50
BSBLEG414	Establish and maintain a file in legal services	50
BSBLEG415	Apply the principles of contract law	60
BSBLEG416	Apply the principles of the law of torts	60
BSBLEG417	Apply the principles of evidence law	60
BSBLEG418	Produce complex legal documents	80
BSBLEG510	Apply legal principles in family law matters	60
BSBLEG511	Apply legal principles in criminal law matters	60
BSBLEG512	Apply legal principles in property law matters	60
BSBLEG513	Apply legal principles in corporation law matters	60
BSBLEG514	Assist with civil procedure	60
BSBLEG515	Apply legal principles in wills and probate matters	60
BSBLIB201	Assist with circulation services	50
BSBLIB202	Process information resource orders	50
BSBLIB301	Catalogue objects into collections	80
BSBLIB302	Develop and apply knowledge of archives	60

BSBLIB303	Provide multimedia support	50
BSBLIB304	Develop and use information literacy skills	60
BSBLIB305	Use established cataloguing tools	50
BSBLIB306	Process and maintain information resources	50
BSBLIB401	Record and maintain collection information	50
BSBLIB402	Consolidate and maintain industry knowledge	60
BSBLIB403	Complete a range of cataloguing activities	100
BSBLIB404	Use integrated library management systems	30
BSBLIB405	Assist customers to access information	60
BSBLIB406	Obtain information from external and networked sources	60
BSBLIB407	Search library and information databases	50
BSBLIB501	Manage lending and borrowing processes for collections	30
BSBLIB502	Manage the development of collections	50
BSBLIB503	Develop and promote activities, events and public programs	60
BSBLIB504	Develop exhibition concepts	80
BSBLIB505	Develop disaster management plans	40
BSBLIB506	Maintain digital repositories	50
BSBLIB507	Promote literature and reading	30
BSBLIB508	Analyse and describe information resources	100
BSBLIB509	Provide subject access and classify material	100
BSBLIB510	Use and monitor advanced functions of integrated library management systems	100
BSBLIB511	Research and analyse information to meet customer needs	60
BSBLIB512	Develop and maintain community and stakeholder relationships	100
BSBLIB513	Monitor compliance with copyright and licence requirements	40
BSBLIB601	Research and document collection material	60
BSBLIB602	Develop and monitor procedures for the movement and storage of collection material	60
BSBLIB603	Contribute to collection management	100
BSBLIB604	Extend own information literacy skills to locate information	100

BSBLIB605	Analyse and describe specialist and complex material	100
BSBMED301	Interpret and apply medical terminology appropriately	40
BSBMED302	Prepare and process medical accounts	40
BSBMED303	Maintain patient records	40
BSBMED304	Assist in controlling stocks and supplies	20
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment	10
BSBMED401	Manage patient recordkeeping system	40
BSBMGT401	Show leadership in the workplace	50
BSBMGT402	Implement operational plan	50
BSBMGT403	Implement continuous improvement	50
BSBMGT404	Lead and facilitate off-site staff	40
BSBMGT405	Provide personal leadership	50
BSBMGT406	Plan and monitor continuous improvement	40
BSBMGT407	Apply digital solutions to work processes	45
BSBMGT502	Manage people performance	50
BSBMGT516	Facilitate continuous improvement	50
BSBMGT517	Manage operational plan	50
BSBMGT518	Develop organisation policy	55
BSBMGT519	Incorporate digital solutions into plans and practices	55
BSBMGT520	Plan and manage the flexible workforce	55
BSBMGT521	Plan, implement and review a quality assurance program	65
BSBMGT605	Provide leadership across the organisation	60
BSBMGT608	Manage innovation and continuous improvement	60
BSBMGT615	Contribute to organisation development	60
BSBMGT616	Develop and implement strategic plans	60
BSBMGT617	Develop and implement a business plan	60
BSBMGT618	Develop an engagement centre business plan	80
BSBMGT619	Identify and implement business innovation	70

BSBMGT621	Design and manage the enterprise quality management system	70
BSBMGT622	Manage resources	70
BSBMGT623	Monitor corporate governance activities	45
BSBMGT624	Develop and implement corporate social responsibility	45
BSBMGT801	Direct the development of a knowledge management strategy for a business	70
BSBMGT802	Lead design and review of enterprise systems	65
BSBMGT803	Use financial and economic information for strategic decision making	90
BSBMKG401	Profile the market	40
BSBMKG408	Conduct market research	50
BSBMKG409	Design direct response offers	60
BSBMKG410	Test direct marketing activities	30
BSBMKG411	Analyse direct marketing databases	50
BSBMKG412	Conduct e-marketing communications	50
BSBMKG413	Promote products and services	20
BSBMKG414	Undertake marketing activities	40
BSBMKG415	Research international markets	40
BSBMKG416	Market goods and services internationally	50
BSBMKG417	Apply marketing communication across a convergent industry	65
BSBMKG418	Develop and apply knowledge of marketing communication industry	35
BSBMKG419	Analyse consumer behaviour	55
BSBMKG420	Create digital media user experiences	55
BSBMKG421	Optimise digital media impact	45
BSBMKG501	Identify and evaluate marketing opportunities	50
BSBMKG502	Establish and adjust the marketing mix	50
BSBMKG506	Plan market research	50
BSBMKG507	Interpret market trends and developments	50
BSBMKG508	Plan direct marketing activities	50
BSBMKG509	Implement and monitor direct marketing activities	40

BSBMKG510	Plan e-marketing communications	50
BSBMKG511	Analyse data from international markets	50
BSBMKG512	Forecast international market and business needs	50
BSBMKG513	Promote products and services to international markets	50
BSBMKG514	Implement and monitor marketing activities	40
BSBMKG515	Conduct a marketing audit	40
BSBMKG516	Profile international markets	50
BSBMKG517	Analyse consumer behaviour for specific international markets	50
BSBMKG518	Plan and implement services marketing	40
BSBMKG519	Plan and implement business-to-business marketing	40
BSBMKG520	Manage compliance within the marketing legislative framework	50
BSBMKG521	Plan and implement sponsorship and event marketing	50
BSBMKG522	Plan measurement of marketing effectiveness	40
BSBMKG523	Design and develop an integrated marketing communication plan	80
BSBMKG524	Design effective user experiences	35
BSBMKG525	Design effective web search responses	45
BSBMKG526	Develop strategies to monetise digital engagement	55
BSBMKG527	Plan social media engagement	45
BSBMKG528	Mine data to identify industry directions	65
BSBMKG529	Manage client account	55
BSBMKG530	Create distributed multiplatform digital advertisements	55
BSBMKG603	Manage the marketing process	50
BSBMKG605	Evaluate international marketing opportunities	60
BSBMKG606	Manage international marketing programs	60
BSBMKG607	Manage market research	60
BSBMKG608	Develop organisational marketing objectives	60
BSBMKG609	Develop a marketing plan	50
BSBMKG610	Develop, implement and monitor a marketing campaign	80

BSBMKG611	Manage measurement of marketing effectiveness	50
BSBPMG409	Apply project scope management techniques	30
BSBPMG410	Apply project time management techniques	40
BSBPMG411	Apply project quality management techniques	30
BSBPMG412	Apply project cost management techniques	40
BSBPMG413	Apply project human resources management approaches	40
BSBPMG414	Apply project information management and communications techniques	30
BSBPMG415	Apply project risk management techniques	40
BSBPMG416	Apply project procurement procedures	40
BSBPMG417	Apply project life cycle management processes	40
BSBPMG418	Apply project stakeholder engagement techniques	40
BSBPMG511	Manage project scope	40
BSBPMG512	Manage project time	40
BSBPMG513	Manage project quality	40
BSBPMG514	Manage project cost	40
BSBPMG515	Manage project human resources	40
BSBPMG516	Manage project information and communication	40
BSBPMG517	Manage project risk	40
BSBPMG518	Manage project procurement	50
BSBPMG519	Manage project stakeholder engagement	40
BSBPMG520	Manage project governance	20
BSBPMG521	Manage project integration	50
BSBPMG522	Undertake project work	45
BSBPMG601	Direct the integration of projects	40
BSBPMG602	Direct the scope of a project program	50
BSBPMG603	Direct time management of a project program	50
BSBPMG604	Direct cost management of a project program	50
BSBPMG605	Direct quality management of a project program	50

BSBPMG606	Direct human resources management of a project program	50
BSBPMG607	Direct communications management of a project program	50
BSBPMG609	Direct procurement and contracting for a project program	50
BSBPMG610	Enable program execution	45
BSBPMG611	Facilitate stakeholder engagement	35
BSBPMG612	Implement program governance	55
BSBPMG613	Manage benefits	35
BSBPMG614	Engage in collaborative alliances	45
BSBPMG615	Manage program delivery	55
BSBPMG616	Manage program risk	50
BSBPMG617	Provide leadership for the program	65
BSBPMG801	Prioritise projects and programs	70
BSBPMG802	Select and balance the portfolio	90
BSBPMG803	Manage and review portfolio performance	70
BSBPMG804	Govern the portfolio	90
BSBPMG805	Lead the portfolio	55
BSBPMG806	Manage portfolio communications and change	70
BSBPMG807	Manage portfolio resources	80
BSBPMG808	Manage portfolio risk	55
BSBPRO301	Recommend products and services	20
BSBPRO401	Develop product knowledge	20
BSBPUB401	Develop and apply knowledge of public relations industry	80
BSBPUB402	Develop public relations campaigns	50
BSBPUB403	Develop public relations documents	50
BSBPUB501	Manage the public relations publication process	45
BSBPUB502	Develop and manage complex public relations campaigns	50
BSBPUB503	Manage fundraising and sponsorship activities	50
BSBPUB504	Develop and implement crisis management plans	40

BSBPUR301	Purchase goods and services	30
BSBPUR401	Plan purchasing	40
BSBPUR402	Negotiate contracts	30
BSBPUR403	Conduct international purchasing	50
BSBPUR501	Develop, implement and review purchasing strategies	50
BSBPUR502	Manage supplier relationships	50
BSBPUR503	Manage international purchasing	60
BSBPUR504	Manage a supply chain	40
BSBREL401	Establish networks	40
BSBREL402	Build client relationships and business networks	30
BSBREL403	Implement international client relationship strategies	40
BSBREL501	Build international client relationships	40
BSBREL502	Build international business networks	40
BSBRES401	Analyse and present research information	40
BSBRES404	Research legal information using primary sources	40
BSBRES502	Research legal information using secondary sources	40
BSBRES801	Initiate and lead applied research	150
BSBRKG301	Control records	50
BSBRKG302	Undertake disposal	25
BSBRKG303	Retrieve information from records	30
BSBRKG304	Maintain business records	30
BSBRKG305	Review recordkeeping functions	20
BSBRKG401	Review the status of a record	40
BSBRKG402	Provide information from and about records	40
BSBRKG403	Set up a business or records system for a small business	40
BSBRKG404	Monitor and maintain records in an online environment	50
BSBRKG502	Manage and monitor business or records systems	45
BSBRKG505	Document or reconstruct a business or records system	45



BSBRKG506	Develop and maintain terminology and classification schemes	40
BSBRKG601	Define recordkeeping framework	30
BSBRKG603	Prepare a functional analysis for an organisation	60
BSBRKG604	Determine security and access rules and procedures	60
BSBRKG605	Determine records requirements to document a function	60
BSBRKG606	Design a records retention and disposal schedule	50
BSBRKG607	Document and monitor the record creating context	60
BSBRKG608	Plan management of records over time	60
BSBRSK401	Identify risk and apply risk management processes	40
BSBRSK501	Manage risk	50
BSBSLS407	Identify and plan sales prospects	40
BSBSLS408	Present, secure and support sales solutions	40
BSBSLS501	Develop a sales plan	70
BSBSLS502	Lead and manage a sales team	40
BSBSMB201	Identify suitability for micro business	20
BSBSMB301	Investigate micro business opportunities	30
BSBSMB302	Develop a micro business proposal	30
BSBSMB303	Organise finances for the micro business	50
BSBSMB304	Determine resource requirements for the micro business	30
BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business	45
BSBSMB306	Plan a home based business	25
BSBSMB307	Set up information and communications technology for the micro business	20
BSBSMB308	Improve energy efficiency in micro or small business operations	30
BSBSMB401	Establish legal and risk management requirements of small business	40
BSBSMB402	Plan small business finances	50
BSBSMB403	Market the small business	40
BSBSMB404	Undertake small business planning	50
BSBSMB405	Monitor and manage small business operations	50

BSBSMB406	Manage small business finances	50
BSBSMB407	Manage a small team	40
BSBSMB408	Manage personal, family, cultural and business obligations	30
BSBSMB409	Build and maintain relationships with small business stakeholders	20
BSBSMB410	Review and implement energy efficiency in business operations	40
BSBSMB411	Manage specialist external advisory services	55
BSBSMB412	Introduce cloud computing into business operations	45
BSBSMB413	Design a digital action plan for small business	45
BSBSMB414	Time management for small business	35
BSBSMB415	Refine and strengthen a small business	45
BSBSMB416	Plan small business growth	35
BSBSMB417	Recruit staff	45
BSBSMB418	Manage compliance for small business	55
BSBSUS201	Participate in environmentally sustainable work practices	10
BSBSUS401	Implement and monitor environmentally sustainable work practices	40
BSBSUS402	Implement an environmental management plan	35
BSBSUS403	Measure, monitor and reduce carbon emissions	35
BSBSUS404	Assess, implement, monitor and report on waste management	35
BSBSUS405	Assess, monitor and reduce water use	35
BSBSUS406	Identify and apply sustainability rating tools	35
BSBSUS501	Develop workplace policy and procedures for sustainability	50
BSBWHS201	Contribute to health and safety of self and others	15
BSBWHS301	Maintain workplace safety	20
BSBWHS302	Apply knowledge of WHS legislation in the workplace	30
BSBWHS303	Participate in WHS hazard identification, risk assessment and risk control	30
BSBWHS304	Participate effectively in WHS communication and consultation processes	30
BSBWHS305	Contribute to WHS issue resolution	20
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	40

BSBWHS402	Assist with compliance with WHS laws	40
BSBWHS403	Contribute to implementing and maintaining WHS consultation and participation processes	40
BSBWHS404	Contribute to WHS hazard identification, risk assessment and risk control	40
BSBWHS405	Contribute to implementing and maintaining WHS management systems	50
BSBWHS406	Assist with responding to incidents	30
BSBWHS407	Assist with claims management, rehabilitation and return-to-work programs	40
BSBWHS408	Assist with effective WHS management of contractors	30
BSBWHS409	Assist with workplace monitoring processes	50
BSBWHS410	Contribute to work-related health and safety measures and initiatives	15
BSBWHS501	Ensure a safe workplace	50
BSBWHS502	Manage effective WHS consultation and participation processes	50
BSBWHS503	Contribute to the systematic management of WHS risk	50
BSBWHS504	Manage WHS risks	50
BSBWHS505	Investigate WHS incidents	60
BSBWHS506	Contribute to developing, implementing and maintaining WHS management systems	50
BSBWHS507	Contribute to managing WHS information systems	50
BSBWHS508	Manage WHS hazards associated with plant	50
BSBWHS509	Facilitate the development and use of WHS risk management tools	30
BSBWHS510	Contribute to implementing emergency procedures	40
BSBWHS601	Apply legislative frameworks for WHS	30
BSBWHS602	Facilitate WHS activities	30
BSBWHS603	Implement WHS risk management	40
BSBWHS604	Evaluate the WHS performance of organisations	50
BSBWHS605	Develop, implement and maintain WHS management systems	60
BSBWHS606	Conduct a WHS audit	60
BSBWHS607	Apply ergonomics to manage WHS risks	50
BSBWHS608	Assist with applying occupational hygiene to manage WHS risks	50
BSBWHS609	Advise on the application of safe design principles to control WHS risks	50

BSBWOR201	Manage personal stress in the workplace	40
BSBWOR202	Organise and complete daily work activities	15
BSBWOR203	Work effectively with others	20
BSBWOR204	Use business technology	30
BSBWOR301	Organise personal work priorities and development	30
BSBWOR302	Work effectively as an off-site worker	40
BSBWOR403	Manage stress in the workplace	60
BSBWOR404	Develop work priorities	30
BSBWOR501	Manage personal work priorities and professional development	50
BSBWOR502	Lead and manage team effectiveness	50
BSBWRK409	Prepare for and participate in dispute resolution	40
BSBWRK411	Support employee and industrial relations procedures	40
BSBWRK510	Manage employee relations	60
BSBWRT301	Write simple documents	30
BSBWRT401	Write complex documents	50
BSBWRT501	Write persuasive copy	40

## Mapping Qualifications

The following table provides an overview of the qualifications from Version 2.00 which replace qualifications from the existing version of the BSB07 Business Services Training Package, CUL11 Library, Information and Cultural Service Training Package and the TAE10 Training and Education training package.

BSB07 Current Qualification				BSB Replacement Qualification		
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
CUL30111	Certificate III in Information and Cultural Services	538	E	BSB31215	Certificate III in Library and Information Services	538
CUL40111	Certificate IV in Library, Information and Cultural Services	712	E	BSB42115	Certificate IV in Library and Information Services	712
	No previous equivalent		-	BSB42315	Certificate IV in Environmental Management and Sustainability	305
BSB40115	Certificate IV in Advertising	450	NE	BSB42415	Certificate IV in Marketing and Communication	495
BSB41315	Certificate IV in Marketing	440				
	No previous equivalent		-	BSB42515	Certificate IV in Small Business Management	430
BSB40415	Certificate IV in Small Business Management	420	E	BSB42615	Certificate IV in New Small Business	420
CUL50111	Diploma of Library and Information Services	1123	NE	BSB52115	Diploma of Library and Information Services	1165
	No previous equivalent		-	BSB52315	Diploma of Governance	590
BSB50115	Diploma of Advertising	500	NE	BSB52415	Diploma of Marketing and Communication	625
BSB51215	Diploma of Marketing	390				
BSB60115	Advanced Diploma of Advertising	540	NE	BSB61315	Advanced Diploma of Marketing and Communication	730
BSB60515	Advanced Diploma of Marketing	460				
TAE70210	Graduate Certificate In Management (Learning)	320	E	BSB80515	Graduate Certificate In Management (Learning)	320
TAE80210	Graduate Diploma of Management (Learning)	590	E	BSB80615	Graduate Diploma of Management (Learning)	590

## Mapping Units of Competency

The following table provides an overview of the units of competency from Version 2.00 which replace units of competency from the existing version of the BSB07 Business Services Training Package and the CUL11 Library, Information and Cultural Service Training Package.

BSB Current Unit					BSB Replacement Unit	
National Code	National Title	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
	No previous equivalent		-	BSBGOV404	Communicate with community stakeholders	35
	No previous equivalent		-	BSBGOV405	Undertake the roles and responsibilities of committee or board members	35
	No previous equivalent		-	BSBGOV501	Review and apply the organisation's constitution	25
	No previous equivalent		-	BSBGOV502	Recruit and coordinate committee members	25
	No previous equivalent		-	BSBGOV503	Conduct organisational strategic planning	70
	No previous equivalent		-	BSBGOV504	Monitor organisational finances	70
	No previous equivalent		-	BSBGOV505	Seek and apply for funding opportunities	45
	No previous equivalent		-	BSBGOV506	Manage advocacy for your organisation	25
	No previous equivalent		-	BSBGOV507	Manage board or committee and organisational conflict	45
CULINS201A	Assist with circulation services	50	E	BSBLIB201	Assist with circulation services	50
CULINS202A	Process information resource orders	50	E	BSBLIB202	Process information resource orders	50
CULCNM301A	Catalogue objects into collections	80	E	BSBLIB301	Catalogue objects into collections	80
CULCNM302A	Develop and apply knowledge of archives	60	E	BSBLIB302	Develop and apply knowledge of archives	60
CULDMT301A	Provide multimedia support	50	E	BSBLIB303	Provide multimedia support	50
CULINL301A	Develop and use information literacy skills	60	E	BSBLIB304	Develop and use information literacy skills	60
CULINM301A	Use established cataloguing tools	50	E	BSBLIB305	Use established cataloguing tools	50
CULINS301A	Process and maintain information resources	50	E	BSBLIB306	Process and maintain information resources	50
CULCNM403A	Record and maintain collection information	50	E	BSBLIB401	Record and maintain collection information	50
CULIND401A	Consolidate and maintain industry knowledge	60	E	BSBLIB402	Consolidate and maintain industry knowledge	60
CULINM401A	Complete a range of cataloguing activities	100	E	BSBLIB403	Complete a range of cataloguing activities	100

CULINM402A	Use integrated library management systems	30	E	BSBLIB404	Use integrated library management systems	30
CULINS401A	Assist customers to access information	60	E	BSBLIB405	Assist customers to access information	60
CULINS402A	Obtain information from external and networked sources	60	E	BSBLIB406	Obtain information from external and networked sources	60
CULINS403A	Search library and information databases	50	E	BSBLIB407	Search library and information databases	50
CULCNM502A	Manage lending and borrowing processes for collections	30	E	BSBLIB501	Manage lending and borrowing processes for collections	30
CULCNM503A	Manage the development of collections	50	E	BSBLIB502	Manage the development of collections	50
CULEVP503A	Develop and promote activities, events and public programs	60	E	BSBLIB503	Develop and promote activities, events and public programs	60
CULEVP504A	Develop exhibition concepts	80	E	BSBLIB504	Develop exhibition concepts	80
CULPRE501A	Develop disaster management plans	40	E	BSBLIB505	Develop disaster management plans	40
CULICM501A	Maintain digital repositories	50	E	BSBLIB506	Maintain digital repositories	50
CULINL501A	Promote literature and reading	30	E	BSBLIB507	Promote literature and reading	30
CULINM501A	Analyse and describe information resources	100	E	BSBLIB508	Analyse and describe information resources	100
CULINM502A	Provide subject access and classify material	100	E	BSBLIB509	Provide subject access and classify material	100
CULINM503A	Use and monitor advanced functions of integrated library management systems	100	E	BSBLIB510	Use and monitor advanced functions of integrated library management systems	100
CULINS501A	Research and analyse information to meet customer needs	60	E	BSBLIB511	Research and analyse information to meet customer needs	60
CULREL501A	Develop and maintain community and stakeholder relationships	100	E	BSBLIB512	Develop and maintain community and stakeholder relationships	100
CULRSK501A	Monitor compliance with copyright and licence requirements	40	E	BSBLIB513	Monitor compliance with copyright and licence requirements	40
CULCNM601A	Research and document collection material	60	E	BSBLIB601	Research and document collection material	60
CULCNM602A	Develop and monitor procedures for the movement and storage of collection material	60	E	BSBLIB602	Develop and monitor procedures for the movement and storage of collection material	60
CULICM601A	Contribute to collection management	100	E	BSBLIB603	Contribute to collection management	100
CULINL601A	Extend own information literacy skills to locate information	100	E	BSBLIB604	Extend own information literacy skills to locate information	100
CULINM601A	Analyse and describe specialist and complex material	100	E	BSBLIB605	Analyse and describe specialist and complex material	100
			-	BSBMKG417	Apply marketing communication across a	65

					convergent industry	
			-	BSBMKG418	Develop and apply knowledge of marketing communication industry	35
BSBMKG402	Analyse consumer behaviour for specific markets	50	NE	BSBMKG419	Analyse consumer behaviour	55
			-	BSBMKG420	Create digital media user experiences	55
			-	BSBMKG421	Optimise digital media impact	45
			-	BSBMKG524	Design effective user experiences	35
			-	BSBMKG525	Design effective web search responses	45
			-	BSBMKG526	Develop strategies to monetise digital engagement	55
			-	BSBMKG527	Plan social media engagement	45
			-	BSBMKG528	Mine data to identify industry directions	65
			-	BSBMKG529	Manage client account	55
			-	BSBMKG530	Create distributed multiplatform digital advertisements	55
			-	BSBSMB413	Design a digital action plan for small business	45
			-	BSBSMB414	Time management for small business	35
			-	BSBSMB415	Refine and strengthen a small business	45
			-	BSBSMB416	Plan small business growth	35
			-	BSBSMB417	Recruit staff	45
			-	BSBSMB418	Manage compliance for small business	55
BSBSUS301	Implement and monitor environmentally sustainable work practices	40	E	BSBSUS401	Implement and monitor environmentally sustainable work practices	40
			-	BSBSUS402	Implement an environmental management plan	35
			-	BSBSUS403	Measure, monitor and reduce carbon emissions	35
			-	BSBSUS404	Assess, implement, monitor and report on waste management	35
			-	BSBSUS405	Assess, monitor and reduce water use	35
			-	BSBSUS406	Identify and apply sustainability rating tools	35



## Traineeships

The following table provides a summary of the qualifications in the BSB Business Services Training Package and the accredited traineeship courses they will replace.

National Code	National Title	Traineeship	Nominal Hours	E / NE	National Code	National Title	Nominal Hours
BSB41315	Certificate IV in Marketing	TR0580: MARKETING (LEVEL 4)	440	NE	BSB42415	Certificate IV in Marketing and Communication	495
CUL30111	Certificate III in Information and Cultural Services	TR07540: LIBRARY AND INFORMATION SERVICES (LEVEL 3)	538	E	BSB31215	Certificate III in Library and Information Services	538
CUL40111	Certificate IV in Library, Information and Cultural Services	TR07560: LIBRARY AND INFORMATION SERVICES (LEVEL 4)	712	E	BSB42115	Certificate IV in Library and Information Services	712