

BSB07 BUSINESS SERVICES TRAINING PACKAGE

Version 9

WA NOMINAL HOURS GUIDE

**Western Australian Department of Training and Workforce
Development**

August 2013

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Introduction

This Guide has been generated to enable the stakeholders in the Business Services Industry in Western Australia to participate in the managed implementation of version 8 of the BSB07 Business Services Training Package .

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 9 of the BSB07 Business Services Training Package was released by Training.Gov.Au (TGA) on the **28 August 2013**.

Obtaining the Training Package

The BSB07 Business Services Training Package can be purchased from:



Office: Level 11, 176 Wellington Parade
East Melbourne VIC 3002
T: (03) 9815 7000 | F: (03) 9815 7001
E: reception@ibsa.org.au
W: www.ibsa.org.au

Information on National Training Packages is also available through Training.Gov (TGA), which can be located on the Internet at: www.training.gov.au

All RTOs who have Training Package qualifications on their Scope of Delivery must have access to the relevant Training Package.

Transition Arrangements

Registered Training Organisations (RTOs) are required to deliver Training Package qualifications within 12 months of the release date of the Training Package on to Training.gov.au (TGA).

Students currently enrolled in an existing version of the Training Package qualification should be permitted to complete the program they enrolled in initially, unless the move to the related qualification from a Training Package can be made without disadvantage to a student.

Nominal Hours

The Commonwealth Department of Employment, Education and Workplace Relations' definition of nominal hours states:

“The value assigned to a structured program of study that nominally represents the anticipated hours of supervised learning and/or training deemed necessary to conduct training/learning and assessment activities associated with the program of study”

Source: National Quality Council Training Package Glossary Version V2.1
17/03/2010

<http://www.deewr.gov.au/Skills/Overview/Policy/TPDH/Downloads/Documents/TrainingPackGlossary.pdf>

Nominal hours are identified for each Training Package qualification. Total nominal hours may vary within a qualification depending on the units of competency

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

Version Modification History

The version details of this endorsed Training Package are in the table below.
The latest information is at the top of the table.

| Version | TGA Release Date | Modification History |
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| 9.0 | 28 August 2013 | <p>NSSC endorsement for:</p> <p>Units:</p> <p>New units:</p> <ul style="list-style-type: none"> • BSBFLM313A Apply language, literacy and numeracy to support others in the workplace • BSBFLM314A Mentor others in the workplace to support their language, literacy and numeracy skill development • BSBSMB308A Improve energy efficiency in micro or small business operations • BSBSMB410A Review and implement energy efficiency in business operations • BSBSMB411A Manage specialist external advisory services • BSBSMB412A Introduce cloud computing into business operations. <p>ISC upgrade for:</p> <ul style="list-style-type: none"> • Updating BSB30307 Certificate III in Micro Business Operations: <ul style="list-style-type: none"> ○ to include one new unit in its elective pool: BSBSMB308A Improve energy efficiency in micro or small business operations ○ BSBHRM402A replaced with BSBHRM405A ○ minor editorial reformatting • Updating BSB40407 Certificate IV in Small Business Management: <ul style="list-style-type: none"> ○ to include three new units in its elective pool: BSBSMB410A Review and implement energy efficiency in business operations, BSBSMB411A Manage specialist external advisory services, and BSBSMB412A Introduce cloud computing into business operations ○ minor editorial reformatting • Updating BSB40812 Certificate IV in Frontline Management to: <ul style="list-style-type: none"> ○ include two new units in its elective pool BSBFLM313A and BSBFLM314A ○ update one elective unit (BSBPMG510A Manage projects) with its current equivalent unit (BSBPMG522A Undertake project work) • Addition of three new skill sets to the Training Package: <ul style="list-style-type: none"> ○ Energy Efficiency in Business ○ Cloud Computing and Digital Skills for Business ○ Workplace Supervisor Language, Literacy and Numeracy. |
| 8.1 | 13 April 2013 | <p>ISC upgrade for:</p> <p>Updated elective units with the most current equivalent unit in:</p> <ul style="list-style-type: none"> • BSB50311 Diploma of Customer Contact • BSB40312 Certificate IV in Customer Contact • BSB41412 Certificate IV in Work Health and Safety <p>Pathways into the qualification code updated</p> <ul style="list-style-type: none"> • BSB60907 Advanced Diploma of Management (Human Resources) • BSB60707 Advanced Diploma of Project Management. <p>2 skill sets added:</p> <ul style="list-style-type: none"> • Workforce Planning and Development • Workforce Development Implementation |
| 8.0 | 18 March 2013 | <p>NSSC endorsement for:</p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Revised human resources qualifications: <ul style="list-style-type: none"> ○ BSB41007 Certificate IV in Human Resources; new code and title BSB41013 Certificate IV in Human Resources ○ BSB50607 Diploma of Human Resources Management; new code and title BSB50613 Diploma of Human Resources Management • Revised project management qualifications: |

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| | | <ul style="list-style-type: none"> ○ BSB41507 Certificate IV in Project Management; new code and title ○ BSB41513 Certificate IV in Project Management Practice ○ BSB51407 Diploma of Project Management; new code and title BSB51413 Diploma of Project Management. <p>Units:</p> <ul style="list-style-type: none"> • New human resources units: <ul style="list-style-type: none"> ○ BSBHRM404A Review human resources functions ○ BSBHRM405A Support the recruitment, selection and induction of staff ○ BSBHRM512A Develop and manage performance-management processes ○ BSBHRM513A Manage workforce planning ○ BSBWRK411A Support employee and industrial relations procedures ○ BSBWRK510A Manage employee relations. • Revised human resources units: <ul style="list-style-type: none"> ○ BSBHRM403B Support performance-management processes ○ BSBHRM501B Manage human resources services • Deleted human resources units: <ul style="list-style-type: none"> ○ BSBHRM402A Recruit, select and induct staff ○ BSBHRM503B Manage performance management systems ○ BSBWRK410A Implement industrial relations procedures ○ BSBWRK509A Manage industrial relations • New project management units: <ul style="list-style-type: none"> ○ BSBPMG409A Apply project scope-management techniques ○ BSBPMG410A Apply project time-management techniques ○ BSBPMG411A Apply project quality-management techniques ○ BSBPMG412A Apply project cost-management techniques ○ BSBPMG413A Apply project human resources management approaches ○ BSBPMG414A Apply project information management and communications techniques ○ BSBPMG415A Apply project risk-management techniques ○ BSBPMG416A Apply project procurement procedures ○ BSBPMG417A Apply project life cycle management processes ○ BSBPMG418A Apply project stakeholder engagement techniques ○ BSBPMG511A Manage project scope ○ BSBPMG512A Manage project time ○ BSBPMG513A Manage project quality ○ BSBPMG514A Manage project cost ○ BSBPMG515A Manage project human resources ○ BSBPMG516A Manage project information and communication ○ BSBPMG517A Manage project risk ○ BSBPMG518A Manage project procurement ○ BSBPMG519A Manage project stakeholder engagement ○ BSBPMG520A Manage project governance ○ BSBPMG521A Manage project integration ○ BSBPMG522A Undertake project work • Deleted project management units: <ul style="list-style-type: none"> ○ BSBPMG401A Apply project scope management techniques ○ BSBPMG402A Apply time management techniques ○ BSBPMG403A Apply cost management techniques ○ BSBPMG404A Apply quality management techniques ○ BSBPMG405A Apply human resources management approaches ○ BSBPMG406A Apply communications management techniques ○ BSBPMG407A Apply risk management techniques ○ BSBPMG408A Apply contract and procurement procedures ○ BSBPMG501A Manage application of project integrative processes ○ BSBPMG502A Manage project scope ○ BSBPMG503A Manage project time ○ BSBPMG504A Manage project costs ○ BSBPMG505A Manage project quality ○ BSBPMG506A Manage project human resources ○ BSBPMG507A Manage project communications ○ BSBPMG508A Manage project risk |

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| | | <ul style="list-style-type: none"> ○ BSBPMG509A Manage project procurement ○ BSBPMG510A Manage projects <p>ISC upgrade for:</p> <ul style="list-style-type: none"> • Updated elective units with the most current equivalent unit in: <ul style="list-style-type: none"> ○ BSB30307 Certificate III in Micro Business Operations ○ BSB40212 Certificate IV in Business ○ BSB40312 Certificate IV in Customer Contact ○ BSB40407 Certificate IV in Small Business Management ○ BSB40812 Certificate IV in Frontline Management ○ BSB40907 Certificate IV in Governance ○ BSB41412 Certificate IV in Work Health and Safety ○ BSB41707 Certificate IV in Recordkeeping ○ BSB41807 Certificate IV in Unionism and Industrial Relations ○ BSB50107 Diploma of Advertising ○ BSB50207 Diploma of Business ○ BSB50407 Diploma of Business Administration ○ BSB50507 Diploma of Franchising ○ BSB50807 Diploma of International Business ○ BSB51107 Diploma of Management ○ BSB51607 Diploma of Quality Auditing ○ BSB51707 Diploma of Recordkeeping ○ BSB51807 Diploma of Unionism and Industrial Relations ○ BSB60612 Advanced Diploma of Work Health and Safety • 2 skill sets added: <ul style="list-style-type: none"> ○ Workforce Planning and Development ○ Workforce Development Implementation. |
| 7.0 | 18 December 2012 | <p>Qualifications:</p> <p>New qualifications:</p> <ul style="list-style-type: none"> • BSB30707 Certificate III in Occupational Health and Safety; new title and code BSB30712 Certificate III in Work Health and Safety • BSB41407 Certificate IV in Occupational Health and Safety; new title and code BSB41412 Certificate IV in Work Health and Safety • BSB51307 Diploma of Occupational Health and Safety; new title and code BSB51312 Diploma of Work Health and Safety • BSB60607 Advanced Diploma of Occupational Health and Safety; new title and code BSB60612 Advanced Diploma of Work Health and Safety <p>A core unit in the following qualifications has been replaced by a new WHS unit of competency and the year in the qualification code updated to reflect this change:</p> <ul style="list-style-type: none"> • BSB10107 Certificate I in Business; new code BSB10112 • BSB20107 Certificate II in Business; new code BSB20112 • BSB30110 Certificate III in Business; new code BSB30112 • BSB30607 Certificate III in International Trade; new code BSB30612 • BSB31007 Certificate III in Business Administration (Legal); new code BSB31012 • BSB40207 Certificate IV in Business; new code BSB40212 • BSB40311 Certificate IV in Customer Contact; new code BSB40312 • BSB40807 Certificate IV in Frontline Management; new code BSB40812. <p>A core and an elective unit in the following qualifications has been replaced by new WHS units of competency and the year in the qualification code updated to reflect the core change:</p> <ul style="list-style-type: none"> • BSB30407 Certificate III in Business Administration; new code BSB30412 • BSB30907 Certificate III in Business Administration (Education); new code BSB30912 • BSB31107 Certificate III in Business Administration (Medical); new code BSB31112 <p>BSB07 and imported elective units updated with the most current equivalent unit in:</p> <ul style="list-style-type: none"> • BSB20211 Certificate II in Customer Contact • BSB30211 Certificate III in Customer Contact • BSB30507 Certificate III in Business Administration (International Education) |

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| | | <ul style="list-style-type: none"> • BSB40107 Certificate IV in Advertising • BSB40507 Certificate IV in Business Administration • BSB40610 Certificate IV in Business Sales • BSB40707 Certificate IV in Franchising • BSB41007 Certificate IV in Human Resources • BSB41107 Certificate IV in International Trade • BSB41307 Certificate IV in Marketing • BSB41607 Certificate IV in Purchasing • BSB41707 Certificate IV in Recordkeeping • BSB41807 Certificate IV in Unionism and Industrial Relations • BSB50107 Diploma of Advertising • BSB50311 Diploma of Customer Contact • BSB50507 Diploma of Franchising • BSB50807 Diploma of International Business • BSB51107 Diploma of Management • BSB51507 Diploma of Purchasing • BSB51807 Diploma of Unionism and Industrial Relations • BSB60110 Advanced Diploma of Advertising • BSB60407 Advanced Diploma of Management • BSB60507 Advanced Diploma of Marketing • BSB60807 Advanced Diploma of Recordkeeping • BSB60907 Advanced Diploma of Management (Human Resources) • BSB07 and imported units and qualification codes updated in all skill sets. <p>Units:</p> <p>New units:</p> <ul style="list-style-type: none"> • BSBWHS201A Contribute to health and safety of self and others • BSBWHS301A Maintain workplace safety • BSBWHS302A Apply knowledge of WHS legislation in the workplace • BSBWHS303A Participate in WHS hazard identification, risk assessment and risk control • BSBWHS304A Participate effectively in WHS communication and consultation processes • BSBWHS305A Contribute to WHS issue resolution • BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements • BSBWHS402A Assist with compliance with WHS laws • BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation processes • BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control • BSBWHS405A Contribute to implementing and maintaining WHS management systems • BSBWHS406A Assist with responding to incidents • BSBWHS407A Assist with claims management, rehabilitation and return-to-work programs • BSBWHS408A Assist with effective WHS management of contractors • BSBWHS409A Assist with workplace monitoring processes • BSBWHS410A Contribute to work-related health and safety measures and initiatives • BSBWHS501A Ensure a safe workplace • BSBWHS502A Manage effective WHS consultation and participation processes • BSBWHS503A Contribute to the systematic management of WHS risk • BSBWHS504A Manage WHS hazards and risks • BSBWHS505A Investigate WHS incidents • BSBWHS506A Contribute to developing, implementing and maintaining WHS management systems • BSBWHS507A Contribute to managing WHS information systems • BSBWHS508A Manage WHS hazards associated with plant • BSBWHS509A Facilitate the development and use of hazard-management |

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| | | <p>tools</p> <ul style="list-style-type: none"> • BSBWHS510A Contribute to implementing emergency procedures • BSBWHS601A Apply legislative frameworks for WHS • BSBWHS602A Facilitate WHS activities • BSBWHS603A Implement WHS risk management • BSBWHS604A Evaluate the WHS performance of organisations • BSBWHS605A Develop, implement and maintain WHS management systems • BSBWHS606A Conduct WHS audits • BSBWHS607A Apply ergonomics to manage WHS hazards and risks • BSBWHS608A Assist with applying occupational hygiene to manage WHS hazards and risks • BSBWHS609A Advise on the application of safe design principles to control WHS risks. |
| 6.0 | 28 November 2011 | <p>Qualifications: Revised qualifications:</p> <ul style="list-style-type: none"> • BSB20207 Certificate II in Customer Contact reviewed; new code is BSB20211 • BSB30207 Certificate III in Customer Contact reviewed; new code is BSB30211 • BSB40307 Certificate IV in Customer Contact reviewed; new code is BSB40311 • BSB50307 Diploma of Customer Contact reviewed; new code is BSB50311 <p>Deleted qualification:</p> <ul style="list-style-type: none"> • BSB60307 Advanced Diploma of Customer Contact. <p>Units: New units:</p> <ul style="list-style-type: none"> • BSBCCO203A Conduct customer contact • BSBCCO204A Collect data • BSBCCO205A Prepare for work in a customer contact environment • BSBCCO307A Work effectively in customer contact • BSBCCO308A Conduct outbound customer contact • BSBCCO309A Develop product and service knowledge for customer contact operation • BSBCCO403A Schedule customer contact activity • BSBCCO404A Collect, analyse and record information • BSBCCO405A Survey stakeholders to gather and record information • BSBCCO406A Run a multicentre • BSBCCO407A Administer customer contact technology • BSBCCO502A Establish a multicentre • BSBCCO503A Manage data interrogation • BSBCCO504A Integrate customer contact operations in the organisation <p>Revision to the following units and change to version identifier:</p> <ul style="list-style-type: none"> • BSBCCO301B Use multiple information systems • BSBCCO302B Deploy customer service field staff • BSBCCO303B Conduct a telemarketing campaign • BSBCCO304C Provide sales solutions to customers • BSBCCO305B Process credit applications • BSBCCO306B Process complex accounts • BSBCCO501B Develop business continuity strategy • BSBCCO601B Optimise customer contact operations • BSBCCO602B Manage customer contact information • BSBCCO603B Design and launch new customer contact facilities • BSBCCO604B Develop and maintain a service level strategy • BSBCCO605B Develop and maintain a customer contact marketing strategy • BSBCCO606B Forecast and plan using customer contact traffic information analysis • BSBCCO607B Manage customer contact centre staffing • BSBCCO608B Manage customer contact operational costs <p>ISC upgrade to the following units of competency:</p> <ul style="list-style-type: none"> • BSBCMM301B Process customer complaints |

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| | | <ul style="list-style-type: none"> • BSBCOM603C Plan and establish compliance management systems • BSBCON601B Develop and maintain business continuity plans • BSBCUS201B Deliver a service to customers • BSBCUS301B Deliver and monitor a service to customers • BSBCUS401B Coordinate implementation of customer service strategies • BSBCUS402B Address customer needs • BSBCUS403B Implement customer service standards • BSBCUS501C Manage quality customer service • BSBITS401B Maintain business technology • BSBPUR501C Develop, implement and review purchasing strategies • BSBPUR503C Manage international purchasing • BSBRKG403C Set up a business or records system for a small business • BSBRSK501B Manage risk • BSBSMB405B Monitor and manage small business operations • BSBWOR203B Work effectively with others • BSBWOR301B Organise personal work priorities and development <p>Deleted units:</p> <ul style="list-style-type: none"> • BSBCCO201A Action customer contact • BSBCCO202A Conduct data collection • BSBCCO401A Administer customer contact telecommunications technology • BSBCCO402A Gather, collate and record information • BSBCCO609B Integrate customer contact operations within the organisation • BSBIND101A Work effectively in a contact centre environment. • BSB60407 Advanced Diploma of Management updated to include Contact Centre Operations units of competency as electives. • Basic Contact Centre Operations Skill Set updated with replacement unit for now - deleted BSBIND101A. Skill set considered equivalent. <p>2 skill sets added:</p> <ul style="list-style-type: none"> • Innovation Practice • Innovation Leadership |
| 5.0 | February 2011 | <p>Qualifications:</p> <ul style="list-style-type: none"> ○ BSB41907 Certificate IV in Business (Governance) reviewed; new code is BSB41910 ○ BSB50707 Diploma of Business (Governance) reviewed; new code is BSB50710 ○ BSB10107 Certificate I in Business - addition of unit, BSBITU202A Create and use spreadsheets to elective bank <p>Units:</p> <ul style="list-style-type: none"> ○ BSBATSIC412A Maintain and protect cultural values in the organisation ○ BSBATSIC511A Plan and conduct a community meeting ○ BSBATSIL411A Undertake the roles and responsibilities of board member ○ BSBATSIL412A Participate effectively as a board member ○ BSBATSIL413A Review and apply the constitution ○ BSBATSIL510A Appoint and work with a manager ○ BSBATSIL511A Lead the organisation's strategic planning cycle ○ BSBATSIL512A Be a leader in the community ○ BSBATSIM416A Oversee organisational planning ○ BSBATSIM417A Implement organisational plans ○ BSBATSIM418A Oversee financial management ○ BSBATSIM419A Contribute to the development and implementation of organisational policies ○ BSBATSIM420A Oversee asset management ○ BSBATSIM421A Support a positive and culturally appropriate workplace culture ○ BSBATSIM514A Recruit and induct staff <p>Amendments to the following units and change to version identifier:</p> <ul style="list-style-type: none"> ○ BSBATSIC411B Communicate with the community ○ BSBATSIL408B Manage a board meeting |

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| | | <ul style="list-style-type: none"> ○ BSBATSIL503B Manage conflict ○ BSBATSIM414B Oversee the organisation's annual budget ○ BSBATSIM505B Control organisation finances ○ BSBATSIM506B Develop employment policies ○ BSBATSIM511B Develop enterprise opportunities ○ BSBATSIW416B Obtain and manage consultancy services ○ BSBATSIW417B Select and utilise technology ○ BSBATSIW514B Represent your organisation ○ BSBATSIW515B Secure funding <p>A range of units deleted (refer to 'List of Units Deleted from Previous Training Package/Versions')</p> <p>Typographic corrections in a number of Qualifications and Units not affecting outcomes.</p> <p>Unit codes updated where required.</p> |
| 4.0 | February 2011 | <p>Qualifications:</p> <ul style="list-style-type: none"> • BSB30107 Certificate III in Business reviewed: new code is BSB30110 • BSB40607 Certificate IV in Business Sales reviewed; new code is BSB40610 • BSB60107 Advanced Diploma of Advertising reviewed; new code is BSB60110 <p>The following qualifications have been reviewed, there is no change to the core requirement or the code of the qualification:</p> <ul style="list-style-type: none"> • BSB20207 Certificate II in Customer Contact • BSB30207 Certificate III in Customer Contact • BSB40107 Certificate IV in Advertising • BSB41307 Certificate IV in Marketing • BSB50107 Diploma of Advertising • BSB50207 Diploma of Business • BSB50607 Diploma of Human Resources Management • BSB50807 Diploma of International Business • BSB51107 Diploma of Management • BSB51207 Diploma of Marketing • BSB60207 Advanced Diploma of Business • BSB60507 Advanced Diploma of Marketing <p>The following qualifications have been deleted:</p> <ul style="list-style-type: none"> • BSB31207 Certificate III in Frontline Management • BSB50907 Diploma of International Education Services • BSB70108 Vocational Graduate Certificate in Management (Learning) • BSB70207 Vocational Graduate Certificate in International Education Services • BSB80108 Vocational Graduate Diploma of Management (Learning) <p>Units:</p> <ul style="list-style-type: none"> • New units: • BSBADV408A Review advertising media options • BSBDIV501A Manage diversity in the workplace • BSBHRM511A Manage expatriate staff • BSBMGT406A Plan and monitor continuous improvement • BSBMKG518A Plan and implement services marketing • BSBMKG519A Plan and implement business-to-business marketing • BSBMKG520A Manage compliance within the marketing legislative framework • BSBMKG521A Plan and implement sponsorship and event marketing • BSBMKG522A Plan measurement of marketing effectiveness • BSBMKG523A Design and develop an integrated marketing communication plan • BSBMKG611A Manage measurement of marketing effectiveness • BSBLS407A Identify and plan sales prospects • BSBLS408A Present, secure and support sales solutions <p>Corrections to the following units and change to version identifier:</p> <ul style="list-style-type: none"> • BSBHRM503A Manage performance management systems |

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| | | <ul style="list-style-type: none"> • BSBHRM505A Manage remuneration and employee benefits • BSBHRM602A Manage human resources strategic planning • BSBINN601A Manage organisational change • BSBMGT516B Facilitate continuous improvement • BSBMGT608B Manage innovation and continuous improvement • BSBMKG414A Undertake marketing activities • BSBMKG510A Plan e-marketing communications <p>A range of units deleted (refer to 'List of Units Deleted from Previous Training Package/Versions' later in this document)</p> <p>2 skill sets added:</p> <ul style="list-style-type: none"> ○ Aspiring Supervisor ○ Managing Innovation |
| 3.0 | August 2010 | <p>Qualifications:</p> <ul style="list-style-type: none"> ○ BSBS41207 Certificate IV in Legal Services qualification has been reviewed, new code is BSB40110 Certificate IV in Legal Services ○ BSB51007 Diploma of Legal Services has been reviewed, new code is BSB50110 Diploma of Legal Services ○ A range of qualifications have been amended to comply with the new NQC flexibility rules (refer to Mapping of Qualifications) <p>Units:</p> <ul style="list-style-type: none"> ○ Addition of new units: <ul style="list-style-type: none"> - BSBCMM402A - BSBCMM501A - BSBCOM406A - BSBLED503A - BSBLEG413A - BSBLEG414A - BSBLEG415A - BSBLEG416A - BSBLEG417A - BSBLEG418A - BSBLEG510A - BSBLEG511A - BSBLEG512A - BSBLEG513A - BSBLEG514A - BSBLEG515A - BSBRES404A - BSBRES502A ○ A range of units have been deleted in version 3 (refer to List of Units Deleted from Previous Training Package/Versions) ○ Corrections to the following units and changes to version identifier: <ul style="list-style-type: none"> - BSBCCO304A – Evidence Guide has been modified to better reflect the required outcomes - BSBCUS501A – PC2.2 and 2.3 have been reworded and made clearer - BSBITU302A – code should have changed from A to B in September 2008 when changes were made to the Evidence Guide - BSBMGT516A – Critical aspects of assessment reworded - BSBFLM312B – Critical aspects of assessment re-worded to remove ambiguities - BSBWOR404A – PC2.1, 3.2 and 3.4 reworded and made clearer - BSBWOR501A – Required knowledge amended - BSBWOR502A - Required knowledge amended - BSBOHS406B – Change to Required Skills and Critical Aspects of Assessment - BSBOHS505B - Required knowledge amended <p>Mapping:</p> <ul style="list-style-type: none"> ○ Correction of mapping for units: |

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| | | <ul style="list-style-type: none"> Deleted unit table has been amended to include correct advice ie BSBCMN402A Develop work priorities – deleted and replaced by BSBWOR404A Develop work priorities |
| 2.1 | 4 April 2010 | Corrected the nominal hours for BSB30107 Certificate III in Business. Amended to 435 hours |
| 2 | 10 March 2009 | <p>Addition of two new Competency Fields:</p> <p>Intellectual Property:</p> <ul style="list-style-type: none"> Addition of 8 new units on intellectual property: <ul style="list-style-type: none"> BSBIPR301A Comply with organisational requirements for protection and use of intellectual property BSBIPF401A Use and respect copyright BSBIPR402A Protect and use new inventions and innovations BSBIPR403A Protect and use brands and business identity BSBIPR404A Protect and use innovative designs BSBIPR405A Protect and use intangible assets in small business BSBOPR501A Manage intellectual property to protect and grow business BSBIPR601A Develop and implement strategies for intellectual property management Revisions to 11 qualifications to include intellectual property units as electives: <ul style="list-style-type: none"> BSB30107 Cert III in Business BSB30407 Cert III in Business Administration BSB30307 Cert III in Micro Business Operations BSB40207 Cert IV in Business BSB40707 Cert IV in Franchising BSB40407 Cert IV in Small Business Management BSB50207 Diploma of Business BSB50507 Diploma of Franchising BSB51107 Diploma of Management BSB60207 Advanced Diploma of Business BSB60407 Advanced Diploma of Management Addition of 6 skill sets on intellectual property: <ul style="list-style-type: none"> Intellectual Property Strategic Management Skill Set Copyright Skill Set Trade Mark Skill Set Patent Skill Set Design Protection Skill Set Small Business Intellectual Property Skill Set <p>Continuity:</p> <ul style="list-style-type: none"> Addition of 3 new units on business continuity: <ul style="list-style-type: none"> BSBCON401A Work effectively in a business continuity context BSBCON601A Develop and maintain business continuity plans BSBCON701A Establish and review the business continuity management framework and strategies Revisions to 3 qualifications to include business continuity units as electives: <ul style="list-style-type: none"> BSB40207 Cert IV in Business BSB50207 Diploma of Business BSB60207 Advanced Diploma of Business <p>Units</p> <ul style="list-style-type: none"> Corrections to the following units: <ul style="list-style-type: none"> BSBCCO304A – modification of Range of Statement to better reflect the required outcomes; correction of ICA unit code in 'Guidance information for assessment' BSBCUS402A – correction of first point in Critical Aspects for Assessment BSBITU301A – modification of Performance Criteria 1.1 |

| Version | TGA Release Date | Modification History |
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| | | <ul style="list-style-type: none"> • BSBOHS201A – modification of Range Statement to better reflect required outcomes • BSBWOR401A and BSBWOR502A – Competency Field corrected to be ‘Industry Capability – Workplace Effectiveness’ • BSBWOR404A – modification of Performance Criteria 2.3 ○ Update of imported units <p>Qualifications:</p> <ul style="list-style-type: none"> ○ Corrections to the following qualifications: <ul style="list-style-type: none"> • BSB30207 – second paragraph ‘BSB07 Business Services Training Package’ has been included to match packaging rules of all other BSB07 qualifications • BSB30707 – the example of appropriate unit for ‘Health and Safety Assistant’ in the section on ‘Selecting Elective Units for Different Outcomes’ has been amended to meet packaging requirements • BSB50207 – statement regarding units from other Training Packages removed • BSB51107 – BSBCUS501A, BSBFIM501A, BSBLED501A, BSBMGT502A and BSBMGT516A have been removed from the elective bank of units as they duplicated core units <p>Skill Sets:</p> <ul style="list-style-type: none"> ○ Correction of unit code for ‘Oversee business planning’ in Small Business Indigenous Corporate Governance Skill Set ○ Addition of two new Skill Sets: <ul style="list-style-type: none"> • Basic Contact Centre Operations Skill Set • Design Fundamentals Skill Set |
| 1.1 | September 2008 | <p>Change in code title of:</p> <ul style="list-style-type: none"> • BSB70107 Vocational Graduate Certificate in Organisational Learning and Capability Development to BSB70108 Vocational Graduate Certificate in Management (Learning) • BSB80107 Vocational Graduate Diploma of Organisational Learning and Capability Development to BSB70108 Vocational Graduate Diploma in Management (Learning) <p>Minor change to BSBITU302B Critical aspects for assessment:</p> <ul style="list-style-type: none"> • Removal of second dot point as it does not support the required unit outcomes <p>Correction of mapping for qualifications:</p> <ul style="list-style-type: none"> • Titles and codes for BSB70107 and BSB80107 • BSB60407 Advanced Diploma of Management • BSB60907 Advanced Diploma of Management (Human Resources) <p>Correction of mapping of units:</p> <ul style="list-style-type: none"> • BSBOHS509A Ensure a safe workplace • BSBADM101A Use business equipment and resources • BSBADM409A Coordinate business resources • BSBCCO305A Process credit applications • BSBCCO602A Manage customer contact information • BSBCCO606A Forecast and plan using customer contact traffic information analysis • BSBCCO609A Integrate customer contact operations within the organisation • BSBFIM501A Manage budgets and financial plans • BSBHRM501A Manage human resources services • BSBHRM502A Manage human resources management information systems • BSBHRM602A Manage human resources strategic planning • BSBINM501A Manage an information or knowledge management system • BSBINN601A Manage organisational change • BSBITB501A Establish and maintain a work group computer network |

| Version | TGA Release Date | Modification History |
|---------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | <ul style="list-style-type: none"> • BSBITU202A Create and use spreadsheets • BSBMED301B Interpret and apply medical terminology appropriately • BSBMGT405A Provide personal leadership • BSBMGT615A Contribute to organisation development • BSBMGT618A Develop a contact centre business plan • BSBMKG514A Implement and monitor marketing activities • BSBMKG610A Develop, implement and monitor a marketing campaign • BSBOHS201A Participate in OHS processes • BSBOHS509A Ensure a safe workplace • BSBPMG401A Apply project scope management Techniques • BSBPMG408A Apply contract and procurement procedures • BSBPMG601A Direct the integration of projects • BSBPMG602A Direct the scope of a project program • BSBPMG603A Direct time management of a project program • BSBPMG604A Direct cost management of a project program • BSBPMG605A Direct quality management of a project program • BSBPMG606A Direct human resources management of a project program • BSBPMG607A Direct communications management of a project program • BSBPMG608A Direct risk management of a project program • BSBPMG609A Direct procurement and contracting for a project program • BSBREL401A Establish networks • BSBREL402A Build client relationships and business networks • BSBWOR401A Establish effective workplace relationships • BSBWRK402A Empower workers • BSBWRK404A Promote equality of opportunity and fair treatment for all workers • BSBWRK405A Promote union values, principles and policies • BSBWRK509A Manage industrial relations <p>Correction of titles in deleted unit list:</p> <ul style="list-style-type: none"> • BSBMED402A Control stocks and supplies • BSBEBUS302A Use and maintain electronic mail system • BSBMED202A Follow OHS policies and procedures in a medical office • BSBMCMN109A Follow environmental work practices |
| 1 | December 2007 | Preliminary release |

Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours in **Version 9** of the BSB07 Business Services Training Package.

Note: There are no new qualifications in version 9

| CODE | TITLE | NOMINAL HOURS |
|----------|----------------------------------------------------------------------|---------------|
| BSB10112 | Certificate I in Business | 150 |
| BSB20112 | Certificate II in Business | 325 |
| BSB20211 | Certificate II in Customer Contact | 385 |
| BSB30112 | Certificate III in Business | 420 |
| BSB30211 | Certificate III in Customer Contact | 385 |
| BSB30307 | Certificate III in Micro Business Operations | 380 |
| BSB30412 | Certificate III in Business Administration | 420 |
| BSB30507 | Certificate III in Business Administration (International Education) | 485 |
| BSB30612 | Certificate III in International Trade | 390 |
| BSB30712 | Certificate III in Occupational Health and Safety | 305 |
| BSB30807 | Certificate III in Recordkeeping | 375 |
| BSB30912 | Certificate III in Business Administration (Education) | 400 |
| BSB31012 | Certificate III in Business Administration (Legal) | 370 |
| BSB31112 | Certificate III in Business Administration (Medical) | 425 |
| BSB40107 | Certificate IV in Advertising | 450 |
| BSB40110 | Certificate IV in Legal Services | 620 |
| BSB40212 | Certificate IV in Business | 515 |
| BSB40312 | Certificate IV in Customer Contact | 585 |
| BSB40407 | Certificate IV in Small Business Management | 420 |
| BSB40507 | Certificate IV in Business Administration | 530 |
| BSB40610 | Certificate IV in Business Sales | 410 |
| BSB40707 | Certificate IV in Franchising | 410 |
| BSB40812 | Certificate IV in Frontline Management | 380 |
| BSB40907 | Certificate IV in Governance | 420 |
| BSB41013 | Certificate IV in Human Resources | 415 |
| BSB41107 | Certificate IV in International Trade | 440 |
| BSB41307 | Certificate IV in Marketing | 440 |
| BSB41412 | Certificate IV in Occupational Health and Safety | 470 |
| BSB41513 | Certificate IV in Project Management | 330 |
| BSB41607 | Certificate IV in Purchasing | 420 |
| BSB41707 | Certificate IV in Recordkeeping | 415 |
| BSB41807 | Certificate IV in Unionism and Industrial Relations | 400 |
| BSB41910 | Certificate IV in Business (Governance) | 530 |
| BSB50107 | Diploma of Advertising | 500 |
| BSB50110 | Diploma of Legal Services | 480 |
| BSB50207 | Diploma of Business | 405 |
| BSB50311 | Diploma of Customer Contact | 550 |
| BSB50407 | Diploma of Business Administration | 415 |
| BSB50507 | Diploma of Franchising | 380 |
| BSB50613 | Diploma of Human Resources Management | 540 |
| BSB50710 | Diploma of Business (Governance) | 610 |
| BSB50807 | Diploma of International Business | 370 |
| BSB51107 | Diploma of Management | 420 |
| BSB51207 | Diploma of Marketing | 390 |
| BSB51312 | Diploma of Occupational Health and Safety | 450 |
| BSB51413 | Diploma of Project Management | 530 |
| BSB51507 | Diploma of Purchasing | 405 |
| BSB51607 | Diploma of Quality Auditing | 355 |
| BSB51707 | Diploma of Recordkeeping | 360 |
| BSB51807 | Diploma of Unionism and Industrial Relations | 370 |
| BSB60110 | Advanced Diploma of Advertising | 540 |
| BSB60207 | Advanced Diploma of Business | 450 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|----------------------------------------------------|----------------------|
| BSB60407 | Advanced Diploma of Management | 400 |
| BSB60507 | Advanced Diploma of Marketing | 460 |
| BSB60612 | Advanced Diploma of Occupational Health and Safety | 460 |
| BSB60707 | Advanced Diploma of Project Management | 440 |
| BSB60807 | Advanced Diploma of Recordkeeping | 430 |
| BSB60907 | Advanced Diploma of Management (Human Resources) | 410 |

Units of Competency and Nominal Hours

The following table provides a summary of the units of competency and nominal hours in the Version 9 of the BSB07 Business Services Training Package

Note: The new units in version 9 are highlighted in red

| CODE | TITLE | NOMINAL HOURS |
|--------------|-----------------------------------------------------------------------------|---------------|
| BSBADM101A | Use business equipment and resources | 20 |
| BSBADM301B | Produce texts from shorthand notes | 100 |
| BSBADM302B | Produce texts from notes | 30 |
| BSBADM303B | Produce texts from audio transcription | 30 |
| BSBADM307B | Organise schedules | 20 |
| BSBADM311A | Maintain business resources | 20 |
| BSBADM401B | Produce complex texts from shorthand notes | 50 |
| BSBADM405B | Organise meetings | 50 |
| BSBADM406B | Organise business travel | 20 |
| BSBADM407B | Administer projects | 40 |
| BSBADM409A | Coordinate business resources | 20 |
| BSBADM411A | Produce complex texts from audio transcription | 60 |
| BSBADM502B | Manage meetings | 50 |
| BSBADM503B | Plan and manage conferences | 60 |
| BSBADM504B | Plan or review administration systems | 60 |
| BSBADM506B | Manage business document design and development | 50 |
| BSBADV402B | Conduct pre-campaign testing | 80 |
| BSBADV403B | Monitor advertising production | 80 |
| BSBADV404B | Schedule advertisements | 40 |
| BSBADV405A | Perform media calculations | 40 |
| BSBADV406A | Buy and monitor media | 40 |
| BSBADV407A | Apply media analysis and processing tools | 50 |
| BSBADV503B | Coordinate advertising research | 60 |
| BSBADV507B | Develop a media plan | 60 |
| BSBADV509A | Create mass print media advertisements | 80 |
| BSBADV510A | Create mass electronic media advertisements | 80 |
| BSBADV602B | Develop an advertising campaign | 80 |
| BSBADV603B | Manage advertising production | 60 |
| BSBADV604B | Execute an advertising campaign | 80 |
| BSBADV605B | Evaluate campaign effectiveness | 60 |
| BSBATSIC411C | Communicate with the community | 30 |
| BSBATSIC412A | Maintain and protect cultural values in the organisation | 30 |
| BSBATSIC511A | Plan and conduct a community meeting | 60 |
| BSBATSIL408C | Manage a Board meeting | 40 |
| BSBATSIL411A | Undertake the roles and responsibilities of a board member | 40 |
| BSBATSIL412A | Participate effectively as a board member | 30 |
| BSBATSIL413A | Review and apply the constitution | 60 |
| BSBATSIL503C | Manage conflict | 60 |
| BSBATSIL511A | Lead the organisation's strategic planning cycle | 60 |
| BSBATSIL512A | Be a leader in the community | 50 |
| BSBATSIM412B | Implement a business-like approach | 30 |
| BSBATSIM414C | Oversee the organisation's annual budget | 40 |
| BSBATSIM416A | Oversee organisational planning | 40 |
| BSBATSIM417A | Implement organisational plans | 40 |
| BSBATSIM418A | Oversee financial management | 50 |
| BSBATSIM419A | Contribute to the development and implementation of organisational policies | 40 |
| BSBATSIM420A | Oversee asset management | 40 |
| BSBATSIM421A | Support a positive and culturally appropriate workplace culture | 40 |
| BSBATSIM505C | Control organisation finances | 100 |
| BSBATSIM506C | Develop employment policies | 40 |
| BSBATSIM511C | Develop enterprise opportunities | 40 |
| BSBATSIM514A | Recruit and induct staff | 40 |

| CODE | TITLE | NOMINAL HOURS |
|--------------|-------------------------------------------------------------------------------|----------------------|
| BSBATSIW416C | Obtain and manage consultancy services | 80 |
| BSBATSIW417C | Select and utilise technology | 50 |
| BSBATSIW514C | Represent your organisation | 40 |
| BSBATSIW515C | Secure funding | 40 |
| BSBAUD402B | Participate in a quality audit | 35 |
| BSBAUD501B | Initiate a quality audit | 40 |
| BSBAUD503B | Lead a quality audit | 45 |
| BSBAUD504B | Report on a quality audit | 40 |
| BSBCCO203A | Conduct customer contact | 100 |
| BSBCCO204A | Collect data | 40 |
| BSBCCO205A | Prepare for work in a customer contact environment | 40 |
| BSBCCO301B | Use multiple information systems | 40 |
| BSBCCO302B | Deploy customer service field staff | 25 |
| BSBCCO303B | Conduct a telemarketing campaign | 40 |
| BSBCCO304C | Provide sales solutions to customers | 40 |
| BSBCCO305B | Process credit applications | 40 |
| BSBCCO306B | Process complex accounts, service severance and defaults | 40 |
| BSBCCO307A | Work effectively in customer contact | 35 |
| BSBCCO308A | Conduct outbound customer contact | 20 |
| BSBCCO309A | Develop product and service knowledge for customer contact operations | 30 |
| BSBCCO403A | Schedule customer contact activity | 20 |
| BSBCCO404A | Collect, analyse and record information | 40 |
| BSBCCO405A | Survey stakeholders to gather and record information | 40 |
| BSBCCO406A | Run a multicentre | 50 |
| BSBCCO407A | Administer customer contact technology | 25 |
| BSBCCO501B | Develop business continuity strategies | 130 |
| BSBCCO502A | Establish a multicentre | 40 |
| BSBCCO503A | Manage data interrogation | 35 |
| BSBCCO504A | Integrate customer contact operations in the organisation | 80 |
| BSBCCO601B | Optimise customer contact operations | 80 |
| BSBCCO602B | Manage customer contact information | 80 |
| BSBCCO603B | Design and launch new customer contact facilities | 80 |
| BSBCCO604B | Develop and maintain a service level strategy | 80 |
| BSBCCO605B | Develop and maintain a customer contact marketing strategy | 80 |
| BSBCCO606B | Forecast and plan using customer contact traffic information analysis | 80 |
| BSBCCO607B | Manage customer contact centre staffing | 80 |
| BSBCCO608B | Manage customer contact operational costs | 80 |
| BSBCMM101A | Apply basic communication skills | 40 |
| BSBCMM201A | Communicate in the workplace | 30 |
| BSBCMM301B | Process customer complaints | 20 |
| BSBCMM401A | Make a presentation | 30 |
| BSBCMM402A | Implement effective communication strategies | 40 |
| BSBCMM501A | Develop and nurture relationships | 40 |
| BSBCOM401B | Organise and monitor the operation of compliance management system | 40 |
| BSBCOM402B | Implement processes for the management of a breach in compliance requirements | 40 |
| BSBCOM403B | Provide education and training on compliance requirements and systems | 40 |
| BSBCOM404B | Promote and liaise on compliance requirements, systems and related issues | 50 |
| BSBCOM405A | Promote compliance with legislation | 30 |
| BSBCOM406A | Conduct work within a compliance framework | 30 |
| BSBCOM501B | Identify and interpret compliance requirements | 20 |
| BSBCOM502B | Evaluate and review compliance | 25 |
| BSBCOM503B | Develop processes for the management of breaches in compliance requirements | 30 |
| BSBCOM601B | Research compliance requirements and issues | 50 |
| BSBCOM602B | Develop and create compliance requirements | 50 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|----------------------------------------------------------------------------------------|----------------------|
| BSBCOM603C | Plan and establish compliance management systems | 50 |
| BSBCON401A | Work effectively in a business continuity context | 30 |
| BSBCON601B | Develop and maintain business continuity plans | 50 |
| BSBCON701A | Establish and review the business continuity management framework and strategies | 70 |
| BSBCRT101A | Apply critical thinking techniques | 20 |
| BSBCRT301A | Develop and extend critical and creative thinking skills | 40 |
| BSBCRT401A | Articulate, present and debate ideas | 40 |
| BSBCRT402A | Collaborate in a creative process | 40 |
| BSBCRT403A | Explore the history and social impact of creativity | 50 |
| BSBCRT501A | Originate and develop concepts | 30 |
| BSBCRT601A | Research and apply concepts and theories of creativity | 65 |
| BSBCUS201B | Deliver a service to customers | 40 |
| BSBCUS301B | Deliver and monitor a service to customers | 40 |
| BSBCUS401B | Coordinate implementation of customer service strategies | 30 |
| BSBCUS402B | Address customer needs | 30 |
| BSBCUS403B | Implement customer service standards | 30 |
| BSBCUS501C | Manage quality customer service | 50 |
| BSBDES201A | Follow a design process | 40 |
| BSBDES202A | Evaluate the nature of design in a specific industry context | 30 |
| BSBDES301A | Explore the use of colour | 40 |
| BSBDES302A | Explore and apply the creative design process to 2D forms | 50 |
| BSBDES303A | Explore and apply the creative design process to 3D forms | 50 |
| BSBDES304A | Source and apply design industry knowledge | 20 |
| BSBDES305A | Source and apply information on the history and theory of design | 65 |
| BSBDES401A | Generate design solutions | 60 |
| BSBDES402A | Interpret and respond to a design brief | 20 |
| BSBDES403A | Develop and extend design skills and practice | 30 |
| BSBDES501A | Implement design solutions | 60 |
| BSBDES502A | Establish, negotiate and refine a design brief | 65 |
| BSBDES601A | Manage design realisation | 50 |
| BSBDES602A | Research global design trends | 30 |
| BSBDES701A | Research and apply design theory | 40 |
| BSBDIV301A | Work effectively with diversity | 20 |
| BSBDIV501A | Manage diversity in the workplace | 20 |
| BSBDIV601A | Develop and implement diversity policy | 40 |
| BSBDIV701A | Develop cross cultural communication and negotiation strategies | 80 |
| BSBEBU401A | Review and maintain a website | 60 |
| BSBEBU501A | Investigate and design ebusiness solutions | 50 |
| BSBEBU502A | Implement ebusiness solutions | 20 |
| BSBEDU301A | Assist with monitoring compliance in international education | 50 |
| BSBEDU302A | Assist in resolution of issues and incidents in an international education environment | 50 |
| BSBEDU303A | Assist with the provision of international education information | 30 |
| BSBEDU304A | Assist with the provision of pastoral care services to international students | 30 |
| BSBEDU305A | Assist with international education events and programs | 50 |
| BSBEDU401A | Coordinate provision of pastoral care services to international students | 50 |
| BSBEDU501A | Facilitate international education compliance | 80 |
| BSBEDU502A | Manage international education issues and incidents | 80 |
| BSBEDU503A | Manage international student recruitment and selection | 60 |
| BSBEDU504A | Manage international education and training processes | 60 |
| BSBEDU505A | Manage international client accommodation services | 40 |
| BSBEDU506A | Facilitate international education events and programs | 60 |
| BSBEDU507A | Manage trans-national offshore education programs | 60 |
| BSBEDU508A | Manage international education financial and administrative processes | 80 |
| BSBEDU509A | Use information to enhance international education work role performance | 30 |
| BSBEDU701A | Investigate current trends in internationalisation of education | 80 |

| CODE | TITLE | NOMINAL HOURS |
|------------|---------------------------------------------------------------------------------------------------|---------------|
| BSBEDU702A | Develop international onshore education programs and projects | 80 |
| BSBEDU703A | Establish trans-national offshore education initiatives | 80 |
| BSBEDU704A | Conduct applied international education research | 80 |
| BSBEMS401B | Develop and implement business development strategies to expand client base | 40 |
| BSBEMS402B | Develop and implement strategies to source and assess candidates | 40 |
| BSBEMS403B | Develop and provide employment management services to candidates | 40 |
| BSBEMS404B | Manage the recruitment process for client organisations | 50 |
| BSBFIA301A | Maintain financial records | 60 |
| BSBFIA302A | Process payroll | 30 |
| BSBFIA303A | Process accounts payable and receivable | 40 |
| BSBFIA304A | Maintain a general ledger | 40 |
| BSBFIA401A | Prepare financial reports | 40 |
| BSBFIA402A | Report on financial activity | 40 |
| BSBFIA501A | Report on finances related to international business | 50 |
| BSBFIM501A | Manage budgets and financial plans | 50 |
| BSBFIM502A | Manage payroll | 60 |
| BSBFIM601A | Manage finances | 80 |
| BSBFIM701A | Manage financial resources | 80 |
| BSBFLM303C | Contribute to effective workplace relationships | 30 |
| BSBFLM305C | Support operational plan | 40 |
| BSBFLM306C | Provide workplace information and resourcing plans | 40 |
| BSBFLM309C | Support continuous improvement systems and processes | 30 |
| BSBFLM311C | Support a workplace learning environment | 30 |
| BSBFLM312C | Contribute to team effectiveness | 30 |
| BSBFLM313A | Apply language, literacy and numeracy to support others in the workplace | 25 |
| BSBFLM314A | Mentor others in the workplace to support their language, literacy and numeracy skill development | 25 |
| BSBFRA301B | Work within a franchise | 30 |
| BSBFRA401B | Manage compliance with franchisee obligations and legislative requirements | 40 |
| BSBFRA402B | Establish a franchise | 50 |
| BSBFRA403B | Manage relationship with franchisor | 40 |
| BSBFRA404B | Manage a multiple site franchise | 50 |
| BSBFRA501B | Establish a franchise operation | 50 |
| BSBFRA502B | Manage a franchise operation | 40 |
| BSBFRA503B | Manage establishment of new sites or regions | 50 |
| BSBFRA504B | Manage relationships with franchisees | 40 |
| BSBFRA505B | Manage closure of a franchise | 70 |
| BSBGOV401A | Implement Board member responsibilities | 40 |
| BSBGOV402A | Work within organisational structure | 40 |
| BSBGOV403A | Analyse financial reports and budgets | 50 |
| BSBHRM403B | Support performance management process | 40 |
| BSBHRM404A | Review human resources functions | 40 |
| BSBHRM405A | Support the recruitment, selection and induction of staff | 45 |
| BSBHRM501B | Manage human resources services | 60 |
| BSBHRM502A | Manage human resources management information systems | 60 |
| BSBHRM505B | Manage remuneration and employee benefits | 60 |
| BSBHRM506A | Manage recruitment selection and induction processes | 60 |
| BSBHRM507A | Manage separation or termination | 60 |
| BSBHRM509A | Manage rehabilitation or return-to-work programs | 30 |
| BSBHRM510A | Manage mediation processes | 60 |
| BSBHRM511A | Manage expatriate staff | 40 |
| BSBHRM512A | Develop and manage performance-management processes | 60 |
| BSBHRM513A | Manage workforce planning | 60 |
| BSBHRM602B | Manage human resources strategic planning | 40 |
| BSBHRM604A | Manage employee relations | 60 |
| BSBIND201A | Work effectively in a business environment | 20 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|-----------------------------------------------------------------------------------------|----------------------|
| BSBIND301A | Work effectively in an educational environment | 40 |
| BSBIND302A | Work effectively in the international education services industry | 50 |
| BSBINM201A | Process and maintain workplace information | 20 |
| BSBINM202A | Handle mail | 15 |
| BSBINM301A | Organise workplace information | 20 |
| BSBINM302A | Utilise a knowledge management system | 20 |
| BSBINM303A | Handle receipt and despatch of information | 20 |
| BSBINM401A | Implement workplace information system | 40 |
| BSBINM501A | Manage an information or knowledge management system | 40 |
| BSBINM601A | Manage knowledge and information | 60 |
| BSBINN201A | Contribute to workplace innovation | 20 |
| BSBINN301A | Promote innovation in a team environment | 30 |
| BSBINN501A | Establish systems that support innovation | 50 |
| BSBINN502A | Build and sustain an innovative work environment | 50 |
| BSBINN601B | Manage organisational change | 30 |
| BSBINN801A | Lead innovative thinking and practice | 80 |
| BSBINT301B | Apply knowledge of the international trade environment to complete work | 30 |
| BSBINT302B | Apply knowledge of legislation relevant to international trade to complete work | 30 |
| BSBINT303B | Organise the importing and exporting of goods | 40 |
| BSBINT304B | Assist in the international transfer of services | 20 |
| BSBINT305B | Prepare business documents for the international trade of goods | 40 |
| BSBINT306B | Apply knowledge of international finance and insurance to complete work requirements | 40 |
| BSBINT401B | Research international business opportunities | 40 |
| BSBINT405B | Apply knowledge of import and export international conventions, laws and finance | 50 |
| BSBINT407B | Prepare business advice on export Free on Board Value | 30 |
| BSBINT408B | Prepare business advice on the taxes and duties for international trade transactions | 40 |
| BSBINT409B | Plan for international trade | 50 |
| BSBIPR301A | Comply with organisational requirements for protection and use of intellectual property | 30 |
| BSBIPR401A | Use and respect copyright | 40 |
| BSBIPR402A | Protect and use new inventions and innovations | 30 |
| BSBIPR403A | Protect and use brands and business identity | 30 |
| BSBIPR404A | Protect and use innovative designs | 30 |
| BSBIPR405A | Protect and use intangible assets in small business | 40 |
| BSBIPR501A | Manage intellectual property to protect and grow business | 50 |
| BSBIPR601A | Develop and implement strategies for intellectual property management | 60 |
| BSBITA401A | Design databases | 30 |
| BSBITA601A | Configure and optimise customer contact technology | 80 |
| BSBITB501A | Establish and maintain a workgroup computer network | 50 |
| BSBITB701A | Implement advanced electronic technologies | 80 |
| BSBITS401B | Maintain business technology | 30 |
| BSBITU101A | Operate a personal computer | 20 |
| BSBITU102A | Develop keyboard skills | 40 |
| BSBITU201A | Produce simple word processed documents | 40 |
| BSBITU202A | Create and use spreadsheets | 20 |
| BSBITU203A | Communicate electronically | 20 |
| BSBITU301A | Create and use databases | 20 |
| BSBITU302B | Create electronic presentations | 20 |
| BSBITU303A | Design and produce text documents | 50 |
| BSBITU304A | Produce spreadsheets | 25 |
| BSBITU305A | Conduct online transactions | 20 |
| BSBITU306A | Design and produce business documents | 60 |
| BSBITU307A | Develop keyboarding speed and accuracy | 40 |
| BSBITU309A | Produce desktop published documents | 50 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|----------------------------------------------------------------------------------------------|----------------------|
| BSBITU401A | Design and develop complex text documents | 70 |
| BSBITU402A | Develop and use complex spreadsheets | 60 |
| BSBITU404A | Produce complex desktop published documents | 50 |
| BSBLED101A | Plan skills development | 20 |
| BSBLED301A | Undertake elearning | 40 |
| BSBLED401A | Develop teams and individuals | 40 |
| BSBLED501A | Develop a workplace learning environment | 50 |
| BSBLED502A | Manage programs that promote personal effectiveness | 50 |
| BSBLED503A | Maintain and enhance professional practice | 30 |
| BSBLED701A | Lead personal and strategic transformation | 80 |
| BSBLED702A | Lead learning strategy implementation | 80 |
| BSBLED703A | Implement improved learning practice | 60 |
| BSBLED704A | Review enterprise elearning systems and solutions implementation | 80 |
| BSBLED705A | Plan and implement a mentoring program | 80 |
| BSBLED706A | Plan and implement a coaching strategy | 60 |
| BSBLED707A | Establish career development services | 80 |
| BSBLED708A | Conduct a career development session | 50 |
| BSBLED709A | Identify and communicate trends in career development | 60 |
| BSBLED710A | Develop human capital | 80 |
| BSBLEG301A | Apply knowledge of the legal system to complete tasks | 60 |
| BSBLEG302A | Carry out search of the public record | 20 |
| BSBLEG303A | Deliver court documentation | 10 |
| BSBLEG304A | Apply the principles of confidentiality and security within the legal environment | 10 |
| BSBLEG305A | Use legal terminology in order to carry out tasks | 40 |
| BSBLEG306A | Maintain records for time and disbursements in a legal practice | 10 |
| BSBLEG308A | Assist in prioritising and planning activities in a legal practice | 10 |
| BSBLEG403B | Maintain trust accounts | 50 |
| BSBLEG413A | Identify and apply the legal framework | 50 |
| BSBLEG414A | Establish and maintain a file in legal services | 50 |
| BSBLEG415A | Apply principles of contract law | 60 |
| BSBLEG416A | Apply the principles of the law of torts | 60 |
| BSBLEG417A | Apply the principles of evidence law | 60 |
| BSBLEG418A | Produce complex legal documents | 80 |
| BSBLEG510A | Apply legal principles in family law matters | 60 |
| BSBLEG511A | Apply legal principles in criminal law matters | 60 |
| BSBLEG512A | Apply legal principles in property law matters | 60 |
| BSBLEG513A | Apply legal principles in corporation law | 60 |
| BSBLEG514A | Assist with civil procedure | 60 |
| BSBLEG515A | Apply legal principles in wills and probate matters | 60 |
| BSBMED301B | Interpret and apply medical terminology appropriately | 40 |
| BSBMED302B | Prepare and process medical accounts | 40 |
| BSBMED303B | Maintain patient records | 40 |
| BSBMED304B | Assist in controlling stocks and supplies | 20 |
| BSBMED305B | Apply the principles of confidentiality, privacy and security within the medical environment | 10 |
| BSBMED401B | Manage patient record keeping system | 40 |
| BSBMGT401A | Show leadership in the workplace | 50 |
| BSBMGT402A | Implement operational plan | 50 |
| BSBMGT403A | Implement continuous improvement | 50 |
| BSBMGT404A | Lead and facilitate offsite staff | 40 |
| BSBMGT405A | Provide personal leadership | 50 |
| BSBMGT406A | Plan and monitor continuous improvement | 40 |
| BSBMGT502B | Manage people performance | 50 |
| BSBMGT515A | Manage operational plan | 50 |
| BSBMGT516C | Facilitate continuous improvement | 50 |
| BSBMGT605B | Provide leadership across the organisation | 60 |
| BSBMGT608C | Manage innovation and continuous improvement | 60 |
| BSBMGT615A | Contribute to organisation development | 60 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|--------------------------------------------------------------------|----------------------|
| BSBMGT616A | Develop and implement strategic plans | 60 |
| BSBMGT617A | Develop and implement a business plan | 60 |
| BSBMGT618A | Develop a contact centre business plan | 80 |
| BSBMKG401B | Profile the market | 40 |
| BSBMKG402B | Analyse consumer behaviour for specific markets | 50 |
| BSBMKG408B | Conduct market research | 50 |
| BSBMKG409A | Design direct response offers | 60 |
| BSBMKG410A | Test direct marketing activities | 30 |
| BSBMKG411A | Analyse direct marketing databases | 50 |
| BSBMKG412A | Conduct electronic marketing communications | 50 |
| BSBMKG413A | Promote products and services | 20 |
| BSBMKG414B | Undertake marketing activities | 40 |
| BSBMKG415A | Research international markets | 40 |
| BSBMKG416A | Market goods and services internationally | 50 |
| BSBMKG501B | Identify and evaluate marketing opportunities | 50 |
| BSBMKG502B | Establish and adjust the marketing mix | 50 |
| BSBMKG506B | Plan market research | 50 |
| BSBMKG507A | Interpret market trends and developments | 50 |
| BSBMKG508A | Plan direct marketing activities | 50 |
| BSBMKG509A | Implement and monitor direct marketing activities | 40 |
| BSBMKG510B | Plan electronic marketing communications | 50 |
| BSBMKG511A | Analyse data from international markets | 50 |
| BSBMKG512A | Forecast international market and business needs | 50 |
| BSBMKG513A | Promote products and services to international markets | 50 |
| BSBMKG514A | Implement and monitor marketing activities | 40 |
| BSBMKG515A | Conduct a marketing audit | 40 |
| BSBMKG516B | Profile international markets | 50 |
| BSBMKG517A | Analyse consumer behaviour for specific international markets | 50 |
| BSBMKG518A | Plan and implement services marketing | 40 |
| BSBMKG519A | Plan and implement business-to-business marketing | 40 |
| BSBMKG520A | Manage compliance within the marketing legislative framework | 50 |
| BSBMKG521A | Plan and implement sponsorship and event marketing | 40 |
| BSBMKG522A | Plan measurement of marketing effectiveness | 40 |
| BSBMKG523A | Design and develop an integrated marketing communication plan | 80 |
| BSBMKG603B | Manage the marketing process | 50 |
| BSBMKG605B | Evaluate international marketing opportunities | 60 |
| BSBMKG606B | Manage international marketing programs | 60 |
| BSBMKG607B | Manage market research | 60 |
| BSBMKG608A | Develop organisational marketing objectives | 60 |
| BSBMKG609A | Develop a marketing plan | 50 |
| BSBMKG610A | Develop, implement and monitor a marketing campaign | 80 |
| BSBMKG611A | Manage measurement of marketing effectiveness | 50 |
| BSBPMG409A | Apply project scope-management techniques | 30 |
| BSBPMG410A | Apply project time-management techniques | 40 |
| BSBPMG411A | Apply project quality-management techniques | 30 |
| BSBPMG412A | Apply project cost-management techniques | 40 |
| BSBPMG413A | Apply project human resources management approaches | 40 |
| BSBPMG414A | Apply project information management and communications techniques | 30 |
| BSBPMG415A | Apply project risk-management techniques | 40 |
| BSBPMG416A | Apply project procurement procedures | 40 |
| BSBPMG417A | Apply project life cycle management processes | 40 |
| BSBPMG418A | Apply project stakeholder engagement techniques | 40 |
| BSBPMG511A | Manage project scope | 40 |
| BSBPMG512A | Manage project time | 40 |
| BSBPMG513A | Manage project quality | 40 |
| BSBPMG514A | Manage project costs | 40 |
| BSBPMG515A | Manage project human resources | 40 |
| BSBPMG516A | Manage project information and communication | 40 |
| BSBPMG517A | Manage project risk | 40 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|--------------------------------------------------------------------|----------------------|
| BSBPMG518A | Manage project procurement | 50 |
| BSBPMG519A | Manage project stakeholder engagement | 40 |
| BSBPMG520A | Manage project governance | 40 |
| BSBPMG521A | Manage project integration | 50 |
| BSBPMG522A | Undertake project work | 45 |
| BSBPMG601A | Direct the integration of projects | 40 |
| BSBPMG602A | Direct the scope of a project program | 50 |
| BSBPMG603A | Direct time management of a project program | 50 |
| BSBPMG604A | Direct cost management of a project program | 50 |
| BSBPMG605A | Direct quality management of a project program | 50 |
| BSBPMG606A | Direct human resources management of a project program | 50 |
| BSBPMG607A | Direct communications management of a project program | 50 |
| BSBPMG608A | Direct risk management of a project program | 50 |
| BSBPMG609A | Direct procurement and contracting for a project program | 50 |
| BSBPRO301A | Recommend products and services | 20 |
| BSBPRO401A | Develop product knowledge | 20 |
| BSBPUB401A | Develop and apply knowledge of public relations industry | 80 |
| BSBPUB402A | Develop public relations campaigns | 50 |
| BSBPUB403A | Develop public relations documents | 50 |
| BSBPUB501A | Manage the public relations publication process | 45 |
| BSBPUB502A | Develop and manage complex public relations campaigns | 50 |
| BSBPUB503A | Manage fundraising and sponsorship activities | 50 |
| BSBPUB504A | Develop and implement crisis management plans | 40 |
| BSBPUR301B | Purchase goods and services | 30 |
| BSBPUR401B | Plan purchasing | 40 |
| BSBPUR402B | Negotiate contracts | 30 |
| BSBPUR403B | Conduct international purchasing | 50 |
| BSBPUR501C | Develop, implement and review purchasing strategies | 50 |
| BSBPUR502B | Manage supplier relationships | 50 |
| BSBPUR503C | Manage international purchasing | 60 |
| BSBPUR504B | Manage a supply chain | 40 |
| BSBREL401A | Establish networks | 40 |
| BSBREL402A | Build client relationships and business networks | 30 |
| BSBREL403A | Implement international client relationship strategies | 40 |
| BSBREL501A | Build international client relationships | 40 |
| BSBREL502A | Build international business networks | 40 |
| BSBREL701A | Develop and cultivate collaborative partnerships and relationships | 40 |
| BSBRES401A | Analyse and present research information | 40 |
| BSBRES404A | Research legal information using primary sources | 40 |
| BSBRES502A | Research legal information using secondary sources | 40 |
| BSBRES801A | Initiate and lead applied research | 150 |
| BSBRKG301B | Control records | 50 |
| BSBRKG302B | Undertake disposal | 25 |
| BSBRKG303B | Retrieve information from records | 30 |
| BSBRKG304B | Maintain business records | 30 |
| BSBRKG305A | Review recordkeeping functions | 20 |
| BSBRKG401B | Review the status of a record | 40 |
| BSBRKG402B | Provide information from and about records | 40 |
| BSBRKG403C | Set up a business or records system for a small office | 40 |
| BSBRKG404A | Monitor and maintain records in an online environment | 50 |
| BSBRKG502B | Manage and monitor business or records systems | 45 |
| BSBRKG505B | Document or reconstruct a business or records system | 45 |
| BSBRKG506A | Develop and maintain terminology and classification schemes | 40 |
| BSBRKG601B | Define recordkeeping framework | 30 |
| BSBRKG603B | Prepare a functional analysis for an organisation | 60 |
| BSBRKG604B | Determine security and access rules and procedures | 60 |
| BSBRKG605B | Determine records requirements to document a function | 60 |
| BSBRKG606B | Design a records retention and disposal schedule | 50 |
| BSBRKG607B | Document and monitor the record creating context | 60 |

| CODE | TITLE | NOMINAL HOURS |
|-------------------|----------------------------------------------------------------------------------------------|----------------------|
| BSBRKG608B | Plan management of records over time | 60 |
| BSBRSK401A | Identify risk and apply risk management processes | 40 |
| BSBRSK501B | Manage risk | 50 |
| BSBSIL510A | Appoint and work with a manager | 30 |
| BSBSLS407B | Identify and plan sales prospects | 40 |
| BSBSLS408A | Present, secure and support sales solutions | 40 |
| BSBSLS501A | Develop a sales plan | 70 |
| BSBSLS502A | Lead and manage a sales team | 40 |
| BSBSMB201A | Identify suitability for micro business | 20 |
| BSBSMB301A | Investigate micro business opportunities | 30 |
| BSBSMB302A | Develop a micro business proposal | 30 |
| BSBSMB303A | Organise finances for the micro business | 50 |
| BSBSMB304A | Determine resource requirements for the micro business | 30 |
| BSBSMB305A | Comply with regulatory, taxation and insurance requirements for the micro business | 45 |
| BSBSMB306A | Plan a home-based business | 25 |
| BSBSMB307A | Set up information and communications technology for the micro business | 20 |
| BSBSMB308A | Improve energy efficiency in micro or small business operations | 30 |
| BSBSMB401A | Establish legal and risk management requirements of small business | 40 |
| BSBSMB402A | Plan small business finances | 50 |
| BSBSMB403A | Market the small business | 40 |
| BSBSMB404A | Undertake small business planning | 50 |
| BSBSMB405B | Monitor and manage small business operations | 50 |
| BSBSMB406A | Manage small business finances | 50 |
| BSBSMB407A | Manage a small team | 40 |
| BSBSMB408B | Manage personal, family, cultural and business obligations | 30 |
| BSBSMB409A | Build and maintain relationships with small business stakeholders | 20 |
| BSBSMB410A | Review and implement energy efficiency in business operation | 40 |
| BSBSMB411A | Manage specialist external advisory services | 55 |
| BSBSMB412A | Introduce cloud computing into business operations | 45 |
| BSBSUS201A | Participate in environmentally sustainable work practices | 10 |
| BSBSUS301A | Implement and monitor environmentally sustainable work practices | 40 |
| BSBSUS501A | Develop workplace policy and procedures for sustainability | 50 |
| BSBWHS201A | Contribute to health and safety of self-processes | 15 |
| BSBWHS301A | Maintain workplace safety | 20 |
| BSBWHS302A | Apply knowledge of WHS legislation in the workplace | 30 |
| BSBWHS303A | Participate in WHS hazard identification, risk assessment and risk control | 30 |
| BSBWHS304A | Participate effectively in WHS communication and consultation processes | 30 |
| BSBWHS305A | Contribute to WHS issue resolution | 20 |
| BSBWHS401A | Implement and monitor WHS policies, procedures and programs to meet legislative requirements | 40 |
| BSBWHS402A | Assist with compliance with WHS laws | 40 |
| BSBWHS403A | Contribute to implementing and maintaining WHS consultation and participation process | 40 |
| BSBWHS404A | Contribute to WHS hazard identification, risk assessment and risk control | 40 |
| BSBWHS405A | Contribute to implementing and maintaining WHS management systems | 50 |
| BSBWHS406A | Assist with responding to incidents | 30 |
| BSBWHS407A | Assist with claims management, rehabilitation and return-to-work programs | 40 |
| BSBWHS408A | Assist with effective WHS management of contractors | 30 |
| BSBWHS409A | Assist with workplace monitoring processes | 50 |
| BSBWHS410A | Contribute to work-related health and safety measures and initiatives | 15 |
| BSBWHS501A | Ensure a safe workplace | 50 |
| BSBWHS502A | Manage effective WHS consultation and participation processes | 50 |

| CODE | TITLE | NOMINAL HOURS |
|-------------|-------------------------------------------------------------------------------|----------------------|
| BSBWHS503A | Contribute to the systematic management of WHS risk | 50 |
| BSBWHS504A | Manage WHS hazards and risks | 50 |
| BSBWHS505A | Investigate WHS incidents | 60 |
| BSBWHS506A | Contribute to developing, implementing and maintaining WHS management systems | 50 |
| BSBWHS507A | Contribute to managing WHS information systems | 50 |
| BSBWHS508A | Manage WHS hazards associated with plant | 50 |
| BSBWHS509A | Facilitate the development and use of hazard-management tools | 30 |
| BSBWHS510A | Contribute to implementing emergency procedures | 40 |
| BSBWHS601A | Apply legislative frameworks for WHS | 30 |
| BSBWHS602A | Facilitate WHS activities | 30 |
| BSBWHS603A | Implement WHS risk management | 40 |
| BSBWHS604A | Evaluate the WHS performance of organisations | 50 |
| BSBWHS605A | Develop, implement and maintain WHS management systems | 60 |
| BSBWHS606A | Conduct WHS audits | 60 |
| BSBWHS607A | Apply ergonomics to manage WHS hazards and risks | 50 |
| BSBWHS608A | Assist with applying occupational hygiene to manage WHS hazards and risks | 50 |
| BSBWHS609A | Advise on the application of safe design principles to control WHS risk | 50 |
| BSBWOR201A | Manage personal stress in the workplace | 40 |
| BSBWOR202A | Organise and complete daily work activities | 15 |
| BSBWOR203B | Work effectively with others | 20 |
| BSBWOR204A | Use business technology | 30 |
| BSBWOR301B | Organise personal work priorities and development | 30 |
| BSBWOR302A | Work effectively as an offsite worker | 40 |
| BSBWOR401A | Establish effective workplace relationships | 40 |
| BSBWOR402A | Promote team effectiveness | 40 |
| BSBWOR403A | Manage stress in the workplace | 60 |
| BSBWOR404B | Develop work priorities | 30 |
| BSBWOR501B | Manage personal work priorities and professional development | 50 |
| BSBWOR502B | Ensure team effectiveness | 50 |
| BSBWRK401A | Develop and implement an organising plan | 40 |
| BSBWRK402A | Empower workers | 30 |
| BSBWRK403A | Communicate with workers | 30 |
| BSBWRK404A | Promote equality of opportunity and fair treatment for all workers | 40 |
| BSBWRK405A | Promote union values, principles and policies | 50 |
| BSBWRK406A | Participate in the bargaining process | 40 |
| BSBWRK407A | Provide advice to union members | 40 |
| BSBWRK408A | Undertake negotiations | 40 |
| BSBWRK409A | Prepare for and participate in dispute resolution | 40 |
| BSBWRK411A | Support employee and industrial relations procedures | 40 |
| BSBWRK501A | Develop, manage and review campaigns and projects | 50 |
| BSBWRK502A | Represent the union in key forums | 40 |
| BSBWRK503A | Coordinate case preparation and research | 50 |
| BSBWRK504A | Advocate and present cases for members | 40 |
| BSBWRK505A | Develop, implement and manage union policy | 50 |
| BSBWRK506A | Coordinate research and analysis | 50 |
| BSBWRK507A | Apply strategic unionism | 50 |
| BSBWRK508A | Manage and oversee bargaining | 40 |
| BSBWRK510A | Manage employee relations | 60 |
| BSBWRT301A | Write simple documents | 30 |
| BSBWRT401A | Write complex documents | 50 |
| BSBWRT501A | Write persuasive copy | 40 |

Mapping Units of Competency

The following table provides an overview of the units of competency from the version 8.1 which are replaced by the units of competency from version 9 of the BSB07 Business Services Training Package.

| Version 8.1 Current Unit | | | | Version 9 Replacement Unit | | |
|--------------------------|------------------------|-------|-------|----------------------------|---------------------------------------------------------------------------------------------------|-------|
| National ID | Title | Hours | *E/NE | National ID | Title | Hours |
| | No previous equivalent | | - | BSBFLM313A | Apply language, literacy and numeracy to support others in the workplace | 25 |
| | No previous equivalent | | - | BSBFLM314A | Mentor others in the workplace to support their language, literacy and numeracy skill development | 25 |
| | No previous equivalent | | - | BSBSMB308A | Improve energy efficiency in micro or small business operations | 30 |
| | No previous equivalent | | - | BSBSMB410A | Review and implement energy efficiency in business operation | 40 |
| | No previous equivalent | | - | BSBSMB411A | Manage specialist external advisory services | 55 |
| | No previous equivalent | | - | BSBSMB412A | Introduce cloud computing into business operations | 45 |

*E/NE – Equivalent/Not Equivalent

Traineeships

The following table provides a summary of the qualifications in the BSB07 Business Services Training Package **Version 9** and the accredited traineeship courses they will replace.

| Versions 8.1 Current Qualification | | | | Version 9 Replacement Qualification | | |
|------------------------------------|------------------------------------------------------|--------------------------------------------|-------|-------------------------------------|-----------|-------|
| National ID | Title | Traineeship | Hours | National ID | Title | Hours |
| BSB20112 | Certificate II in Business | Business (Level 2) | 325 | | No change | |
| BSB30112 | Certificate III in Business | Business (Level 3) | 420 | | No change | |
| BSB30211 | Certificate III in Customer Contact | Customer Contact (Level 3) | 385 | | No change | |
| BSB30412 | Certificate III in Business Administration | Business Administration (Level 3) | 420 | | No change | |
| BSB30807 | Certificate III in Recordkeeping | Records Keeping (Level 3) | 375 | | No change | |
| BSB31012 | Certificate III in Business Administration (Legal) | Legal Administration (Level 3) | 370 | | No change | |
| BSB31112 | Certificate III in Business Administration (Medical) | Medical Administration (Level 3) | 425 | | No change | |
| BSB40212 | Certificate IV in Business | Business (Level 4) | 515 | | No change | |
| BSB40312 | Certificate IV in Customer Contact | Customer Contact (Level 4) | 585 | | No change | |
| BSB40507 | Certificate IV in Business Administration | Business Administration (Level 4) | 530 | | No change | |
| BSB41013 | Certificate IV in Human Resources | Human Resources (Level 4) | 415 | | No change | |
| BSB41307 | Certificate IV in Marketing | Marketing (Level 4) | 440 | | No change | |
| BSB41412 | Certificate IV in Work Health and Safety | Occupational Health and Safety Officer | 470 | | No change | |
| BSB41707 | Certificate IV in Recordkeeping | Records Keeping (Level 4) | 415 | | No change | |
| BSB41807 | Certificate IV in Unionism and Industrial Relations | Union Recruitment and Organising (Level 4) | 400 | | No change | |