

# BSB CROSS SECTOR UNITS OF COMPETENCY

## Teamwork and Communication Cross-Sector Project

The purpose of the Teamwork and Communication Cross Sector Project was to design and develop flexible and transferable skills to significantly reduce duplication across the national VET system and industry.

As a result, the Australian Industry and Skills Committee (AISC) endorsed three new teamwork and two new communication cross-sector units at their December 2018 meeting. These five new units of competency are now housed in the Business Services Training Package but can be incorporated into other training packages

**NEW!**

## BSBXTW301 Work in a team

The way we work is changing. The structure and roles within teams are evolving. As we move away from traditional team structures, towards remote teaming and the 'gig economy', effective teamwork skills will become increasingly important in all industry sectors.

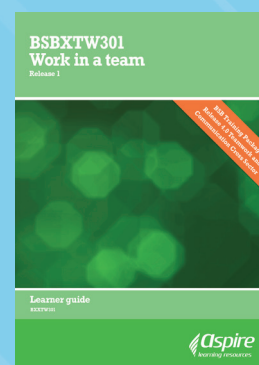
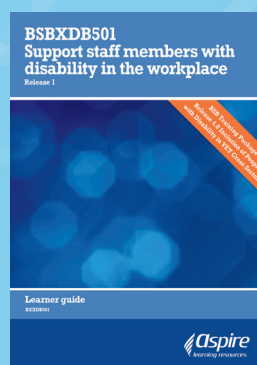
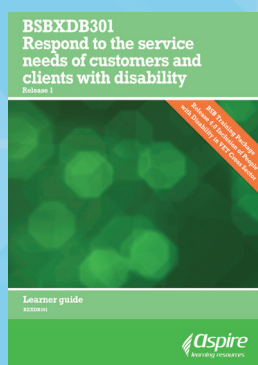
This unit considers the skills currently required to work effectively in a team, focusing on:

- Remote teaming
- How team members can work collaboratively when working in different locations
- Planning for effective team outcomes
- Using technology to work collaboratively as a team
- Working to deadlines
- Cross-cultural communication considerations
- Communicating with individuals with special needs or disabilities

The Learner guide provides you with the essential skills you require to work effectively as part of a permanent or project-based team, featuring a wide range of workplace examples.


Resources available:

- Learner guide (print and eBook format available)
- Assessment resources
- Mapping guide
- PowerPoint presentation



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## Inclusion of People with Disability in VET Project

The purpose of the Inclusion of People with Disability in VET Project conducted by Skills for Australia in December 2018 is to equip vocational educators, employers and customer service providers with the skills and knowledge they need to better include people with disability in education, employment and service contexts.

The outcome of the project is four new cross-sector disability-related units of competency that can be used by VET trainers and assessors across multiple industries

## NEW!

### **BSBXDB301 Respond to the service needs of customers and clients with disability**

This unit is designed for front-line personnel who provide customer service to people with disabilities to ensure they obtain equal access to products or services.

The Learner guide covers:

- How to adapt and combine a range of communication styles to meet the capabilities, needs and preferences of individual customers
- How to maximise access to products and services to people with disabilities

The Learner guide includes real-life examples of the requirements of people with a range of disabilities in a broad spectrum of industry settings.

## NEW!

### **BSBXDB501 Support staff members with disability in the workplace**

This unit is designed for workers in management and leadership roles, and emphasises support strategies for disability and inclusion based on legislation and protocols. It concentrates on how managers and leaders can support staff members who have a disability to perform to their full capacity.

The Learner guide covers:

- Consulting and establishing support requirements based on individual needs
- Understanding legislative requirements and organisational protocols, policies and procedures
- Coordinating the implementation of additional supports and adjustments
- Working with external support providers and specialists

Workplace examples in the Learner guide describe situations in which managers identify and recognise the support needs of staff, and work with them to implement appropriate support strategies.

Resources available:

- Learner guide (print and eBook format available)
- Assessment resources
- Mapping guide
- PowerPoint presentation