

# Case for Endorsement

**BSB Business Services Training Package (Version 7)**

Technical Skills

Business Enterprise Skills

August 2020

**DRAFT VERSION FOR PUBLIC REVIEW – 18/03/2020**

Please note that this version is not final and is subject to change.

# Executive summary

## Introduction

This Case for Endorsement outlines the rationale, evidence and industry support for modifications to training products relating to the BSB Business Services Training Package (Version 7) projects:

- **2A Technical Skills**
- **3A Business Enterprise Skills**

It builds on the consultations undertaken by PwC's Skills for Australia in the Cases for Change for these projects, which were approved by the Australian Industry and Skills Committee (AISC) in June 2018 (Technical Skills Project) and August 2018 (Business Enterprise Skills Project).

This Case for Endorsement demonstrates how the proposed training products align with the Council of Australian Governments (COAG) Industry and Skills Council reforms to Training Packages, and other principles for quality that inform our training product development work.

The work that the Business Services Industry Reference Committee (Business Services IRC) has undertaken has been underpinned by the desire to:

- strengthen training in strategically identified technical areas;
- better target transferable skill development; and
- identify opportunities to streamline training products in the BSB Business Services Training Package (Version 7).

The BSB Business Services Training Package (Version 7) addresses identified future skills and knowledge needs in the Business Services workforce. The identified needs have been translated into learning requirements set out in training products.

The Business Services IRC has recognised the changing nature of job roles and addressed the increasing importance of transferable skills to learners (Business Enterprise Skills Project). The Business Services IRC has also recognised the importance of training products that are aligned to established professions and has reviewed these training products in parallel - each in the context of emergent skills and knowledge requirements of their respective professions (Technical Skills Project).

The Business Services IRC is satisfied that the level and scope of stakeholder consultation were commensurate with the changes to training product and the size and profile of the industry in order to ensure that the needs of learners, industry and workers in the sector are met. It is also satisfied that there is strong industry support for these changes and that the proposed modifications will ensure that the BSB Business Services Training Package (Version 7) continues to meet the needs of learners and workers within the Business Services industry.

## Structure of the report

This report has been developed as part of our training product development work on behalf of, and with direction from, the Business Services IRC.

We have structured this report around the required elements of the Case for Endorsement template. These key elements are:

- A Administrative details of the Case for Endorsement
- B Description of the work and request for approval
- C Evidence of industry support
- D Industry expectations about training delivery
- E Implementation of the new Training Package
- F Quality assurance reports
- G Implementation of the COAG Industry and Skills Council reforms to Training Packages
- H A copy of the full content of the proposed training products

# Contents

Executive summary	i
A Administrative details	1
B Description of work and request for approval	19
B1 Description of work being undertaken and why	19
B2 Request for approval	26
C Evidence of industry support	27
C1 Conduct of enquiry and evidence of consultation	27
D Industry expectations about training delivery	31
D1 Industry advice on training delivery	31
D2 Industry advice on traineeships and apprenticeships	31
E Implementation of the new Training Package	32
E1 Implementation management strategy	32
E2 Licensing requirements	32
F Quality assurance reports	34
F1 Independent Quality Reports	34
F2 Declaration of alignment with standards	34
F3 Declaration of having met the Training Package Quality Principles	34
G Implementation of COAG Industry and Skills Council reforms to Training Packages	37
G1 Alignment with the COAG ISC reforms to Training Packages	37
G2 Alignment of development work with AISC Cases for Change	38
G3 Evidence that training products are publication ready	38

Appendix 1	Consultation	41
Appendix 2	Non-endorsable components	112
Appendix 3	Equity Report	114
Appendix 4	Editorial Report	115
Appendix 5	Quality Assurance Report	116
Appendix 6	Qualification supporting information	117
Appendix 7	Training products proposed for deletion	134

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# A Administrative details

## Names of allocated Industry Reference Committee (IRC)

Business Services IRC

## Name of Skills Service Organisation (SSO)

PwC's Skills for Australia

Table 1 Training products submitted for approval

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

Current code	New code	New title	Mapping
<b>Technical Skills Project</b>			
<b>Audit and Compliance</b>			
<b>1 updated qualification for endorsement</b>			
BSB51615	BSB50920	Diploma of Quality Auditing	NE
<b>8 updated units of competency for endorsement</b>			
BSBAUD402	BSBAUD411	Participate in quality audits	E
BSBCOM406	BSBAUD412	Work within compliance frameworks	E
BSBAUD501	BSBAUD511	Initiate quality audits	E
BSBAUD503	BSBAUD512	Lead quality audits	E
BSBAUD504	BSBAUD513	Report on quality audits	E
BSBCOM501	BSBAUD514	Interpret compliance requirements	E
BSBCOM502	BSBAUD515	Evaluate and review compliance	E
BSBCOM503	BSBAUD516	Develop and monitor processes for the management of breaches in compliance requirements	E
<b>1 amalgamated unit of competency for endorsement (previously 2 units)</b>			
BSBCOM603 BSBMGT621	BSBAUD601	Establish and manage compliance management systems	E NE
<b>Conveyancing</b>			
<b>1 amalgamated qualification for endorsement (previously 2 qualifications)</b>			
BSB52015 BSB61115	BSB60220	Advanced Diploma of Conveyancing	NE NE
<b>7 updated units of competency for endorsement</b>			
BSBCNV501	BSBCNV511	Take instructions in relation to a conveyancing transaction	E
BSBCNV505	BSBCNV512	Finalise the conveyancing transaction	E
BSBCNV502	BSBCNV611	Interpret a legal document and provide advice in a conveyancing transaction	E
BSBCNV503	BSBCNV612	Identify and apply legal requirements for a conveyancing transaction	E
BSBCNV504	BSBCNV613	Prepare legal documents for a conveyancing transaction	E
BSBCNV506	BSBCNV614	Apply principles of trust accounting	E
BSBCNV601	BSBCNV615	Interpret search results for a conveyancing transaction	E
<b>1 new unit of competency for endorsement</b>			

A Administrative details

Current code	New code	New title	Mapping
-	BSBCNV616	Comply with tax obligations in a conveyancing transaction	NC
<b>Human Resources</b>			
<b>3 updated qualifications for endorsement</b>			
BSB41015	BSB40420	Certificate IV in Human Resource Management	NE
BSB50618	BSB50320	Diploma of Human Resource Management	NE
BSB60915	BSB60320	Advanced Diploma of Human Resource Management	NE
<b>21 updated units of competency for endorsement</b>			
BSBHRM403	BSBHRM411	Administer performance development processes	E
BSBWRK411	BSBHRM412	Support employee and industrial relations	E
BSBLED401	BSBHRM413	Support the learning and development of teams and individuals	E
BSBHRM502	BSBHRM414	Use human resources information systems	NE
BSBFIA302	BSBHRM416	Process payroll	E
BSBHRM404	BSBHRM417	Support human resources functions and processes	E
BSBHRM512	BSBHRM521	Facilitate performance development processes	NE
BSBWRK520	BSBHRM522	Manage employee and industrial relations	E
BSBLED501	BSBHRM523	Coordinate the learning and development of teams and individuals	NE
BSBHRM513	BSBHRM524	Coordinate workforce plan implementation	E
BSBHRM506	BSBHRM525	Manage recruitment and onboarding	E
BSBFIM502	BSBHRM526	Manage payroll	E
BSBHRM501	BSBHRM527	Coordinate human resource functions and processes	NE
BSBHRM505	BSBHRM528	Coordinate remuneration and employee benefits	E
BSBHRM507	BSBHRM529	Coordinate separation and termination processes	NE
BSBHRM509	BSBHRM530	Coordinate rehabilitation and return to work programs	E
BSBLED502	BSBHRM531	Coordinate health and wellness programs	E
BSBHRM604	BSBHRM612	Contribute to the development of employee and industrial relations strategies	NE
BSBLED802	BSBHRM613	Contribute to the development of learning and development strategies	NE
BSBHRM602	BSBHRM614	Contribute to strategic workforce planning	E
BSBDIV801	BSBHRM615	Contribute to the development of diversity and inclusion strategies	NE
<b>2 amalgamated units of competency for endorsement (previously 5 units)</b>			
BSBEMS402 BSBHRM405	BSBHRM415	Coordinate recruitment and onboarding	NE E
BSBLED805 BSBLED806 BSBLED807	BSBHRM611	Contribute to organisational performance development	NE NE NE
<b>Information Services</b>			
<b>3 updated qualifications for endorsement</b>			
BSB30815	BSB30420	Certificate III in Library and Information Services	NE
BSB41715	BSB40720	Certificate IV in Library and Information Services	NE
BSB51715	BSB50520	Diploma of Library and Information Services	NE
<b>37 updated units of competency for endorsement</b>			
BSBINM201	BSBINS201	Process and maintain workplace information	E
BSBLIB201	BSBINS203	Assist with circulation services	E
BSBLIB304	BSBINS301	Develop and use information literacy skills	E
BSBINM301	BSBINS302	Organise workplace information	E
BSBINM302	BSBINS303	Use knowledge management systems	E
BSBLIB306	BSBINS304	Process and maintain information resources	E
BSBLIB303	BSBINS306	Provide multimedia support	E
BSBRKG303	BSBINS307	Retrieve information from records	E
BSBRKG301	BSBINS308	Control records	E
BSBRKG304	BSBINS309	Maintain business records	E

## A Administrative details

Current code	New code	New title	Mapping
BSBRES411	BSBINS401	Analyse and present research information	E
BSBINM401	BSBINS402	Coordinate workplace information systems	E
BSBLIB406	BSBINS403	Obtain information from external and networked sources	E
BSBLIB407	BSBINS404	Search library and information databases	E
BSBLIB404	BSBINS405	Use integrated library management systems	E
BSBLIB405	BSBINS406	Assist customers to access information	E
BSBLIB402	BSBINS407	Consolidate and maintain library industry knowledge	E
BSBRKG402	BSBINS408	Provide information from and about records	E
BSBRKG404	BSBINS409	Maintain and monitor digital information and records	E
BSBRKG403	BSBINS410	Implement records systems for small business	E
BSBINM501	BSBINS501	Implement information and knowledge management systems	E
BSBLIB513	BSBINS503	Monitor compliance with copyright and licence requirements	E
BSBLIB506	BSBINS504	Maintain digital repositories	E
BSBLIB509	BSBINS505	Provide subject access and classify material	E
BSBLIB501	BSBINS506	Implement lending and borrowing processes for collections	E
BSBLIB510	BSBINS507	Use advanced functions of integrated library management systems	E
BSBLIB511	BSBINS508	Research and analyse information to meet library customer needs	E
BSBLIB507	BSBINS509	Promote literature and reading	E
BSBLIB512	BSBINS510	Develop community and stakeholder relationships in a library environment	E
BSBLIB503	BSBINS511	Develop and promote library activities, events and public programs	E
BSBRKG502	BSBINS512	Monitor business records systems	E
BSBRKG601	BSBINS513	Contribute to records management framework	E
BSBRKG606	BSBINS514	Contribute to records retention and disposal schedule	E
BSBINM601	BSBINS601	Manage knowledge and information	E
BSBLIB604	BSBINS602	Extend own information literacy skills to locate information	E
BSBRES801	BSBINS603	Initiate and lead applied research	E
BSBLIB603	BSBINS604	Contribute to collection management	E
<b>2 amalgamated units of competency for endorsement (previously 4 units)</b>			
BSBINM202 BSBINM303	BSBINS202	Handle receipt and dispatch of information	NE NE
BSBLIB305 BSBLIB403	BSBINS305	Participate in cataloguing activities	E NE
<b>3 new units of competency for endorsement</b>			
-	BSBINS502	Coordinate data management	NC
-	BSBINS515	Participate in archiving activities	NC
-	BSBINS516	Undertake cataloguing activities	NC
<b>Legal Services</b>			
<b>3 updated qualifications for endorsement</b>			
BSB31015	BSB30320	Certificate III in Legal Services	NE
BSB42215	BSB40620	Certificate IV in Legal Services	NE
BSB52215	BSB50720	Diploma of Paralegal Services	NE
<b>19 updated units of competency for endorsement</b>			
BSBLEG302	BSBLEG312	Carry out search of the public record	E
BSBLEG303	BSBLEG313	Lodge documents in a legal services environment	E
BSBLEG304	BSBLEG314	Protect information in a legal services environment	NE
BSBLEG308	BSBLEG315	Assist in planning activities in a legal services environment	E
BSBLEG413	BSBLEG421	Apply understanding of the Australian legal system	E
BSBLEG414	BSBLEG422	Maintain a file in a legal services environment	E
BSBRES404	BSBLEG423	Conduct simple legal research	NE

A Administrative details

Current code	New code	New title	Mapping
BSBLEG418	BSBLEG424	Support the drafting of complex legal documents	E
BSBRES502	BSBLEG521	Conduct and apply legal research	NE
BSBLEG415	BSBLEG522	Apply legal principles in contract law matters	E
BSBLEG416	BSBLEG523	Apply legal principles in tort law matters	E
BSBLEG417	BSBLEG524	Apply principles of evidence law in matters under litigation	E
BSBIPR401	BSBLEG525	Apply legal principles in intellectual property law matters	NE
BSBLEG511	BSBLEG526	Apply legal principles in criminal law matters	E
BSBLEG510	BSBLEG527	Apply legal principles in family law matters	E
BSBLEG512	BSBLEG528	Apply legal principles in property law matters	E
BSBLEG513	BSBLEG529	Apply legal principles in corporation law matters	NE
BSBLEG515	BSBLEG530	Apply legal principles in wills and probate matters	E
BSBLEG514	BSBLEG532	Assist with court procedure	NE
<b>1 amalgamated unit of competency for endorsement (previously 2 units)</b>			
BSBLEG301 BSBLEG305	BSBLEG311	Work in a legal services environment	NE NE
<b>4 new units of competency for endorsement</b>			
-	BSBLEG425	Apply principles of legal project management	NC
-	BSBLEG531	Apply legal principles in administrative law matters	NC
-	BSBLEG533	Support alternative dispute resolution processes	NC
-	BSBLEG534	Take instructions in a legal services environment	NC
<b>Marketing</b>			
<b>3 updated qualifications for endorsement</b>			
BSB42415	BSB40820	Certificate IV in Marketing and Communication	NE
BSB52415	BSB50620	Diploma of Marketing and Communication	NE
BSB61315	BSB60520	Advanced Diploma of Marketing and Communication	NE
<b>22 updated units of competency for endorsement</b>			
BSBMKG401	BSBMKG431	Assess marketing opportunities	NE
BSBMKG415	BSBMKG432	Research international markets	E
BSBMKG414	BSBMKG433	Undertake marketing activities	E
BSBMKG413	BSBMKG434	Promote products and services	E
BSBMKG419	BSBMKG435	Analyse consumer behaviour	E
BSBMKG409	BSBMKG436	Design and test direct marketing activities	NE
BSBMKG421	BSBMKG437	Create and optimise digital media	E
BSBMKG417	BSBMKG440	Apply marketing communication across a convergent industry	E
BSBPUB403	BSBMKG441	Develop public relations documents	E
BSBMKG412	BSBMKG442	Conduct e-marketing communications	E
BSBMKG501	BSBMKG541	Identify and evaluate marketing opportunities	E
BSBMKG515	BSBMKG545	Conduct marketing audits	E
BSBMKG537	BSBMKG546	Develop social media engagement plans	E
BSBMKG536	BSBMKG547	Develop strategies to monetise digital engagement	E
BSBPUB502	BSBMKG553	Develop public relations campaigns	E
BSBPUB501	BSBMKG554	Plan and develop public relations publications	E
BSBWRT501	BSBMKG555	Write persuasive copy	E
BSBMKG608	BSBMKG621	Develop organisational marketing strategy	E
BSBMKG603	BSBMKG622	Manage organisational marketing processes	E
BSBMKG609	BSBMKG623	Develop marketing plans	E
BSBMKG607	BSBMKG624	Manage market research	E
BSBADV602	BSBMKG626	Develop advertising campaigns	E
<b>12 amalgamated units of competency for endorsement (previously 25 units)</b>			



A Administrative details

Current code	New code	New title	Mapping
BSBADV404 BSBADV408	BSBMKG438	Implement and monitor advertising production	E E
BSBMKG418 BSBPUB401	BSBMKG439	Develop and apply knowledge of communications industry	E NE
BSBMKG502 BSBMKG514	BSBMKG542	Establish and monitor the marketing mix	E NE
BSBMKG506 BSBMKG507	BSBMKG543	Plan and interpret market research	E E
BSBMKG508 BSBMKG509	BSBMKG544	Plan and monitor direct marketing activities	E E
BSBMKG511 BSBMKG512	BSBMKG548	Forecast international market and business needs	NE E
BSBMKG516 BSBMKG517	BSBMKG549	Profile and analyse consumer behaviour for international markets	NE NE
BSBMKG416 BSBMKG513	BSBMKG550	Promote products and services to international markets	NE E
BSBADV509 BSBADV510	BSBMKG551	Create multiplatform advertisements for mass media	NE NE
BSBADV507 BSBMKG510 BSBMKG523	BSBMKG552	Design and develop marketing communication plans	NE NE E
BSBMKG605 BSBMKG606	BSBMKG625	Implement and manage international marketing programs	NE E
BSBADV604 BSBADV605	BSBMKG627	Execute advertising campaigns	E NE
<b>1 new unit of competency for endorsement</b>			
-	BSBMKG628	Lead organisational public relations	NC
<b>Business Enterprise Skills Project</b>			
<b>Business Competence</b>			
<b>Financial literacy</b>			
<b>3 updated units of competency for endorsement</b>			
BSBFIA303	BSBFIN301	Process financial transactions	NE
BSBFIM501	BSBFIN501	Manage budgets and financial plans	E
BSBFIM601	BSBFIN601	Manage organisational finances	E
<b>3 amalgamated units of competency for endorsement (previously 6 units)</b>			
BSBFIA301 BSBFIA304	BSBFIN302	Maintain financial records	NE NE
BSBFIA401 BSBFIA412	BSBFIN401	Report on financial activity	NE NE
BSBFIM801 BSBMGT803	BSBFIN801	Lead financial strategy development	NE E
<b>1 new unit of competency for endorsement</b>			
-	BSBFIN502	Manage financial compliance	NC
<b>Entrepreneurship / Small business skills</b>			
<b>11 updated units of competency for endorsement</b>			
BSBSMB302	BSBESB302	Develop and present business proposals	E
BSBSMB303	BSBESB303	Organise finances for new business ventures	E
BSBSMB304	BSBESB304	Determine resource requirements for new business ventures	E
BSBSMB305	BSBESB305	Address compliance requirements for new business ventures	E
BSBSMB404	BSBESB401	Research and develop business plans	E
BSBSMB401	BSBESB402	Establish legal and risk management requirements of new business ventures	E
BSBSMB402	BSBESB403	Plan finances for new business ventures	E
BSBSMB403	BSBESB404	Market new business ventures	E
BSBSMB418	BSBESB405	Manage compliance for small businesses	E
BSBSMB420	BSBESB406	Establish operational strategies and procedures for new business ventures	E
BSBSMB421	BSBESB407	Manage finances for new business ventures	E

A Administrative details

Current code	New code	New title	Mapping
<b>1 amalgamated unit of competency for endorsement (previously 2 units)</b>			
BSBSMB201 BSBSMB301	BSBESB301	Investigate business opportunities	NE NE
<b>Sustainability</b>			
<b>4 updated units of competency for endorsement</b>			
BSBSUS201	BSBSUS211	Participate in sustainable work practices	E
BSBSUS401	BSBSUS411	Implement and monitor environmentally sustainable work practices	E
BSBSUS501	BSBSUS511	Develop workplace policies and procedures for sustainability	E
BSBMGT624	BSBSUS601	Lead corporate social responsibility	E
<b>2 new units of competency for endorsement</b>			
-	BSBSUS412	Develop and implement workplace sustainability plans	NC
-	BSBSUS413	Evaluate and report on workplace sustainability	NC
<b>Business operations</b>			
<b>21 updated units of competency for endorsement</b>			
BSBADM101	BSBOPS101	Use business resources	E
BSBIND201	BSBOPS201	Work effectively in business environments	E
BSBCUE203	BSBOPS202	Engage with customers	NE
BSBCUS201	BSBOPS203	Deliver a service to customers	E
BSBADM311	BSBOPS301	Maintain business resources	E
BSBADM307	BSBOPS303	Organise schedules	NE
BSBCUS301	BSBOPS304	Deliver and monitor a service to customers	E
BSBCMM301	BSBOPS305	Process customer complaints	E
BSBADM409	BSBOPS401	Coordinate business resources	E
BSBMGT402	BSBOPS402	Coordinate business operational plans	NE
BSBRSK401	BSBOPS403	Apply business risk management processes	E
BSBCUS401	BSBOPS404	Implement customer service strategies	E
BSBADM405	BSBOPS405	Organise business meetings	NE
BSBGOV405	BSBOPS406	Participate in organisational governance	E
BSBMGT622	BSBOPS501	Manage business resources	E
BSBMGT517	BSBOPS502	Manage business operational plans	E
BSBADM504	BSBOPS503	Develop administrative systems	E
BSBRSK501	BSBOPS504	Manage business risk	E
BSBCUS501	BSBOPS505	Manage organisational customer service	E
BSBMGT617	BSBOPS601	Develop and implement business plans	E
BSBMGT623	BSBOPS602	Monitor corporate governance activities	NE
<b>2 new units of competency for endorsement</b>			
-	BSBOPS302	Identify business risk	NC
-	BSBOPS306	Record stakeholder interactions	NC
<b>Project Management</b>			
<b>38 updated units of competency for endorsement</b>			
BSBPMG409	BSBPMG420	Apply project scope management techniques	E
BSBPMG410	BSBPMG421	Apply project time management techniques	E
BSBPMG411	BSBPMG422	Apply project quality management techniques	E
BSBPMG412	BSBPMG423	Apply project cost management techniques	E
BSBPMG413	BSBPMG424	Apply project human resources management approaches	E
BSBPMG414	BSBPMG425	Apply project information management and communications techniques	E
BSBPMG415	BSBPMG426	Apply project risk management techniques	E
BSBPMG416	BSBPMG427	Apply project procurement procedures	E
BSBPMG417	BSBPMG428	Apply project life cycle management processes	E

A Administrative details

Current code	New code	New title	Mapping
BSBPMG418	BSBPMG429	Apply project stakeholder engagement techniques	E
BSBPMG522	BSBPMG430	Undertake project work	E
BSBPMG511	BSBPMG530	Manage project scope	E
BSBPMG512	BSBPMG531	Manage project time	E
BSBPMG513	BSBPMG532	Manage project quality	E
BSBPMG514	BSBPMG533	Manage project cost	E
BSBPMG515	BSBPMG534	Manage project human resources	E
BSBPMG516	BSBPMG535	Manage project information and communication	E
BSBPMG517	BSBPMG536	Manage project risk	E
BSBPMG518	BSBPMG537	Manage project procurement	E
BSBPMG519	BSBPMG538	Manage project stakeholder engagement	E
BSBPMG520	BSBPMG539	Manage project governance	E
BSBPMG521	BSBPMG540	Manage project integration	E
BSBPMG610	BSBPMG630	Enable program execution	E
BSBPMG615	BSBPMG631	Manage program delivery	E
BSBPMG616	BSBPMG632	Manage program risk	E
BSBPMG617	BSBPMG633	Provide leadership for the program	E
BSBPMG621	BSBPMG634	Facilitate stakeholder engagement	E
BSBPMG622	BSBPMG635	Implement program governance	E
BSBPMG623	BSBPMG636	Manage benefits	E
BSBPMG624	BSBPMG637	Engage in collaborative alliances	E
BSBPMG801	BSBPMG810	Prioritise projects and programs	E
BSBPMG802	BSBPMG811	Select and balance the portfolio	E
BSBPMG803	BSBPMG812	Manage and review portfolio performance	E
BSBPMG804	BSBPMG813	Govern the portfolio	E
BSBPMG805	BSBPMG814	Lead the portfolio	E
BSBPMG806	BSBPMG815	Manage portfolio communications and change	E
BSBPMG807	BSBPMG816	Manage portfolio resources	E
BSBPMG808	BSBPMG817	Manage portfolio risk	E
<b>1 new unit of competency for endorsement</b>			
-	BSBPMG541	Manage complex projects	NC
<b>Critical Thinking &amp; Problem Solving</b>			
<b>Critical thinking</b>			
<b>7 updated units of competency for endorsement</b>			
BSBCRT101	BSBCRT201	Develop and apply thinking and problem solving skills	NE
BSBCRT301	BSBCRT311	Apply critical thinking skills in a team environment	NE
BSBCRT404	BSBCRT411	Apply critical thinking to work practices	E
BSBCRT401	BSBCRT412	Articulate, present and debate ideas	E
BSBCRT402	BSBCRT413	Collaborate in creative processes	E
BSBCRT502	BSBCRT511	Develop critical thinking in others	E
BSBCRT501	BSBCRT512	Originate and develop concepts	E
<b>1 new unit of competency for endorsement</b>			
-	BSBCRT611	Apply critical thinking for complex problem solving	NC
<b>Personal effectiveness</b>			
<b>10 updated units of competency for endorsement</b>			
BSBLED101	BSBPEF101	Plan and prepare for work readiness	E
BSBWOR201	BSBPEF201	Support personal wellbeing in the workplace	NE
BSBWOR202	BSBPEF202	Plan and apply time management	E
BSBWOR301	BSBPEF301	Organise personal work priorities	E

A Administrative details

Current code	New code	New title	Mapping
BSBWRK311	BSBPEF302	Develop self-awareness	E
BSBWOR403	BSBPEF401	Manage personal health and wellbeing	NE
BSBWOR404	BSBPEF402	Develop personal work priorities	E
BSBWRK412	BSBPEF403	Lead personal development	E
BSBWOR501	BSBPEF501	Manage personal and professional development	NE
BSBLDR511	BSBPEF502	Develop and use emotional intelligence	E
<b>Business strategy</b>			
<b>9 updated units of competency for endorsement</b>			
BSBINN301	BSBSTR401	Promote innovation in team environments	NE
BSBMGT403	BSBSTR402	Implement continuous improvement	E
BSBMGT516	BSBSTR502	Facilitate continuous improvement	E
BSBMGT518	BSBSTR503	Develop organisational policy	E
BSBMGT616	BSBSTR602	Develop organisational strategies	E
BSBCON601	BSBSTR603	Develop business continuity plans	NE
BSBINN801	BSBSTR801	Lead innovative thinking and practice	E
BSBLDR802	BSBSTR802	Lead strategic planning processes for an organisation	NE
BSBCON801	BSBSTR803	Establish business continuity management strategies	E
<b>3 amalgamated units of competency for endorsement (previously 6 units)</b>			
BSBFLM309 BSBINN201	BSBSTR301	Contribute to continuous improvement	NE NE
BSBINN501 BSBINN502	BSBSTR501	Establish innovative work environments	NE NE
BSBMGT608 BSBMGT619	BSBSTR601	Manage innovation and continuous improvement	E NE
<b>Social Competence</b>			
<b>Teamwork / Relationships</b>			
<b>5 updated units of competency for endorsement</b>			
BSBWOR203	BSBTWK201	Work effectively with others	E
BSBDIV301	BSBTWK301	Use inclusive work practices	E
BSBDIV501	BSBTWK501	Lead diversity and inclusion	E
BSBWOR502	BSBTWK502	Manage team effectiveness	E
BSBADM502	BSBTWK503	Manage meetings	E
<b>1 amalgamated unit of competency for endorsement (previously 2 units)</b>			
BSBREL401 BSBREL402	BSBTWK401	Build and maintain business relationships	E NE
<b>1 new unit of competency for endorsement</b>			
-	BSBTWK601	Develop and maintain strategic business networks	NC
<b>Verbal communication</b>			
<b>3 updated units of competency for endorsement</b>			
BSBCMM101	BSBCMM211	Apply communication skills	NE
BSBCMM401	BSBCMM411	Make presentations	E
BSBLDR513	BSBCMM511	Communicate with influence	E
<b>1 new unit of competency for endorsement</b>			
-	BSBCMM412	Lead difficult conversations	NC
<b>Written communication</b>			
<b>2 updated units of competency for endorsement</b>			
BSBWRT301	BSBWRT311	Write simple documents	E
BSBWRT401	BSBWRT411	Write complex documents	E
<b>Leadership</b>			
<b>12 updated units of competency for endorsement</b>			

A Administrative details

Current code	New code	New title	Mapping
BSBFLM303	BSBLDR301	Support effective workplace relationships	E
BSBMGT401	BSBLDR411	Demonstrate leadership in the workplace	E
BSBLDR401	BSBLDR412	Communicate effectively as a workplace leader	E
BSBLDR402	BSBLDR413	Lead effective workplace relationships	E
BSBLDR403	BSBLDR414	Lead team effectiveness	E
BSBMGT502	BSBLDR522	Manage people performance	E
BSBLDR502	BSBLDR523	Lead and manage effective workplace relationships	NE
BSBINN601	BSBLDR601	Lead and manage organisational change	NE
BSBMGT605	BSBLDR602	Provide leadership across the organisation	E
BSBLDR801	BSBLDR811	Lead strategic transformation	NE
BSBLDR803	BSBLDR812	Develop and cultivate collaborative partnerships and relationships	NE
BSBLDR806	BSBLDR813	Lead and influence ethical practice	E
<b>1 amalgamated unit of competency for endorsement (previously 2 units)</b>			
BSBLDR404	BSBLDR521	Lead the development of diverse workforces	NE
BSBLDR504			NE
<b>Data Literacy</b>			
<b>Data Literacy</b>			
<b>2 updated units of competency for endorsement</b>			
BSBCUE204	BSBDAT201	Collect and record data	NE
BSBITU501	BSBDAT501	Analyse data	NE
<b>Digital Competence</b>			
<b>Technology use</b>			
<b>8 updated units of competency for endorsement</b>			
BSBITU213	BSBTEC202	Use digital technologies to communicate in a work environment	E
BSBITU314	BSBTEC302	Design and produce spreadsheets	E
BSBITU312	BSBTEC303	Create electronic presentations	E
BSBITU401	BSBTEC401	Design and produce complex text documents	E
BSBITU402	BSBTEC402	Design and produce complex spreadsheets	E
BSBITU422	BSBTEC404	Use digital technologies to collaborate in a work environment	E
BSBEBU401	BSBTEC405	Review and maintain organisation's digital presence	NE
BSBEBU511	BSBTEC501	Develop and implement an e-commerce strategy	E
<b>4 amalgamated units of competency for endorsement (previously 9 units)</b>			
BSBITU111	BSBTEC101	Operate digital devices	E
BSBITU112			NE
BSBITU211	BSBTEC201	Use business software applications	E
BSBITU212			E
BSBWOR204			E
BSBITU306	BSBTEC301	Design and produce business documents	E
BSBITU313			E
BSBITS411	BSBTEC403	Apply digital solutions to work processes	NE
BSBMGT407			E
<b>2 new units of competency for endorsement</b>			
-	BSBTEC601	Review organisational digital strategy	NC
-	BSBTEC203	Research using the internet	NC
<b>Qualifications: Business Enterprise Skills Project</b>			
<b>Business</b>			
<b>4 amalgamated qualifications for endorsement (previously 26 qualifications)</b>			
BSB10115	BSB20120	Certificate II in Workplace Skills	NE
BSB20115			NE
BSB20215			NE

A Administrative details

Current code	New code	New title	Mapping
BSB30115			NE
BSB30215			NE
BSB30415	BSB30120	Certificate III in Business	NE
BSB30815			NE
BSB30915			NE
BSB31115			NE
BSB40215			
BSB40315			NE
BSB40515	BSB40120	Certificate IV in Business	NE
BSB40615			NE
BSB41115			NE
BSB41618			NE
BSB41715			NE
BSB42315			NE
BSB50215			
BSB50315			NE
BSB50415	BSB50120	Diploma of Business	NE
BSB50815			NE
BSB51518			NE
BSB51715			NE
BSB60815			NE
<b>1 updated qualification for endorsement</b>			
BSB60215	BSB60120	Advanced Diploma of Business	NE
<b>Leadership and Management</b>			
<b>4 updated qualifications for endorsement</b>			
BSB42015	BSB40520	Certificate IV in Leadership and Management	E
BSB51918	BSB50420	Diploma of Leadership and Management	E
BSB61015	BSB60420	Advanced Diploma of Leadership and Management	NE
BSB80215	BSB80320	Graduate Diploma of Strategic Leadership	E
<b>Project Management</b>			
<b>4 updated qualifications for endorsement</b>			
BSB41515	BSB40920	Certificate IV in Project Management Practice	E
BSB51415	BSB50820	Diploma of Project Management	E
BSB61218	BSB60720	Advanced Diploma of Program Management	E
BSB80415	BSB80220	Graduate Diploma of Portfolio Management	E
<b>Small Business</b>			
<b>1 updated qualification for endorsement</b>			
BSB30315	BSB30220	Certificate III in Entrepreneurship and New Business	E
<b>1 amalgamated qualification for endorsement (previously 2 qualifications)</b>			
BSB42518	BSB40320	Certificate IV in Entrepreneurship and New Business	NE
BSB42618			E
<b>Other Qualifications</b>			
<b>2 updated qualifications for endorsement</b>			
BSB41915	BSB40220	Certificate IV in Aboriginal and Torres Strait Islander Governance	E
BSB50715	BSB50220	Diploma of Aboriginal and Torres Strait Islander Governance	E
<b>1 amalgamated qualification for endorsement (previously 2 qualifications)</b>			
BSB80515	BSB80120	Graduate Diploma of Management (Learning)	NE
BSB80615			NE
<b>Training products removed</b>			
<b>Qualifications</b>			
<b>7 qualifications deleted</b>			
BSB30515	-	-	D
BSB30615	-	-	D
BSB40715	-	-	D

A Administrative details

Current code	New code	New title	Mapping
BSB40915	-	-	D
BSB50515	-	-	D
BSB52318	-	-	D
BSB80315	-	-	D
<b>Units of Competency</b>			
<b>242 units of competency removed</b>			
BSBADM301	-	-	NE
BSBADM302	-	-	NE
BSBADM303	-	-	NE
BSBADM401	-	-	NE
BSBADM406	-	-	NE
BSBADM407	-	-	NE
BSBADM411	-	-	NE
BSBADM503	-	-	NE
BSBADM506	-	-	NE
BSBADV402	-	-	NE
BSBADV403	-	-	NE
BSBADV405	-	-	NE
BSBADV406	-	-	NE
BSBADV407	-	-	NE
BSBADV503	-	-	NE
BSBADV603	-	-	NE
BSBCMM201	-	-	NE
BSBCMM402	-	-	NE
BSBCMM501	-	-	NE
BSBCOM401	-	-	NE
BSBCOM402	-	-	NE
BSBCOM403	-	-	NE
BSBCOM404	-	-	NE
BSBCOM405	-	-	NE
BSBCOM601	-	-	NE
BSBCOM602	-	-	NE
BSBCON401	-	-	NE
BSBCRT403	-	-	NE
BSBCRT601	-	-	NE
BSBCUE205	-	-	NE
BSBCUE301	-	-	NE
BSBCUE302	-	-	NE
BSBCUE303	-	-	NE
BSBCUE304	-	-	NE
BSBCUE305	-	-	NE
BSBCUE306	-	-	NE
BSBCUE307	-	-	NE
BSBCUE308	-	-	NE
BSBCUE309	-	-	NE
BSBCUE403	-	-	NE
BSBCUE404	-	-	NE

A Administrative details

Current code	New code	New title	Mapping
BSBCUE405	-	-	NE
BSBCUE406	-	-	NE
BSBCUE407	-	-	NE
BSBCUE501	-	-	NE
BSBCUE502	-	-	NE
BSBCUE503	-	-	NE
BSBCUE504	-	-	NE
BSBCUE601	-	-	NE
BSBCUE602	-	-	NE
BSBCUE603	-	-	NE
BSBCUE604	-	-	NE
BSBCUE605	-	-	NE
BSBCUE606	-	-	NE
BSBCUE607	-	-	NE
BSBCUE608	-	-	NE
BSBCUS402	-	-	NE
BSBCUS403	-	-	NE
BSBDES201	-	-	NE
BSBDES202	-	-	NE
BSBDES301	-	-	NE
BSBDES302	-	-	NE
BSBDES303	-	-	NE
BSBDES304	-	-	NE
BSBDES305	-	-	NE
BSBDES401	-	-	NE
BSBDES402	-	-	NE
BSBDES403	-	-	NE
BSBDES501	-	-	NE
BSBDES502	-	-	NE
BSBDES601	-	-	NE
BSBDES602	-	-	NE
BSBDES801	-	-	NE
BSBDIV601	-	-	NE
BSBDIV802	-	-	NE
BSBDIV803	-	-	NE
BSBEBU502	-	-	NE
BSBEDU301	-	-	NE
BSBEDU302	-	-	NE
BSBEDU303	-	-	NE
BSBEDU304	-	-	NE
BSBEDU305	-	-	NE
BSBEMS401	-	-	NE
BSBEMS403	-	-	NE
BSBEMS404	-	-	NE
BSBFIA501	-	-	NE
BSBFLM305	-	-	NE
BSBFLM306	-	-	NE



A Administrative details

Current code	New code	New title	Mapping
BSBFLM311	-	-	NE
BSBFLM312	-	-	NE
BSBFLM313	-	-	NE
BSBFLM314	-	-	NE
BSBFRA301	-	-	NE
BSBFRA401	-	-	NE
BSBFRA402	-	-	NE
BSBFRA403	-	-	NE
BSBFRA404	-	-	NE
BSBFRA501	-	-	NE
BSBFRA502	-	-	NE
BSBFRA503	-	-	NE
BSBFRA504	-	-	NE
BSBFRA505	-	-	NE
BSBGOV401	-	-	NE
BSBGOV402	-	-	NE
BSBGOV403	-	-	NE
BSBGOV404	-	-	NE
BSBGOV501	-	-	NE
BSBGOV502	-	-	NE
BSBGOV503	-	-	NE
BSBGOV504	-	-	NE
BSBGOV505	-	-	NE
BSBGOV506	-	-	NE
BSBGOV507	-	-	NE
BSBHRM510	-	-	NE
BSBHRM511	-	-	NE
BSBIND301	-	-	NE
BSBIND302	-	-	NE
BSBINT301	-	-	NE
BSBINT302	-	-	NE
BSBINT303	-	-	NE
BSBINT304	-	-	NE
BSBINT305	-	-	NE
BSBINT306	-	-	NE
BSBINT401	-	-	NE
BSBINT405	-	-	NE
BSBINT407	-	-	NE
BSBINT408	-	-	NE
BSBINT409	-	-	NE
BSBIPR301	-	-	NE
BSBIPR402	-	-	NE
BSBIPR403	-	-	NE
BSBIPR404	-	-	NE
BSBIPR405	-	-	NE
BSBIPR501	-	-	NE
BSBIPR601	-	-	NE

A Administrative details

Current code	New code	New title	Mapping
BSBITA411	-	-	NE
BSBITA611	-	-	NE
BSBITB511	-	-	NE
BSBITB801	-	-	NE
BSBITU307	-	-	NE
BSBITU309	-	-	NE
BSBITU311	-	-	NE
BSBITU315	-	-	NE
BSBITU404	-	-	NE
BSBLDR804	-	-	NE
BSBLDR805	-	-	NE
BSBLED301	-	-	NE
BSBLED503	-	-	NE
BSBLED803	-	-	NE
BSBLED804	-	-	NE
BSBLED808	-	-	NE
BSBLED809	-	-	NE
BSBLED810	-	-	NE
BSBLEG306	-	-	NE
BSBLEG403	-	-	NE
BSBLIB202	-	-	NE
BSBLIB301	-	-	NE
BSBLIB302	-	-	NE
BSBLIB401	-	-	NE
BSBLIB502	-	-	NE
BSBLIB504	-	-	NE
BSBLIB505	-	-	NE
BSBLIB508	-	-	NE
BSBLIB601	-	-	NE
BSBLIB602	-	-	NE
BSBLIB605	-	-	NE
BSBMGT404	-	-	NE
BSBMGT405	-	-	NE
BSBMGT406	-	-	NE
BSBMGT519	-	-	NE
BSBMGT520	-	-	NE
BSBMGT521	-	-	NE
BSBMGT615	-	-	NE
BSBMGT618	-	-	NE
BSBMGT801	-	-	NE
BSBMGT802	-	-	NE
BSBMKG408	-	-	NE
BSBMKG410	-	-	NE
BSBMKG411	-	-	NE
BSBMKG420	-	-	NE
BSBMKG518	-	-	NE
BSBMKG519	-	-	NE

A Administrative details

Current code	New code	New title	Mapping
BSBMKG520	-	-	NE
BSBMKG521	-	-	NE
BSBMKG522	-	-	NE
BSBMKG528	-	-	NE
BSBMKG529	-	-	NE
BSBMKG530	-	-	NE
BSBMKG534	-	-	NE
BSBMKG535	-	-	NE
BSBMKG610	-	-	NE
BSBMKG611	-	-	NE
BSBPMG601	-	-	NE
BSBPMG602	-	-	NE
BSBPMG603	-	-	NE
BSBPMG604	-	-	NE
BSBPMG605	-	-	NE
BSBPMG606	-	-	NE
BSBPMG607	-	-	NE
BSBPMG609	-	-	NE
BSBPRO301	-	-	NE
BSBPRO401	-	-	NE
BSBPUB402	-	-	NE
BSBPUB503	-	-	NE
BSBPUB504	-	-	NE
BSBREL403	-	-	NE
BSBREL501	-	-	NE
BSBREL502	-	-	NE
BSBRKG302	-	-	NE
BSBRKG305	-	-	NE
BSBRKG401	-	-	NE
BSBRKG505	-	-	NE
BSBRKG506	-	-	NE
BSBRKG603	-	-	NE
BSBRKG604	-	-	NE
BSBRKG605	-	-	NE
BSBRKG607	-	-	NE
BSBRKG608	-	-	NE
BSBSLS407	-	-	NE
BSBSLS408	-	-	NE
BSBSLS501	-	-	NE
BSBSLS502	-	-	NE
BSBSMB306	-	-	NE
BSBSMB307	-	-	NE
BSBSMB308	-	-	NE
BSBSMB407	-	-	NE
BSBSMB408	-	-	NE
BSBSMB409	-	-	NE
BSBSMB410	-	-	NE

## A Administrative details

Current code	New code	New title	Mapping
BSBSMB411	-	-	NE
BSBSMB415	-	-	NE
BSBSMB417	-	-	NE
BSBSMB422	-	-	NE
BSBSMB423	-	-	NE
BSBSUS402	-	-	NE
BSBSUS403	-	-	NE
BSBSUS404	-	-	NE
BSBSUS405	-	-	NE
BSBSUS406	-	-	NE
BSBWOR302	-	-	NE
BSBWOR424	-	-	NE
BSBWRK409	-	-	NE
<b>Project 1G – Work Health and Safety</b>			
<b>3 updated units of competency for endorsement</b>			
BSBWHS201	BSBWHS211	Contribute to the health and safety of self and others	E
BSBWHS301	BSBWHS311	Assist with maintaining workplace safety	E
BSBWHS401	BSBWHS411	Implement and monitor WHS policies, procedures and programs	E

The above training products are listed in the BSB Business Services Training Package (Version 7) Modification History table and are being submitted as an Australian Industry and Skills Committee (AISC) endorsement. A substantiation of the determination of equivalence or non-equivalence of training package products can be found in the Modification History table. The training products have been independently verified as meeting the requirements of the Standards for Training Packages and reviewed and approved by the Business Services IRC.

Table 2 Total number of changes

Proposed changes to training products	Number of training products
<b>Updated units</b>	252
<b>New units</b>	20
<b>Amalgamated units</b>	31
<b>Total number of units submitted for endorsement</b>	<b>303</b>
<b>Updated qualifications</b>	25
<b>New qualifications</b>	0
<b>Amalgamated qualifications</b>	7
<b>Total number of qualifications submitted for endorsement</b>	<b>32</b>
<b>Units removed</b>	242
<b>Units deleted</b>	0
<b>Qualifications deleted</b>	7

Note: The Business Services IRC also approved a number of non-endorsable updates which will be implemented when (Version 7) of the BSB Business Services Training Package is added to the National Register. Further details are provided in **Appendix 2**.

## Case for Change details

The Case for Change for the 2A Technical Skills Project was developed and submitted as an independent Case for Change, endorsed in June 2018. The Case for Change for the 3A Business Enterprise Skills Project was outlined in the 2018 Business Services Industry Skills Forecast and Proposed Schedule of Work.

The Cases for Change were prepared by PwC's Skills for Australia on behalf of the Business Services IRC and endorsed by the Australian Industry and Skills Committee (AISC).

There are were no requirements set by the AISC in relation to this training package development work.

Table 3 Activity order details

Activity Order	Project	Date executed	Scope of activity order (# of units)
<b>PwC/TPD/2017-18 001</b>	2A Technical Skills	June 2018	215
<b>PwC/TPD/2018-19 002</b>	3A Business Enterprise Skills	August 2018	312

# B Description of work and request for approval

## B1 Description of work being undertaken and why

The key drivers for change for the Technical Skills and Business Enterprise Skills Projects are outlined below.

### Technical Skills

The Technical Skills Project considered sectors of the BSB Business Services Training Package that are aligned to established professions. Many of these professions have recognised representative bodies that supported targeted engagement with employers and practitioners in the field. Consideration was given to sector-specific trends and their impact on job roles in each profession.

The project examined each sector and addressed the evolving skills and knowledge that are required to competently perform these specialised job functions (*cf.* the Business Enterprise Skills Project, which examined transferable skills present across Business Services job functions). The separation of Technical Skills project work from the Business Enterprise Skills review ensured that consultation was targeted within professions and recognised that qualifications may be required in specialist areas despite low enrolments.

### *Audit and Compliance*

This workstream addressed:

- Insufficient rigour in the Packaging Rules of BSB51615 Diploma of Quality Auditing. The packaging of this qualification allowed a learner to attain the qualification despite having only completed one 'BSBAUD' ('Quality Auditing') coded unit.
- The opportunity to reflect existing industry practice by developing a lead auditor microcredential in the nationally recognised training system. There is low industry recognition of BSB51615 Diploma of Quality Auditing, with many current and prospective practitioners electing to undertake nonaccredited 'Lead Auditor' training courses. Updates to the qualification and the creation of a Lead Auditor Skill Set should increase industry recognition and engagement in nationally recognised training.

### *Conveyancing*

This workstream addressed:

- The trend among state and territory regulatory bodies towards requiring completion of the Advanced Diploma of Conveyancing as a condition of licensing (as opposed to the Diploma qualification). Independent state and territory licensing requirements have historically made the development of suitable national training package qualifications challenging. Updates in this workstream have resulted in a single qualification that enables a learner to satisfy existing licensing requirements around the country. Western Australia is the only state that currently requires completion of BSB52015 Diploma of Conveyancing as a condition of licensing.
- The mandatory adoption of e-conveyancing (electronic conveyancing) and the emerging skill and knowledge requirements that come with this new technology.
- The increasingly complex role of licensed conveyancers. The role that conveyancers are required to fulfil in relation to a transaction is broadening. Conveyancers are required to recognise the tax implications of transactions and are now often required to collect and remit tax accordingly. A new core unit of competency has been developed that will equip learners with the skills to fulfil this increasingly complex role.

### *Human Resources*

This workstream addressed:

- Misalignment of units of competency within qualification levels. Consultation undertaken in this workstream supported the development of an industry-validated mapping of Human Resources job roles to AQF levels. This enabled the creation of streams of units across nominal AQF levels. These streams address key HR functions (e.g. learning and development, workforce planning) and better represent the level associated with each job role.
- The need for learners to obtain foundational HR skills before being trained in specialist skills. Industry consultees expressed the importance of learners progressing through the competency levels to develop entry-level skills before completing higher qualifications. Entry Requirements have been added to the Diploma and Advanced Diploma qualifications to support scaffolded skill development.
- Human Resources' increasing involvement in the strategic management of organisations. At all levels (especially at higher AQF levels) practitioners require a strong understanding of business operations, as well as critical thinking and leadership skills. The Packaging Rules for the Advanced Diploma qualification have been updated to include units of competency in both critical thinking and leadership. At all levels the broadening Human Resources function was addressed by updating existing HR units of competency, as well as packaging more transferable business skill units into the qualifications.

### *Information Services*

This workstream addressed:

- The opportunity to increase engagement with vocational training in 'Information Services' disciplines (libraries, archives, records management). Records management skills have been packaged as specialisations in the Certificate III, Certificate IV and Diploma of Business to increase visibility of the training, as well as to recognise the increasing importance of records management in organisations. Close engagement was carried out with the Australian Library and Information Association – and its member network – to ensure that relevant qualifications continue to meet the needs of the library profession.
- The change in industry terminology over the past decade caused by the shift to a digital environment. Terms such as 'recordkeeping' and 'online' have become outdated in Information Services industries. The assumption is now that activity must be able to be carried out in a digital environment. Units of competency and qualifications have been updated to ensure they remain relevant and utilise current industry terminology.

### *Legal Services*

This workstream addressed:

- The need to better align training products to existing job roles. Legal Services qualifications were primarily targeted at paralegal staff working in corporate / private law firms. Industry consultation indicated that these job roles are mostly occupied by learners completing a Bachelor's degree. The BSB Training Package qualifications are commonly used by the community legal sector. As such, the training products have been aligned to legal practice areas that are more applicable in these environments.
- The pathway opportunity presented by the emergence of legal project management. The routine and administrative tasks that are performed by many Legal Services workers are increasingly becoming automated and digitised. This presents an opportunity for Legal Administrative Assistants, Legal Secretaries and Paralegals to support the management of legal projects and develop required skills for Legal Practice Management. A new unit of competency has been developed that will enable learners to develop the skills required for this emerging discipline.
- The increasing adoption of digital ways of working in the legal profession. Legal Services job roles are increasingly requiring the competent use of digital technologies. Court documents are often required to be filed electronically

## B Description of work and request for approval

and communication is largely online. Units of competency have been updated to reflect the electronic nature of Legal Services work tasks.

### Marketing

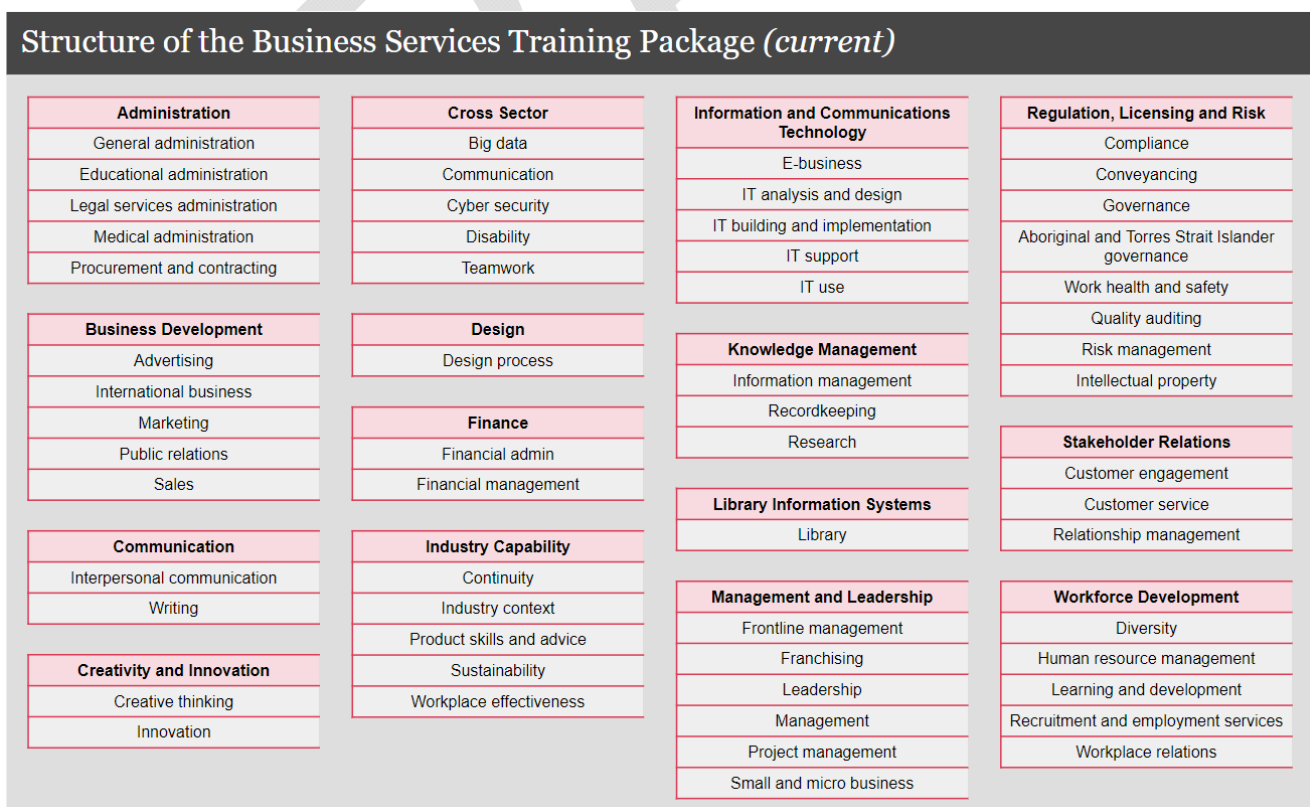
This workstream addressed:

- The opportunity to ensure that qualifications equip workers with the skills and knowledge required for entry-level marketing roles. Current practice in the marketing profession is to hire people with a Bachelor's degree for full-time entry-level job roles. Industry consultation suggested that this was due to: (a) key skills that learners were failing to develop in the current qualifications, and (b) an unfavourable perception of the role of vocational education pathways. The qualifications have been updated to include units of competency that will equip workers with skills for entry-level roles and act as an alternative pathway into the profession.
- The increasing importance of effective Public Relations brought about by social media and the rise of the 24-hour news cycle. The Public Relations sector was identified as an integral part of the marketing stream. The qualification Packaging Rules have been updated to ensure that Public Relations skills are developed by learners throughout the marketing qualifications. A new unit of competency was developed to address the skills and knowledge required for leading organisational public relations.

### Business Enterprise Skills

The Business Services Training Package required substantial update to address duplicative and obsolete training products that have built up over successive reviews. The practice of reviewing small pockets of training products in isolation has resulted in a high volume of 'generalist' units of competency with very low enrolment. Of the 312 units of competency in scope of this review, greater than 50% receive less than 1,500 enrolments per year (compared with 100,000+ for the most heavily used). The current version of the Business Services Training Package has no cohesive structure and is inaccessible to users (ref. Figure 1 below).

Figure 1 Structure of the BSB Business Services Training Package (current)

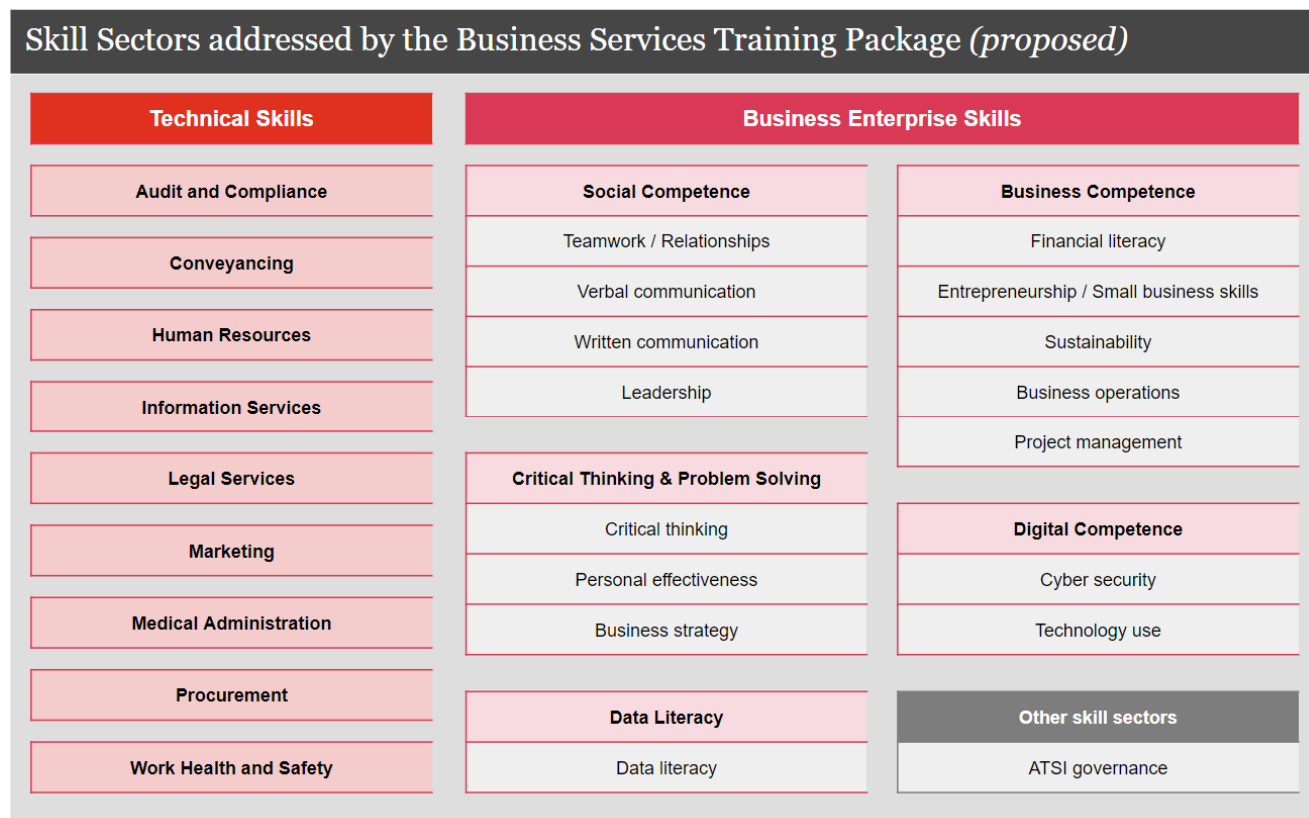




## B Description of work and request for approval

Whilst also representing an opportunity to streamline the Training Package, the primary focus of the Business Enterprise Skills project was to develop training products that better equip learners with essential transferable skills (or business enterprise skills). These business enterprise skills underpin all roles in the Business Services sector, as well as roles across other industries. This holistic review created an opportunity to restructure and simplify the Training Package (ref. Figure 2 below).

Figure 2 Updated structure of the BSB Business Services Training Package (Version 7)

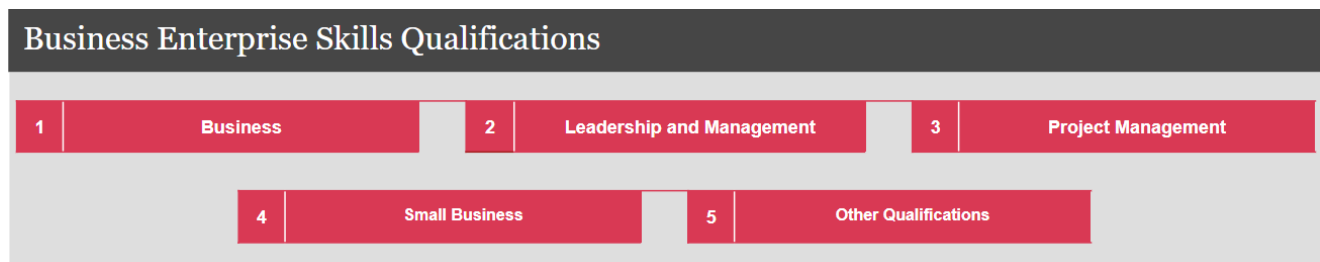


The above proposed structure was informed by extensive research and consultation with industry, training providers and other key stakeholders. The 'Business Enterprise Skills' streams are a taxonomy of transferable skills that are becoming increasingly demanded by employers, and are therefore essential for meaningful participation in the workforce. The 'Technical Skills' in Figure 2 allow for specialisation as a pathway in a career journey. The simplified structure of the Training Package will be more accessible for learners and employers, as well as VET sector stakeholders, such as SSOs and IRCs.

The Business Enterprise Skills can be thought of as 'buckets' of units of competency for learners to access throughout their career journey to increase necessary skills in specified areas. They were developed at the level of workplace competence and informed by thought leadership and stakeholder consultation. The units of competency have been developed in line with this framework to allow accessibility for learners and employers.

Qualifications in the Business Enterprise Skills Project have been developed to align with evolving Business Services job roles. The qualifications have been reviewed in streams (ref. Figure 3 below), which has allowed the development of meaningful qualifications that incorporate a variety of transferable business enterprise skills. Seven qualifications have been deleted due to low enrolment and completion rates.

Figure 3 Business Enterprise Skills project – qualification streams



### *Business*

These have been streamlined from 27 qualifications addressing a range of focus areas (e.g. business administration and customer engagement) into five qualifications that address common skills and better support learner pathways between qualifications and levels. There is one updated qualification at each AQF level from 2 to 6 (Certificate II to Advanced Diploma). Specialisation streams have been included where applicable to ensure that previous qualification focus areas are not lost, as well as to recognise emerging areas of priority.

Two skill sets have been newly created to better address the requirements of learners that are not yet equipped to undertake a Certificate II qualification - BSBSS00124 Workplace IT Foundations Skill Set, BSBSS00125 Workplace Foundations Skill Set.

The Certificate III, Certificate IV and Diploma include specialisation streams ranging from Customer Engagement to Sustainability and Cyber Security. The impact of having fewer, better targeted qualifications should be increased employer and learner awareness of qualification outcomes. Increased simplicity of the suite of qualifications (as well as a specialisation recognised on a testamur) will foster an increased understanding of the skills acquired by a learner. This should also concentrate enrolments and support state and territory funding arrangements. This will also allow learners to better understand the skill development pathways.

New units of competency have been developed and packaged in the qualifications to address emerging skill requirements. For example, two new sustainability units of competency have been created to address demand for learners to have the skills to develop, implement and evaluate workplace sustainability plans.

### *Leadership and Management*

The Leadership and Management qualifications have been updated to mirror industry-articulated skill requirements. The Packaging Rules of the qualifications have been updated to ensure that critical thinking and effective communication are core in the learner's development.

Due care has been taken to ensure that the Leadership and Management qualifications are sufficiently differentiated from the stream of Business qualifications.

### *Project Management*

The Project Management qualifications were well regarded by industry consultees. Enrolment numbers in the qualifications are strong. For these reasons, the qualifications (Certificate IV – Graduate Diploma) underwent only minor change, largely through updates to the underlying units of competency.

A new unit of competency was developed to address competency requirements for the management of complex projects. This new elective unit (nominal level 5) will ensure that learners are equipped with the skills and knowledge required to manage large scale projects.

## B Description of work and request for approval

### Small Business

In an increasingly competitive and globalised business environment, ‘intrapreneurship’ is increasing in prevalence. This term describes individuals who may be launching new business ventures as part of an existing organisation (cf. ‘entrepreneurship’).

The Small Business qualifications have been updated to apply to intrapreneurs as well as those launching or operating microbusinesses creating self-employment (i.e. more traditional entrepreneurs). The qualifications have been retitled ‘Entrepreneurship and New Business’ to reflect this.

These qualifications are used as part of the New Enterprise Incentive Scheme (NEIS). During the review of these qualifications, close engagement was carried out with the National NEIS Association – the representative body for organisations providing New Business Assistance through the NEIS program.

### Other Qualifications

The Certificate IV and Diploma of Business (Governance) have been updated and retitled to the ‘Aboriginal and Torres Strait Islander Governance’ to better reflect the existing content of those qualifications. The minor updates that have been made to elective banks more accurately reflect the purpose of the qualifications.

The Graduate certificate in Management (Learning) and the Graduate Diploma of Management (Learning) have been amalgamated into the Graduate Diploma of Management (Learning). The duplicative nature of these qualifications presented a compelling opportunity for amalgamation.

Table 4 Summary of qualification changes for the Technical Skills Project

Stream	BSB Version 6.0	Proposed change	BSB Version 7.0
Audit and Compliance	Diploma of Quality Auditing	Update	Diploma of Quality Auditing
Conveyancing	Diploma of Conveyancing	Amalgamate	Advanced Diploma of Conveyancing
	Advanced Diploma of Conveyancing		
Human Resources	Certificate IV in Human Resources	Update	Certificate IV in Human Resource Management
	Diploma of Human Resources Management		Diploma of Human Resource Management
	Advanced Diploma of Management (Human Resources)		Advanced Diploma of Human Resource Management
Information Services	Certificate III in Library and Information Services	Update	Certificate III in Library and Information Services
	Certificate IV in Library and Information Services		Certificate IV in Library and Information Services
	Diploma of Library and Information Services		Diploma of Library and Information Services
Legal Services	Certificate III in Business Administration (Legal)	Update	Certificate III in Legal Services
	Certificate IV in Legal Services		Certificate IV in Legal Services
	Diploma of Legal Services		Diploma of Paralegal Services
Marketing	Certificate IV in Marketing and Communication	Update	Certificate IV in Marketing and Communication
	Diploma of Marketing and Communication		Diploma of Marketing and Communication
	Advanced Diploma of Marketing and Communication		Advanced Diploma of Marketing and Communication

B Description of work and request for approval

Table 5 Summary of qualification changes for the Business Enterprise Skills Project

Stream	BSB Version 6.0	Proposed change	BSB Version 7.0
Business	Certificate I in Business Certificate II in Business Certificate II in Customer Engagement	Amalgamate	Certificate II in Workplace Skills
	Certificate III in Business Certificate III in Business Administration Certificate III in Business Administration (Education) Certificate III in Business Administration (Medical) Certificate III in Customer Engagement Certificate III in Recordkeeping		Certificate III in Business (with specialisations)
	Certificate IV in Business Certificate IV in Business Administration Certificate IV in Business Sales Certificate IV in Business (Procurement) Certificate IV in Customer Engagement Certificate IV in Environmental Management and Sustainability Certificate IV in International Trade Certificate IV in Recordkeeping		Certificate IV in Business (with specialisations)
	Diploma of Business Diploma of Business Administration Diploma of Business (Procurement) Diploma of Customer Engagement Diploma of International Business Diploma of Recordkeeping Advanced Diploma of Recordkeeping		Diploma of Business (with specialisations)
	Advanced Diploma of Business		Advanced Diploma of Business
Leadership and Management	Certificate IV in Leadership and Management	Update	Certificate IV in Leadership and Management
	Diploma of Leadership and Management		Diploma of Leadership and Management
	Advanced Diploma of Leadership and Management		Advanced Diploma of Leadership and Management
	Graduate Diploma of Strategic Leadership		Graduate Diploma of Strategic Leadership
Project Management	Certificate IV in Project Management Practice	Update	Certificate IV in Project Management Practice
	Diploma of Project Management		Diploma of Project Management
	Advanced Diploma of Program Management		Advanced Diploma of Program Management
	Graduate Diploma of Portfolio Management		Graduate Diploma of Portfolio Management
Small Business	Certificate III in Micro Business Operations	Update	Certificate III in Entrepreneurship and New Business
	Certificate IV in New Small Business Certificate IV in Small Business Management	Amalgamate	Certificate IV in Entrepreneurship and New Business
Other	Certificate IV in Business (Governance)	Update	Certificate IV in Aboriginal and Torres Strait Islander Governance
	Diploma of Business (Governance)		Diploma of Aboriginal and Torres Strait Islander Governance
	Graduate Certificate in Management (Learning) Graduate Diploma of Management (Learning)	Amalgamate	Graduate Diploma of Management (Learning)
-	Certificate III in Business Administration (International Education) Certificate III in International Trade Certificate IV in Franchising Certificate IV in Governance Diploma of Franchising	Delete	-

## B Description of work and request for approval

Stream	BSB Version 6.0	Proposed change	BSB Version 7.0
	Diploma of Governance Graduate Certificate in Leadership Diversity		

### B2 Request for approval

This submission puts forward the Case for Endorsement for the proposed components of the Business Services Training Package (Version 7).

The draft components submitted to the AISC for endorsement are detailed in **Table 1** and summarised in **Table 2** in Section 1 of this Case for Endorsement.

All components submitted for endorsement have been developed and reviewed in accordance with the *Standards for Training Packages 2012*, the *Training Package Products Policy 2019* and the *Training Package Development and Endorsement Process Policy 2019*.

Evidence of consultation with states and territories, and evidence that the views of key stakeholders have been considered, is provided in Section 3 of this Case for Endorsement.

The training product changes outlined in this Case for Endorsement are based on PwC's Skills for Australia's analysis of the feedback received through consultation with industry.

# C Evidence of industry support

The Business Services IRC supports the submission of the training products detailed in this Case for Endorsement.

**Name of Chair:** Yvonne Webb, Business Services IRC Chair

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**Signature of Chair:** \_\_\_\_\_

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**Date:** \_\_\_\_\_

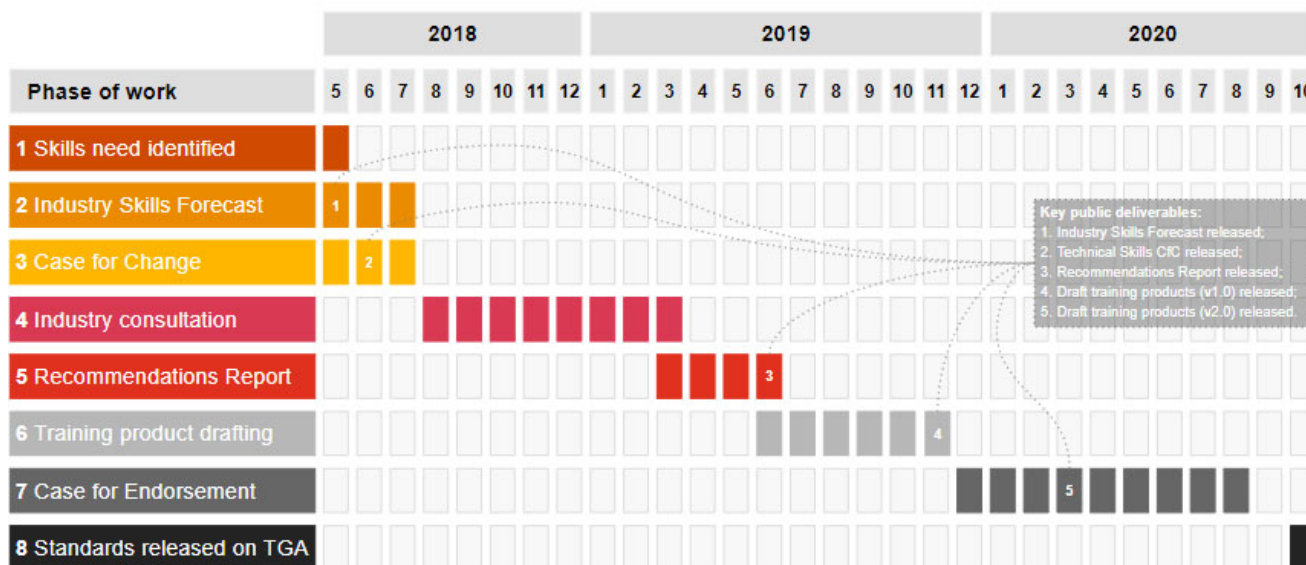
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## C1 Conduct of enquiry and evidence of consultation

Our consultation approach has been guided by the following principles for training product development, which requires that our work should:

- 1 Be industry led
- 2 Encourage broad and transparent stakeholder consultation
- 3 Respond quickly to industry skills needs and priorities
- 4 Be efficient and cost effective
- 5 Produce high quality and independently validated training products

Figure 4 Project timeline – BSB Business Enterprise Skills and Technical Skills projects



We have consulted extensively with Business Services IRC members, industry and other relevant stakeholders through the methods outlined below. A list of stakeholders consulted over the course of project work is found in **Appendix 1**.

### IRC meetings

The Business Services IRC has been engaged throughout all phases of project work, including initial consultation, review of consultation insights and training product recommendations, and review of draft and final training products. Business Services IRC members have been engaged through formal IRC meetings, individual and focus group consultation, project working group (PWG) meetings (where applicable) and invitations to submit feedback for draft training products published on the PwC’s Skills for Australia website.

## C Evidence of industry support

The table below provides a list of the IRC meetings where Projects 2A or 3A were discussed.

Table 6 List of Business Services IRC meetings

Date	Project
Tuesday 30th January, 2018	2A Technical Skills 3A Business Enterprise Skills
Wednesday 7th March, 2018	2A Technical Skills 3A Business Enterprise Skills
Thursday 10th May, 2018	2A Technical Skills 3A Business Enterprise Skills
Wednesday 4th July, 2018	2A Technical Skills 3A Business Enterprise Skills
Tuesday 2nd October, 2018	2A Technical Skills 3A Business Enterprise Skills
Tuesday 4th December, 2018	2A Technical Skills 3A Business Enterprise Skills
Thursday 7th March, 2019	2A Technical Skills 3A Business Enterprise Skills
Thursday 9th May, 2019	2A Technical Skills 3A Business Enterprise Skills
Thursday 13th February, 2020	2A Technical Skills 3A Business Enterprise Skills
[Future IRC meeting dates TBD]	2A Technical Skills 3A Business Enterprise Skills

### Project working groups (PWGs)

Following approval of the Case for Change PWGs were established to provide subject matter expertise for training product development work, and to guide stakeholder engagement. PWG members for each project are listed in **Appendix 1** of this Case for Endorsement.

PWG membership and composition were directed by the Business Services IRC and reflected the representation of geographies and industry sectors appropriate for the project. PWGs for Projects 2A and 3A met three times over the period from August 2018 to December 2019. The purpose of these meetings was for members to offer specialised input, to discuss key consultation feedback and to consider recommendations in response to that feedback. In addition to scheduled meetings, PWG members were consulted on an ongoing basis to validate key issues and review key documents.

### Surveys

In order to collect feedback from a broader range of participants, surveys were published on the PwC's Skills for Australia website. Two surveys were published. The surveys were open to the public for a total of 26 weeks. The first survey was open from October 2018 to February 2019, and served to increase stakeholder consultation and awareness of the projects and gain insights on skills and knowledge requirements prior to development of the Recommendations Report. The second survey was open from November 2019 to February 2020 to allow stakeholders to provide feedback during the draft version public review period.

### Targeted industry consultations

Targeted consultations were conducted with groups and individuals identified as relevant stakeholders by the Business Services IRC, PWGs and industry contacts within the PwC's Skills for Australia network.

As the Business Services Training Package is part of a national training system, PwC's Skills for Australia sought consultation with, and invited feedback from, stakeholders in all states and territories, including industry employers and organisations, peak bodies, government and registered training organisations (RTOs). Targeted consultations were generally conducted via one to one interview over the phone or in person, focus groups and email correspondence.

In general, targeted consultation concentrated on geographies in which economic activity and employer demand are most concentrated for the relevant job roles addressed by the project. Furthermore, to capture feedback from stakeholders that

## C Evidence of industry support

were not able to be engaged via one to one interview or focus groups, PwC's Skills for Australia published draft training products on its website and social media channels for public review and encouraged IRC and PWG members to share published materials with their networks.

### Targeted training sector consultation period

During the draft version public review period (11 November 2019 to 31 January 2020) PwC's Skills for Australia actively engaged with training sector stakeholders, holding open forum consultation sessions in Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Perth and Sydney. PwC's Skills for Australia also hosted video conferences for regional stakeholders (centred on engagement in Wollongong and Bendigo). The consultation sessions involved an overview of the training product development process, an update on the current state of the draft training products, discussion of implementation considerations and an interactive feedback session. More than 100 stakeholders participated in these consultation sessions and provided targeted feedback.

All RTOs with BSB Training Products on scope were notified of review progress and outcomes on several occasions, inviting feedback on both projects.

The table below summarises stakeholder involvement in consultation for these projects, including IRC and PWG members who also participated in one-on-one consultations or focus group discussions.

Table 7 Consultation by project and stakeholder type

Project	Industry	RTO	Government/Peak body/Union/Other	TOTAL
<b>2A Technical Skills</b>	261	230	65	<b>556</b>
<b>3A Business Enterprise Skills</b>	106	291	50	<b>447</b>

Table 8 Consultation by project and state or territory

Project	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	National	TOTAL
<b>2A Technical Skills</b>	9	144	13	50	47	12	80	97	104	<b>556</b>
<b>3A Business Enterprise Skills</b>	8	96	39	38	31	19	60	66	90	<b>447</b>

### Engagement with State and Territory Training Authorities

State and Territory Training Authorities (STAs) have been engaged throughout the review process and provided feedback at scheduled periods and on an ongoing basis. All STAs were engaged to provide feedback on draft training products released during the following periods:

- Draft version public review period: 11 November 2019 – 31 January 2020
- Public validation period: 24 February – 6 March 2020
- Dedicated STA review period: 25 May – 23 June 2020

### Draft training product review

Draft training products were published on PwC's Skills for Australia's website for public review and feedback on two occasions:

Draft version public review period:

- **2A Technical Skills**, 11 November 2019 – 31 January 2020
- **3A Business Enterprise Skills**, 11 November 2019 – 31 January 2020

Public validation period:

- **2A Technical Skills**, 24 February 2020 – 6 March 2020





## C Evidence of industry support

- **3A Business Enterprise Skills**, 24 February 2020 – 6 March 2020

Email alerts were also sent to all BSB subscribers of PwC's Skills for Australia's website (including STA networks), IRC members, PWG members, and all RTOs that have BSB units on scope. The email alerts advised that the draft training products were available for review on the project webpage.

Based on the download data available through PwC's Skills for Australia's website, there was a minimum of:

-  draft training product downloads for **Project 2A Technical Skills**
-  draft training product downloads for **Project 3A Business Enterprise Skills**

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# D Industry expectations about training delivery

## D1 Industry advice on training delivery

Industry members advised that training delivery and assessments should be permitted to be performed in a simulated environment to ensure learner accessibility. This is provided that the simulated environment is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance. As a result, this has been reflected in the Assessment Conditions of each reviewed unit.

In addition, within each unit, the Performance Evidence states the number of times a task is required to be performed in order to demonstrate competence. Industry stakeholders advised that tasks should all be performed more than once in order for a learner to be deemed competent.

Additional advice is included in the BSB Companion Volume Implementation Guide about industry's expectations of training delivery, delivery modes and pathways, work-based learning strategies and learner characteristics, and assessments.

## D2 Industry advice on traineeships and apprenticeships

The supersession of BSB10115 Certificate I in Business and BSB20115 Certificate II in Business may have an impact on traineeships and apprenticeships.

Industry consultation has indicated that all other amendments to training products presented in this Case for Endorsement are not expected to have an impact on the use of traineeships and apprenticeships.

# E Implementation of the new Training Package

## E1 Implementation management strategy

This review of the BSB Business Services Training Package encompasses a substantial number of training products (ref. Table 1). The Business Services IRC understands the burden borne by the training sector (e.g. RTOs, regulators, training materials developers) through the implementation of a Training Package release of this scale, and the risk of learners being impacted under default transition arrangements set out in the *Standards for RTOs 2015*.

Given the non-equivalence of many updated qualifications, as well as the timing of submission (i.e. August AISC meeting), an extended transition period would benefit existing and future learners by allowing RTOs more time to meet their obligations. This should also allow sufficient time for processing the higher-than-normal volume of applications to change RTO scope of registration.

As a result, to ease in transition between versions of the BSB Business Services Training Package, the Business Services IRC has formally requested that PwC's Skills for Australia apply for an extension of default transition periods to 18-months.

Communication of changes to the BSB Business Services Training Package will require RTOs to make changes to their qualifications on scope. To address this, the following communications strategy has been developed to notify stakeholders, including RTOs, of changes to the BSB Business Services Training Package:

- Update the PwC's Skills for Australia website, including publishing a news post on the BSB webpage
- Email all subscribers to the BSB industry on PwC's Skills for Australia's website
- Email all RTOs with BSB Training Products on scope at the point of submission to the AISC (i.e. several months prior to release on the national register)
- Email organisations and individuals previously engaged throughout the training product development process, including STAs, employers, RTOs and peak bodies
- Develop a summary document outlining the changes, and include it with the abovementioned communications
- Verbally communicate the changes at relevant meetings, conferences and events attended by PwC's Skills for Australia team members
- Share the changes with the broader stakeholders via social media, including the PwC's Skills for Australia LinkedIn page

In addition, an automated email will be sent from training.gov.au notifying all RTOs on scope of changes to the BSB Business Services Training Package.

## E2 Licensing requirements

Updates to the Conveyancing qualifications will have a minor impact on licensing in that profession. The states and territories that mandate completion of these qualifications as a condition of licensing will need to review the adequacy of the updated Advanced Diploma qualification to assess its viability as an ongoing licensing requirement.

As discussed in **Section B1** of this Case for Endorsement, updates to the Advanced Diploma of Conveyancing do not impact existing licensing arrangements – i.e. the qualification is packaged in such a way that a learner can satisfy existing licensing requirements in all states and territories that currently mandate completion of the Advanced Diploma, including those that mandate completion of specific units of competency.

Western Australia is currently the only state that requires completion of BSB52015 Diploma of Conveyancing as a condition of licensing (and does not also recognise completion of the Advanced Diploma qualification). The Department of Mines,

## E Implementation of the new Training Package

Industry Regulation and Safety WA (the relevant regulatory body) has been consulted and made aware of the qualification changes.

Industry consultation indicated that all other changes made in relation to the training products will not affect any licensing requirements across Australia. Licensing requirements that affect BSB Business Services Training Package are listed in the BSB Implementation Guide in the 'Implementation information' section.

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# F Quality assurance reports

## F1 Independent Quality Reports

Independent Quality Reports, including an Editorial Report, an Equity Report, and a Quality Report have been included as part of this Case for Endorsement.

The reports attest to there being a quality assured Companion Volume Implementation Guide prepared. PwC’s Skills for Australia confirms that this guide will be available on VETNET following publication of Version 7 of the BSB Business Services Training Package on the National Register.

### Equity Report

The equity report was completed on

### Editorial Report

The equity report was completed on

### Quality Report

The quality report was completed on

## F2 Declaration of alignment with standards

Throughout the training product development process, we have ensured that developed qualifications, skill sets and units of competency meet industry needs and the requirements of:

- *The Standards for Training Packages 2012*
- *Training Package Products Policy 2019*
- *Training Package Development and Endorsement Process Policy 2019.*

## F3 Declaration of having met the Training Package Quality Principles

The table below provides statements that support that that the training products being submitted to the AISC for approval meet the Training Package Quality Principles.

Table 9 Declaration of having met the Training Package Quality Principles

Principle	Evidence
1. Reflect identified workforce outcomes	<ul style="list-style-type: none"> <li>• The conduct of our enquiry, as outlined in <b>Section C1</b> of this Case for Endorsement, has ensured that industry needs have formed the basis of training product development.</li> <li>• Existing training products have been amended to ensure alignment with current industry processes, procedures and technology.</li> <li>• New training products have been created to meet the needs of current job roles across the Business Services industry.</li> <li>• Training products have been developed to respond to the key trends identified in the Business Services Industry Skills Forecasts and Proposed Schedules of</li> </ul>

Principle	Evidence
<p>2. Support portability of skills and competencies including reflecting licensing and regulatory requirements</p>	<p>Work and key themes emerging from industry consultation.</p> <ul style="list-style-type: none"> <li>• We have closely involved relevant regulatory and licensing bodies in our training product development work, including consultations with the Business Services IRC and PWG members, focus groups and targeted consultations with stakeholders listed in <b>Appendix 1</b>. Refer to <b>Section E2</b> for further discussion of licensing requirements.</li> <li>• Industry indicates no other licensing or regulatory requirements have been impacted by the proposed modifications to training products listed in this Case for Endorsement.</li> </ul>
<p>3. Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry</p>	<ul style="list-style-type: none"> <li>• Our consultations have included stakeholders from national and multinational employers, peak bodies, RTOs and other subject matter experts, as outlined in <b>Appendix 1</b>.</li> </ul>
<p>4. Be flexible to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces</p>	<ul style="list-style-type: none"> <li>• Units of competency have been updated to ensure alignment with industry needs and workforce skill requirements. Furthermore, terminology used in Performance Criteria, Performance Evidence and Knowledge Evidence has been updated, where appropriate, to ensure it is sufficiently flexible to adapt to evolving industry processes, procedures and technologies.</li> <li>• Qualifications have been updated to ensure appropriate and varied listed elective units of competency are available for learners. Moreover, Packaging Rules have been updated, where appropriate, to increase the number of units of competency that may be selected from elsewhere within the BSB Business Services Training Package (Version 7), other endorsed training packages or accredited courses to maximise each qualification's flexibility.</li> </ul>
<p>5. Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors</p>	<ul style="list-style-type: none"> <li>• Skill sets and qualifications have been updated to provide learners with pathways from school into VET, between VET qualifications, into higher education, and into job roles in Business Services, with 'exit points' into jobs existing for each qualification.</li> </ul>
<p>6. Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements</p>	<ul style="list-style-type: none"> <li>• The content of units of competency has been developed in consultation with industry and trainers and assessors, ensuring language used is relevant to workplaces and is easily understood in a training context.</li> <li>• A Companion Volume Implementation Guide will accompany Version 7 of the BSB Business Services Training Package to support implementation of training across a range of settings.</li> <li>• Assessment Requirements in units of competency have been standardised where appropriate to ensure consistency. Where industry requires assessment to</li> </ul>

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Principle	Evidence
	occur in a particular way for a given unit of competency, it has been clearly articulated in the Assessment Conditions.

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# G Implementation of COAG Industry and Skills Council reforms to Training Packages

## G1 Alignment with the COAG ISC reforms to Training Packages

The table below demonstrates the alignment of the draft training products with the Council of Australian Governments (COAG) Industry and Skills Council reforms to Training Packages.

Table 10 Alignment with the COAG ISC reforms to Training Packages

Principle	Evidence
1. Ensure obsolete and superfluous qualifications are removed from the system	<ul style="list-style-type: none"> <li>Qualification enrolment and completion data, as well as feedback from industry and training sector stakeholders were used to inform determinations as to whether qualifications were obsolete and/or superfluous.</li> </ul>
2. Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices	<ul style="list-style-type: none"> <li>Training products have been clearly titled, with titles linked to job roles and/or to specific skills, enabling users without an in depth understanding of the VET system to make more informed course choices. The inclusion of specialisation streams in key qualifications will also support user engagement.</li> <li>A Companion Volume Implementation Guide will accompany Version 7 of the BSB Business Services Training Package to support implementation of training across a range of settings.</li> <li>Assessment Requirements in units of competency have been written to ensure consistency. Where industry requires assessment to occur in a particular way for a given unit of competency, it has been clearly articulated in the Assessment Conditions.</li> </ul>
3. Ensure that the training system better supports individuals to move easily from one related occupation to another	<ul style="list-style-type: none"> <li>Entry Requirements have only been applied to qualifications where a strong rationale has been articulated by industry stakeholders. No prerequisite units of competency have been added.</li> <li>Skill sets have been updated in response to industry needs to ensure that clear pathways into qualifications and job roles exist.</li> </ul>
4. Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors	<ul style="list-style-type: none"> <li>The Business Services Training Package contains units of competency and qualifications that support the development of transferable skills. These business enterprise skills underpin all roles in the Business Services sector, as well as roles across other industries. The updated structure of the Training Package supports greater use by SSOs and IRCs.</li> </ul>
5. Foster greater recognition of skill sets	<ul style="list-style-type: none"> <li>Skill sets have been updated in response to industry needs. New skill sets have been created to meet</li> </ul>



Principle	Evidence
	<p>industry's desire for targeted microcredentials that align to emerging skills needs.</p> <ul style="list-style-type: none"> <li>• Advice on the implementation of these skill sets is included in the Companion Volume Implementation Guide.</li> </ul>

## G2 Alignment of development work with AISC Cases for Change

The Activity Orders for the Cases for Change for Projects 2A and 3A were for a review of 527 units of competency, as outlined in **Table 3** in Section A of this Case for Endorsement.

The final result of the training product development work was a review of 545 units of competency - including 252 units of competency updated, 20 units of competency created, 31 amalgamated units of competency (streamlined from 65 units) and 242 units of competency removed, as outlined in **Tables 1 and 2** in Section 1 of this Case for Endorsement.

Our work also included non-endorsable changes to the Training Package. A list of these changes is available in **Appendix 2**.

## G3 Evidence that training products are publication ready

All draft training products are included in this Case for Endorsement. Subject to the AISC's endorsement of the training products, they are ready for publication on the National Register.

We expect Version 7 of the BSB Business Services Training Package to be published on the National Register in October 2020.

# Appendices

Appendix 1	Consultation	41
Appendix 2	Non-endorsable components	112
Appendix 3	Equity Report	114
Appendix 4	Editorial Report	115
Appendix 5	Quality Assurance Report	116
Appendix 6	Qualification supporting information	117
Appendix 7	Training products proposed for deletion	134

# Appendix 1 Consultation

The tables below list the stakeholders who provided feedback throughout PwC's Skills for Australia training product development work in their capacity as IRC members, or through their participation in PWGs, targeted consultations, surveys and feedback on draft training products published on PwC's Skills for Australia's website.

## Industry Reference Committee members

For a complete list of current Business Services IRC members, please refer to the relevant AISC website page below:

- [Business Services IRC](#)

Please note that former IRC members have been included in the PWG and targeted consultation tables as appropriate.

## Project working groups

Table 11 Project working group members by project

Stream	Individual	Representation	Organisation	State/ Territory
<b>2A Technical Skills</b>				
<b>Audit and Compliance</b>	Andrew Baines	Industry association	Exemplar Global	NSW
<b>Audit and Compliance</b>	John MacArthur-King	Employer	Office of the Army Adjutant General	National
<b>Audit and Compliance</b>	Kareena Assem	Employer	Commonwealth Bank of Australia	National
<b>Audit and Compliance</b>	Louise McGrath <i>(former)</i>	Industry association	Australian Industry Group	National
<b>Audit and Compliance</b>	Mark Harrison	Industry association	Institute of Internal Auditors (also MD – Canberra, Protiviti)	ACT
<b>Audit and Compliance</b>	Michael Magelakis	Employer	SSMI Group, BSB IRC	VIC
<b>Audit and Compliance</b>	Naomi Burley	Industry association	Governance Risk & Compliance Institute	NSW
<b>Human Resources</b>	Catherine Hathaway <i>(former)</i>	Employer	GrainCorp	National
<b>Human Resources</b>	Cheryll Seslija	Industry association	Recruitment Consulting and Staffing Association	National
<b>Human Resources</b>	Debra Booth	Employer	Defence	National
<b>Human Resources</b>	Kate Stone	Employer	AUB Group, BSB IRC	VIC
<b>Human Resources</b>	Kim Schofield	Industry association	Australian Human Resources Institute	National
<b>Human Resources</b>	Marika Mayhew <i>(former)</i>	Employer	The Fred Hollows Foundation	National
<b>Human Resources</b>	Michael Ewer	Training provider	TAFE SA	SA
<b>Human Resources</b>	Rita D'Arcy	Employer	Particularly People, BSB IRC	NSW
<b>Human Resources</b>	Sandy Zuiani	Employer	Department of Human Services (SA)	SA
<b>Human Resources</b>	Shaun Ridley	Industry association	Australian Institute of Management (WA), BSB IRC	WA
<b>Information Services</b>	Ann-Marie Ryan	ITAB	FutureNow	WA
<b>Information Services</b>	Anne Cornish	Industry association	Records and Information Management Professionals Australasia	National
<b>Information Services</b>	Clare-Frances Craig	Employer	Western Australian Museum	WA
<b>Information Services</b>	Genevieve Dwyer <i>(former)</i>	Employer	National Archives of Australia	National
<b>Information Services</b>	Helen Webster	Employer	State Library of Queensland	QLD

Stream	Individual	Representation	Organisation	State/ Territory
Information Services	Julia Mant <i>(former)</i>	Industry association	Australian Society of Archivists	National
Information Services	Julie Coxall	Industry association	Australian Society of Archivists	National
Information Services	Judy Brooker <i>(former)</i>	Industry association	Australian Library and Information Association	WA
Information Services	Kate Bunker	Industry association	Australian Library and Information Association, BSB IRC	National
Information Services	Kathryn Greenhill	Training provider	Curtin University	WA
Information Services	Kerrie Kelly	Employer	State Library Victoria	VIC
Information Services	Linda Zakman	Employer	National Archives of Australia	National
Information Services	Lynne Cullen	Training provider	Box Hill Institute	VIC
Information Services	Margie Anderson	Training provider	Victoria University	VIC
Information Services	Michael Augello	Industry association	IIBA - International Institute of Business Analysis	VIC
Information Services	Robyn Murfet	Employer	LINC Tasmania	TAS
Information Services	Simon Cootes	Employer	Western Sydney University Library	NSW
Information Services	Tim Newbegin <i>(former)</i>	Industry association	Records and Information Management Professionals Australasia	National
Legal Services	Chris Tyler	Industry association	Australian Institute of Conveyancers (NSW)	NSW
Legal Services	Judy Brooker <i>(former)</i>	Industry association	Australian Library and Information Association	National
Legal Services	Katy McDougall	Employer	Legal Aid WA	WA
Legal Services	Sharmaine Gewohn	Training provider	University of NSW	NSW
Legal Services	Tamara Sims	Employer	Gilbert + Tobin	NSW
Marketing	Andrea Martens	Industry association	Association for Data-Driven Marketing & Advertising	National
Marketing	Asheley Jones	Industry association	Australian Marketing Institute	National
Marketing	Jenny Muir	Industry association	Public Relations Institute of Australia	National
Marketing	John Broome <i>(former)</i>	Industry association	Australian Association of National Advertisers	National
Marketing	Max Wilson	ITAB	Arts Communications Finance Industries and Property Services ITAB	NSW
Marketing	Michael Ewer	Training provider	TAFE SA	SA
Marketing	Michael Laxton <i>(former)</i>	Employer	Fairfax Media	National
Marketing	Yvonne Webb	ITAB	Industry Skills Advisory Council NT, BSB IRC	NT
<b>3A Business Enterprise Skills</b>				
Business Enterprise Skills	Anna Henderson	ITAB	Business Skills Viability	VIC
Business Enterprise Skills	Brendan O'Connell <i>(former)</i>	Industry association	Bayside Glen Eira Kingston Local Learning & Employment Network (BGKLEEN)	VIC
Business Enterprise Skills	Jan Owen <i>(former)</i>	Industry association	Foundation for Young Australians	VIC
Business Enterprise Skills	Louise McGrath <i>(former)</i>	Industry association	Australian Industry Group	National
Business Enterprise Skills	Lynda Douglas	Employer	Directorate of Learning Capability Development (Defence), BSB IRC	National
Business Enterprise Skills	Michael Augello	Industry association	IIBA - International Institute of Business Analysis	VIC

Stream	Individual	Representation	Organisation	State/ Territory
<b>Business Enterprise Skills</b>	Michael Magelakis	Employer	SSMI Group, BSB IRC	VIC
<b>Business Enterprise Skills</b>	Peter Strong <i>(former)</i>	Industry association	Council of Small Business of Australia, BSB IRC	National
<b>Business Enterprise Skills</b>	Simon Corcoran	Industry association	Change Management Institute	NSW
<b>Business Enterprise Skills</b>	Sue McComasky	Industry association	Australian Institute of Office Professionals	WA
<b>Leadership and Project Management</b>	Ben Burrows <i>(former)</i>	Employer	Capability Acquisition and Sustainment Group (Defence)	National
<b>Leadership and Project Management</b>	David Pich <i>(former)</i>	Industry association	Institute of Managers and Leaders	National
<b>Leadership and Project Management</b>	Lesley Mitchell	Employer	Collaborative Learning and Development Pty Ltd	NSW
<b>Leadership and Project Management</b>	Lynda Douglas	Employer	Directorate of Learning Capability Development (Defence), BSB IRC	National
<b>Leadership and Project Management</b>	Max Wilson	ITAB	Arts Communications Finance Industries and Property Services ITAB	NSW
<b>Leadership and Project Management</b>	Michael Augello	Industry association	IIBA - International Institute of Business Analysis	VIC
<b>Leadership and Project Management</b>	Michael Young	Industry association	Australian Institute of Project Management	National
<b>Leadership and Project Management</b>	Pam Pryor	Industry association	Safety Institute of Australia, BSB IRC	National
<b>Leadership and Project Management</b>	Sandra de Rose	Employer	DXC Technology	National
<b>Leadership and Project Management</b>	Sandy Zuiani	Employer	Department of Human Services (SA)	SA
<b>Leadership and Project Management</b>	Shaun Ridley	Training provider	Australian Institute of Management (WA), BSB IRC	WA
<b>Leadership and Project Management</b>	Simon Bell <i>(former)</i>	Industry association	The Centre for Workplace Leadership	VIC
<b>Leadership and Project Management</b>	Yvonne Webb	ITAB	Industry Skills Advisory Council NT, BSB IRC	NT

# Appendix 2 Non-endorsable components

This section outlines additional updates that will be implemented when BSB Business Services Training Package (Version 7) is Versioned on the National Register.

## Non-endorsable changes

The IRC approved non-endorsable updates which will be implemented when the BSB Business Services Training Package (Version 7) is added to the National Register.

Table 13 Non-endorsable training products submitted

Code	Title	Existing/Newly Created
BSBSS00095	Lead Auditor Skill Set	Newly Created
BSBSS00096	Innovation Practice Skill Set	Newly Created
BSBSS00097	Innovation Leadership Skill Set	Newly Created
BSBSS00098	Marketing Foundations Skill Set	Newly Created
BSBSS00099	Communications and Public Relations Foundations Skill Set	Newly Created
BSBSS00100	Business Operations Support Skill Set	Newly Created
BSBSS00101	Business Operations Management Skill Set	Newly Created
BSBSS00102	Micro Business Skill Set	Newly Created
BSBSS00103	New Business Ventures Skill Set	Newly Created
BSBSS00104	Small Business Management Skill Set	Newly Created
BSBSS00105	Human Resources Foundations Skill Set	Newly Created
BSBSS00106	Introduction to Paralegal Services Skill Set	Newly Created
BSBSS00107	Marketing and Communication Foundations Skill Set	Newly Created
BSBSS00108	Marketing and Communication Skill Set	Newly Created
BSBSS00109	Introduction to Team Management Skill Set	Newly Created
BSBSS00110	Business Development Skill Set	Newly Created
BSBSS00111	Human Resources Advisor Skill Set	Newly Created
BSBSS00112	Workplace Technology Skill Set	Newly Created
BSBSS00113	Digital Business Administration Skill Set	Newly Created
BSBSS00114	Organisational Governance Skill Set	Newly Created
BSBSS00115	Copyright Management Skill Set	Newly Created
BSBSS00116	Campaign Management Skill Set	Newly Created
BSBSS00117	Diversity and Inclusion Skill Set	Newly Created
BSBSS00118	Procurement Manager Skill Set	Newly Created
BSBSS00119	Customer Service Skill Set	Newly Created

## Appendix 2 Non-endorsable components

BSBSS00120	Administrative Assistant Skill Set	Newly Created
BSBSS00121	Medical Administration Skill Set	Newly Created
BSBSS00122	Compliance Skill Set	Newly Created
BSBSS00123	Records and Information Management Skill Set	Newly Created
BSBSS00124	Workplace IT Foundations Skill Set	Newly Created
BSBSS00125	Workplace Foundations Skill Set	Newly Created

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# Appendix 3 Equity Report

## Equity Report


The following Equity Report was produced by  as part of the quality assurance process.

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# Appendix 4 Editorial Report


## Editorial Report

The following Editorial Report was produced by  as part of the quality assurance process.

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# Appendix 5 Quality Assurance Report

## Quality Report

The following Quality Assurance Report was produced by  as part of the quality assurance process.

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# Appendix 6 Qualification supporting information

Table 14 Packaging rules

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
<b>Business Enterprise Skills Project</b>			
<p>Amalgamated three qualifications to create one:</p> <p>BSB10115 Certificate I in Business</p> <p>BSB20115 Certificate II in Business</p> <p>BSB20215 Certificate II in Customer Engagement</p>	<p>BSB20120 Certificate II in Workplace Skills</p>	<p>Total number of units = 10</p> <p>5 core units plus</p> <p>5 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 1 elective unit must be selected from Group A</li> <li>• 1 elective unit must be selected from Group B</li> </ul> <p>For the remaining 3 elective units:</p> <ul style="list-style-type: none"> <li>• up to 3 units may be selected from Groups A, B and C</li> <li>• if not listed, up to 2 units may be selected from a Certificate I, Certificate II or Certificate III from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	<p>The update was required to streamline qualifications in line with COAG Industry and Skills Council reforms to Training Packages. The update was also required to remove duplicative units and create a clearer pathway in the BSB Business Services Training Package. Reference section B for further details.</p>
<p>Amalgamated six qualifications to create one:</p> <p>BSB30115 Certificate III in Business</p> <p>BSB30215 Certificate III in Customer Engagement</p> <p>BSB30415 Certificate III in Business Administration</p> <p>BSB30815 Certificate III in Recordkeeping</p> <p>BSB30915 Certificate III in Business Administration (Education)</p> <p>BSB31115 Certificate III in Business Administration (Medical)</p>	<p>BSB30120 Certificate III in Business</p>	<p>Total number of units = 13</p> <p>6 core units plus</p> <p>7 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 1 elective unit must be selected from Group B</li> </ul> <p>For the remaining 4 elective units:</p> <ul style="list-style-type: none"> <li>• up to 4 units may be selected from Groups A – G</li> <li>• if not listed, up to 3 units may be selected from a Certificate II,</li> </ul>	<p>The update was required to streamline qualifications in line with COAG Industry and Skills Council reforms to Training Packages. The update was also required to remove duplicative units and create a clearer pathway in the BSB Business Services Training Package. Reference section B for further details.</p>

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.	
BSB30315 Certificate III in Micro Business Operations	BSB30220 Certificate III in Entrepreneurship and New Business	Total number of units = 10 4 core units plus 6 elective units, of which: <ul style="list-style-type: none"> <li>• 4 elective units must be selected from the elective units listed below</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>• up to 2 units may be selected from the elective units listed below</li> <li>• if not listed, up to 2 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required as industry identified that intrapreneur skills were needed in the qualification. Reference section B for further details.
Amalgamated eight qualifications to create one: BSB40215 Certificate IV in Business BSB40315 Certificate IV in Customer Engagement BSB40515 Certificate IV in Business Administration BSB40615 Certificate IV in Business Sales BSB41115 Certificate IV in International Trade BSB41618 Certificate IV in Business (Procurement) BSB41715 Certificate IV in Recordkeeping BSB42315 Certificate IV in Environmental Management and Sustainability	BSB40120 Certificate IV in Business	Total number of units = 12 6 core units plus 6 elective units, of which: <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> </ul> For the remaining 4 elective units: <ul style="list-style-type: none"> <li>• up to 4 units may be selected from Groups A – J</li> <li>• if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to streamline qualifications in line with COAG Industry and Skills Council reforms to Training Packages. The update was also required to remove duplicative units and create a clearer pathway in the BSB Business Services Training Package. Reference section B for further details.
BSB41515 Certificate IV in Project Management Practice	BSB40920 Certificate IV in Project Management Practice	Total number of units = 9 3 core units plus 6 elective units, of which: <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> </ul> For the remaining 3 elective units:	The update was required to align with COAG Industry and Skills Council reforms to Training Packages. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<ul style="list-style-type: none"> <li>• up to 3 units may be selected from Groups A and B</li> <li>• if not listed, up to 3 units may be selected from a Certificate IV or higher from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	
BSB41915 Certificate IV in Business (Governance)	BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance	Total number of units = 12 7 core units plus 5 elective units, of which: <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to retitle the qualification. The update was also required to update elective banks to more accurately reflect the purpose of the qualification. Reference section B for further details.
BSB42015 Certificate IV in Leadership and Management	BSB40520 Certificate IV in Leadership and Management	Total number of units = 12 5 core units plus 7 elective units, of which: <ul style="list-style-type: none"> <li>• 4 elective units must be selected from Group A</li> </ul> For the remaining 3 elective units: <ul style="list-style-type: none"> <li>• up to 3 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate IV or above, from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to ensure core leadership skills were developed. Reference section B for further details.
Amalgamated two qualifications to create one: BSB42518 Certificate IV in Small Business Management	BSB40320 Certificate IV in Entrepreneurship and New Business	Total number of units = 10 4 core units plus 6 elective units, of which:	The update was required to streamline qualifications in line with COAG Industry and Skills Council reforms to Training Packages. The update was

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
BSB42618 Certificate IV in New Small Business.		<ul style="list-style-type: none"> <li>2 elective units must be selected from Group A</li> </ul> For the remaining 4 elective units: <ul style="list-style-type: none"> <li>up to 3 units may be selected from Group A</li> <li>up to 4 units may be selected from Group B</li> <li>if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	also required as industry identified that intrapreneur skills were needed in the qualification. Reference section B for further details.
Amalgamated seven qualifications to create one: BSB50215 Diploma of Business BSB50315 Diploma of Customer Engagement BSB50415 Diploma of Business Administration BSB50815 Diploma of International Business BSB51518 Diploma of Business (Procurement) BSB51715 Diploma of Recordkeeping BSB60815 Advanced Diploma of Recordkeeping.	BSB50120 Diploma of Business	Total number of units = 12 5 core units plus 7 elective units, of which: <ul style="list-style-type: none"> <li>2 elective units must be selected from Group A</li> </ul> For the remaining 5 elective units: <ul style="list-style-type: none"> <li>up to 5 units may be selected from Groups A – H</li> <li>if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to streamline qualifications in line with COAG Industry and Skills Council reforms to Training Packages. The update was also required to remove duplicative units and create a clearer pathway in the BSB Business Services Training Package. Reference section B for further details.
BSB50715 Diploma of Business (Governance)	BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance	Total number of units = 12 7 core units plus 5 elective units, of which: <ul style="list-style-type: none"> <li>3 elective units must be selected from Group A</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>up to 2 units may be selected from Groups A and B</li> <li>if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from</li> </ul>	The update was required to retitle the qualification. The update was also required to update elective banks to more accurately reflect the purpose of the qualification. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<p>this or any other currently endorsed Training Package qualification or accredited course</p> <p>If selecting the unit PSPGEN049 Undertake negotiations, Registered Training Organisations should contextualise it to include situations relevant to negotiations undertaken by board members of Aboriginal and Torres Strait Islander organisations.</p>	
BSB51415 Diploma of Project Management	BSB50820 Diploma of Project Management	<p>Total number of units = 12 8 core units plus 4 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 2 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from the elective units listed below</li> <li>• if not listed, up to 2 units may be selected from a Diploma or above, from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to address the management of complex projects. Reference section B for further details.
BSB51918 Diploma of Leadership and Management	BSB50420 Diploma of Leadership and Management	<p>Total number of units = 12 6 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 4 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from the elective units listed below</li> <li>• if not listed, up to 2 units may be selected from a Certificate IV or above, from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to ensure core leadership skills were developed. Reference section B for further details.
BSB60215 Advanced Diploma of Business	BSB60120 Advanced Diploma of Business	<p>Total number of units = 10 5 core units plus</p>	The update was required to align with COAG Industry and Skills Council

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		5 elective units, of which: <ul style="list-style-type: none"> <li>3 elective units must be selected from elective Group A</li> </ul> for the remaining 2 units: <ul style="list-style-type: none"> <li>up to 2 elective units may be selected from elective Groups A and B</li> <li>if not listed, up to 2 elective units may be selected from a Diploma or Advanced Diploma, from any currently endorsed Training Package qualification or accredited course.</li> </ul>	reforms to Training Packages. Reference section B for further details.
BSB61015 Advanced Diploma of Leadership and Management	BSB60420 Advanced Diploma of Leadership and Management	Total number of units = 10 5 core units plus 5 elective units, of which: <ul style="list-style-type: none"> <li>3 elective units must be selected from the elective units listed below</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>up to 2 units may be selected from the elective units listed below</li> <li>if not listed, up to 2 units may be selected from an Advanced Diploma or above, from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to ensure core leadership skills were developed. Reference section B for further details.
BSB61218 Advanced Diploma of Program Management	BSB60720 Advanced Diploma of Program Management	Total number of units = 12 4 core units plus 8 elective units, of which: <ul style="list-style-type: none"> <li>6 elective units must be selected from the elective units listed below</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>up to 2 units may be selected from the elective units listed below</li> <li>if not listed, up to 2 units may be selective from an Advanced Diploma or above, from this or any other currently endorsed Training Package qualification or accredited course</li> </ul>	The update was required to align with COAG Industry and Skills Council reforms to Training Packages. Reference section B for further details.



Current qualifications	Updated qualification	Updated packaging rules	Justification for update
BSB80215 Graduate Diploma of Strategic Leadership	BSB80320 Graduate Diploma of Strategic Leadership	<ul style="list-style-type: none"> <li>if not listed, 1 unit may be selected from a Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul> <p>Total number of units = 8 2 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>4 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>up to 2 units may be selected from the elective units listed below</li> <li>if not listed, up to 2 units may be selected from a Graduate Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to align with COAG Industry and Skills Council reforms to Training Packages. Reference section B for further details.
BSB80415 Graduate Diploma of Portfolio Management	BSB80220 Graduate Diploma of Portfolio Management	<p>Total number of units = 8 4 core units plus 4 elective units, of which:</p> <ul style="list-style-type: none"> <li>2 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>up to 2 units may be selected from the elective units listed below</li> <li>if not listed, up to 2 units may be selected from a Graduate Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update was required to align with COAG Industry and Skills Council reforms to Training Packages. Reference section B for further details.
Amalgamated two qualifications to create one: BSB80515 Graduate Certificate in Management (Learning) BSB80615 Graduate Diploma of Management (Learning).	BSB80120 Graduate Diploma of Management (Learning)	<p>Total number of units = 8 3 core units plus 5 elective units, of which:</p> <ul style="list-style-type: none"> <li>3 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 2 elective units:</p>	The update was required to align with COAG Industry and Skills Council reforms to Training Packages. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
<b>Technical Skills Project</b>			
BSB31215 Certificate III in Library and Information Services	BSB30420 Certificate III in Library and Information Services	<ul style="list-style-type: none"> <li>• up to 2 units may be selected from the elective units listed below</li> <li>• if not listed, up to 2 units may be selected from an Advanced Diploma, Graduate Certificate or Graduate Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul> <p>Total number of units = 12 6 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> <li>• 1 elective unit must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate II, Certificate III or Certificate IV from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as there has been a shift in terminology used in the information services industry. Units of competency and qualifications have been updated to ensure they remain relevant and utilise current industry terminology. Reference section B for further details.
BSB31015 Certificate III in Business Administration (Legal)	BSB30320 Certificate III in Legal Services	<p>Total number of units = 10 4 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate III or Certificate IV from this or any other</li> </ul>	The update to this qualification was required as there was an industry need to better align training products to existing job roles. Units of competency have been updated to reflect the electronic nature of Legal Services work tasks. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		currently endorsed Training Package qualification or accredited course.	
BSB41015 Certificate IV in Human Resources	BSB40420 Certificate IV in Human Resource Management	<p>Total number of units = 12 6 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as there was a misalignment of units of competency within qualification levels. Existing HR units of competency have been updated and transferable business skills have been packaged into the qualification. Reference section B for further details.
BSB42115 Certificate IV in Library and Information Services	BSB40720 Certificate IV in Library and Information Services	<p>Total number of units = 14 5 core units plus 9 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 4 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> <p>For the remaining 3 elective units:</p> <ul style="list-style-type: none"> <li>• up to 3 units may be selected from Groups A and B</li> <li>• if not listed, up to 3 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as there has been a shift in terminology used in the information services industry. Units of competency and qualifications have been updated to ensure they remain relevant and utilise current industry terminology. Reference section B for further details.
BSB42215 Certificate IV in Legal Services	BSB40620 Certificate IV in Legal Services	<p>Total number of units = 10 4 core units plus 6 elective units, of which:</p>	The update to this qualification was required as there was an industry need to better align training products to existing job roles.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	Units of competency have been updated to reflect the electronic nature of Legal Services work tasks. Reference section B for further details.
BSB42415 Certificate IV in Marketing and Communication	BSB40820 Certificate IV in Marketing and Communication	Total number of units = 12 6 core units plus 6 elective units, of which: <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> For the remaining 2 elective units: <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as industry identified the increasing importance of effective Public Relations brought about by social media and the rise of the 24-hour news cycle. A new unit of competency was developed to address the skills and knowledge required for leading organisational public relations. Reference section B for further details.
BSB50618 Diploma of Human Resources Management	BSB50320 Diploma of Human Resource Management	Total number of units = 12 7 core units plus 5 elective units, of which: <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> For the remaining 1 elective unit:	The update to this qualification was required as there was a misalignment of units of competency within qualification levels. Existing HR units of competency have been updated and transferable business skills have been packaged into the qualification. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<ul style="list-style-type: none"> <li>up to 1 unit may be selected from Groups A and B</li> <li>if not listed, 1 unit may be selected from a Certificate IV, Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	
BSB51615 Diploma of Quality Auditing	BSB50920 Diploma of Quality Auditing	<p>Total number of units = 12 4 core units plus 8 elective units, of which:</p> <ul style="list-style-type: none"> <li>2 elective units must be selected from Group A</li> <li>2 elective units must be selected from Group B</li> </ul> <p>For the remaining 4 elective units:</p> <ul style="list-style-type: none"> <li>up to 4 units may be selected from Groups A and B</li> <li>if not listed, up to 2 units may be selected from a Certificate IV from this or any other currently endorsed Training Package qualification or accredited course</li> <li>if not listed, up to 4 units may be selected from a Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as there was insufficient rigour in the packaging rules. Reference section B for further details.
BSB52115 Diploma of Library and Information Services	BSB50520 Diploma of Library and Information Services	<p>Total number of units = 16 4 core units plus 12 elective units, of which:</p> <ul style="list-style-type: none"> <li>7 elective units must be selected from Group A</li> <li>1 elective unit must be selected from Group B</li> <li>2 elective units must be selected from Group C</li> </ul>	The update to this qualification was required as there has been a shift in terminology used in the information services industry. Units of competency and qualifications have been updated to ensure they remain relevant and utilise current industry terminology. Reference section B for further details.

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A, B and C</li> <li>• if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	
BSB52215 Diploma of Legal Services	BSB50720 Diploma of Paralegal Services	<p>Total number of units = 12 5 core units plus 7 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	<p>The update to this qualification was required as there was an industry need to better align training products to existing job roles.</p> <p>Units of competency have been updated to reflect the electronic nature of Legal Services work tasks. Reference section B for further details.</p>
BSB52415 Diploma of Marketing and Communication	BSB50620 Diploma of Marketing and Communication	<p>Total number of units = 12 5 core units plus 7 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> <li>• 2 elective units must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from</li> </ul>	<p>The update to this qualification was required as industry identified the increasing importance of effective Public Relations brought about by social media and the rise of the 24-hour news cycle. A new unit of competency was developed to address the skills and knowledge required for leading organisational public relations. Reference section B for further detail.</p>

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
BSB60915 Advanced Diploma of Management (Human Resources)	BSB60320 Advanced Diploma of Human Resource Management	<p>this or any other currently endorsed Training Package qualification or accredited course.</p> <p>Total number of units = 10 6 core units plus 4 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 3 elective units must be selected from the elective units listed below</li> </ul> <p>For the remaining 1 elective unit:</p> <ul style="list-style-type: none"> <li>• up to 1 unit may be selected from the elective units listed below</li> <li>• if not listed, 1 unit may be selected from a Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as there was a misalignment of units of competency within qualification levels. Existing HR units of competency have been updated and transferable business skills have been packaged into the qualification. Reference section B for further details.
Amalgamated two qualifications to create one: BSB52015 Diploma of Conveyancing BSB61115 Advanced Diploma of Conveyancing.	BSB60220 Advanced Diploma of Conveyancing	<p>Total number of units = 15 9 core units plus 6 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 3 elective units must be selected from Group A</li> <li>• 1 elective unit must be selected from Group B</li> </ul> <p>For the remaining 2 elective units:</p> <ul style="list-style-type: none"> <li>• up to 2 units may be selected from Groups A and B</li> <li>• if not listed, up to 2 units may be selected from a Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	The update to this qualification was required as the majority of state and territory regulatory bodies required completion of the Advanced Diploma of Conveyancing as a condition of licensing (as opposed to the Diploma qualification). Reference section B for further details.
BSB61315 Advanced Diploma of Marketing and Communication	BSB60520 Advanced Diploma of Marketing and Communication	<p>Total number of units = 12 4 core units plus 8 elective units, of which:</p> <ul style="list-style-type: none"> <li>• 2 elective units must be selected from Group A</li> </ul>	The update to this qualification was required as industry identified the increasing importance of effective Public Relations brought about by social media and the rise of the 24-hour news cycle. A new unit of

Current qualifications	Updated qualification	Updated packaging rules	Justification for update
		<ul style="list-style-type: none"> <li>3 elective units must be selected from Group B</li> </ul> <p>For the remaining 3 elective units:</p> <ul style="list-style-type: none"> <li>up to 3 units may be selected from Groups A and B</li> <li>if not listed, up to 3 units may be selected from a Diploma or above from this or any other currently endorsed Training Package qualification or accredited course.</li> </ul>	competency was developed to address the skills and knowledge required for leading organisational public relations. Reference section B for further detail.

*Previous updates to qualifications being reviewed as part of this Case for Endorsement*

Table 15 Past updates

Qualification	Last major update	Reason for last major update
BSB10115 Certificate I in Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB20115 Certificate II in Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB20215 Certificate II in Customer Engagement	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30115 Certificate III in Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30215 Certificate III in Customer Engagement	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30315 Certificate III in Micro Business Operations	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30415 Certificate III in Business Administration	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30815 Certificate III in Recordkeeping	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB30915 Certificate III in Business Administration (Education)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB31015 Certificate III in Business Administration (Legal)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB31115 Certificate III in Business Administration (Medical)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB31215 Certificate III in Library and Information Services	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.



Qualification	Last major update	Reason for last major update
BSB40215 Certificate IV in Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB40315 Certificate IV in Customer Engagement	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB40515 Certificate IV in Business Administration	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB40615 Certificate IV in Business Sales	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB41015 Certificate IV in Human Resources	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB41115 Certificate IV in International Trade	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB41515 Certificate IV in Project Management Practice	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB41618 Certificate IV in Business (Procurement)	2018	The qualification did not accurately represent the skills required to be involved in the procurement function. The previous Units of Competency did not equip learners with practicable knowledge relevant to industry and, therefore, occupation outcomes were ambiguous.
BSB41715 Certificate IV in Recordkeeping	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB41915 Certificate IV in Business (Governance)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42015 Certificate IV in Leadership and Management	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42115 Certificate IV in Library and Information Services	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42215 Certificate IV in Legal Services	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42315 Certificate IV in Environmental Management and Sustainability	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42415 Certificate IV in Marketing and Communication	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB42518 Certificate IV in Small Business Management	2018	The qualifications and units of competency did not contain necessary skills identified by industry, these included, data analytics, digital infrastructure, cloud computing, and autonomous working.
BSB42618 Certificate IV in New Small Business.	2018	The qualifications and units of competency did not contain necessary skills identified by industry, these included, data analytics, digital infrastructure, cloud computing, and autonomous working.
BSB50215 Diploma of Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB50315 Diploma of Customer Engagement	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.

Qualification	Last major update	Reason for last major update
BSB50415 Diploma of Business Administration	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB50618 Diploma of Human Resources Management	2018	The qualification did not accurately represent the skills required to be involved in the Human resources function. The previous Units of Competency did not equip learners with practicable knowledge relevant to industry and, therefore, occupation outcomes were ambiguous.
BSB50715 Diploma of Business (Governance)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB50815 Diploma of International Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB51415 Diploma of Project Management	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB51518 Diploma of Business (Procurement)	2018	The previous qualifications contained vague and outdated electives, ambiguous occupation outcomes, minimal industry relevance and impractical packaging rules.
BSB51615 Diploma of Quality Auditing	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB51715 Diploma of Recordkeeping	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB51918 Diploma of Leadership and Management	2018	The previous qualification did not contain emotional intelligence skills. These skills were identified by industry as important in leadership positions in organisations.
BSB52015 Diploma of Conveyancing	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB52115 Diploma of Library and Information Services	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB52215 Diploma of Legal Services	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB52415 Diploma of Marketing and Communication	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB60215 Advanced Diploma of Business	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB60815 Advanced Diploma of Recordkeeping.	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB60915 Advanced Diploma of Management (Human Resources)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB61015 Advanced Diploma of Leadership and Management	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB61115 Advanced Diploma of Conveyancing.	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB61218 Advanced Diploma of Program Management	2018	There was not a defined pathway from the Diploma of Project Management to the Advanced Diploma of Program Management.
BSB61315 Advanced Diploma of Marketing and Communication	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.

Qualification	Last major update	Reason for last major update
BSB80215 Graduate Diploma of Strategic Leadership	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB80415 Graduate Diploma of Portfolio Management	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB80515 Graduate Certificate in Management (Learning)	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.
BSB80615 Graduate Diploma of Management (Learning).	2015	PwC's Skills for Australia was not the SSO for the BSB Business Services Training Package at the time the qualification was updated.

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# Appendix 7 Training products proposed for deletion

In accordance with industry consultation, no units are proposed for deletion from the National Register.

The below qualifications are proposed for deletion, based on extremely low uptake and recognition by industry.

Training products removed		
Qualifications		
7 qualifications deleted		
BSB30515	Certificate III in Business Administration (International Education)	D
BSB30615	Certificate III in International Trade	D
BSB40715	Certificate IV in Franchising	D
BSB40915	Certificate IV in Governance	D
BSB50515	Diploma of Franchising	D
BSB52318	Diploma of Governance	D
BSB80315	Graduate Certificate in Leadership Diversity	D

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