BSB Business Services Training Package

Companion Volume Implementation Guide (Version 7)



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# Overview information

###### Version control and modification history

| Version number | Release date | Comments |
| --- | --- | --- |
| Version 7.0 | October 2020 | **AISC endorsement of the following BSB components.**  **Qualifications**  33 qualifications were updated from *BSB Business Services Training Package* Version 6.1:   * BSB10120 Certificate I in Workplace Skills * BSB20120 Certificate II in Workplace Skills * BSB30120 Certificate III in Business * BSB30220 Certificate III in Entrepreneurship and New Business * BSB30320 Certificate III in Legal Services * BSB30420 Certificate III in Library and Information Services * BSB40120 Certificate IV in Business * BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance * BSB40320 Certificate IV in Entrepreneurship and New Business * BSB40420 Certificate IV in Human Resource Management * BSB40520 Certificate IV in Leadership and Management * BSB40620 Certificate IV in Legal Services * BSB40720 Certificate IV in Library and Information Services * BSB40820 Certificate IV in Marketing and Communication * BSB40920 Certificate IV in Project Management Practice * BSB50120 Diploma of Business * BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance * BSB50320 Diploma of Human Resource Management * BSB50420 Diploma of Leadership and Management * BSB50520 Diploma of Library and Information Services * BSB50620 Diploma of Marketing and Communication * BSB50720 Diploma of Paralegal Services * BSB50820 Diploma of Project Management * BSB50920 Diploma of Quality Auditing * BSB60120 Advanced Diploma of Business * BSB60220 Advanced Diploma of Conveyancing * BSB60320 Advanced Diploma of Human Resource Management * BSB60420 Advanced Diploma of Leadership and Management * BSB60520 Advanced Diploma of Marketing and Communication * BSB60720 Advanced Diploma of Program Management * BSB80120 Graduate Diploma of Management (Learning) * BSB80220 Graduate Diploma of Portfolio Management * BSB80320 Graduate Diploma of Strategic Leadership.   7 qualifications were deleted from *BSB Business Services Training Package* Version 6.1:   * BSB30515 Certificate III in Business Administration (International Education) * BSB30615 Certificate III in International Trade * BSB40715 Certificate IV in Franchising * BSB40915 Certificate IV in Governance * BSB50515 Diploma of Franchising * BSB52318 Diploma of Governance * BSB80315 Graduate Certificate in Leadership Diversity.   **Units of competency**  20 units of competency were newly created for this *BSB Business Services Training Package* Version 7.0:   * BSBCMM412 Lead difficult conversations * BSBCNV616 Comply with tax obligations in a conveyancing transaction * BSBCRT611 Apply critical thinking for complex problem solving * BSBFIN502 Manage financial compliance * BSBINS502 Coordinate data management * BSBINS515 Participate in archiving activities * BSBINS516 Undertake cataloguing activities * BSBLEG425 Apply principles of legal project management * BSBLEG531 Apply legal principles in administrative law matters * BSBLEG533 Support alternative dispute resolution processes * BSBLEG534 Take instructions in a legal services environment * BSBMKG628 Lead organisational public relations * BSBOPS302 Identify business risk * BSBOPS306 Record stakeholder interactions * BSBPMG541 Manage complex projects * BSBSUS412 Develop and implement workplace sustainability plans * BSBSUS413 Evaluate and report on workplace sustainability * BSBTEC203 Research using the internet * BSBTEC601 Review organisational digital strategy * BSBTWK601 Develop and maintain strategic business networks.   283 units of competency were updated from *BSB Business Services Training Package* Version 6.1:   * BSBAUD411 Participate in quality audits * BSBAUD412 Work within compliance frameworks * BSBAUD511 Initiate quality audits * BSBAUD512 Lead quality audits * BSBAUD513 Report on quality audits * BSBAUD514 Interpret compliance requirements * BSBAUD515 Evaluate and review compliance * BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements * BSBAUD601 Establish and manage compliance management systems * BSBCMM211 Apply communication skills * BSBCMM411 Make presentations * BSBCMM511 Communicate with influence * BSBCNV511 Take instructions in relation to a conveyancing transaction * BSBCNV512 Finalise the conveyancing transaction * BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction * BSBCNV612 Identify and apply legal requirements for a conveyancing transaction * BSBCNV613 Prepare legal documents for a conveyancing transaction * BSBCNV614 Apply principles of trust accounting * BSBCNV615 Interpret search results for a conveyancing transaction * BSBCRT201 Develop and apply thinking and problem solving skills * BSBCRT311 Apply critical thinking skills in a team environment * BSBCRT411 Apply critical thinking to work practices * BSBCRT412 Articulate, present and debate ideas * BSBCRT413 Collaborate in creative processes * BSBCRT511 Develop critical thinking in others * BSBCRT512 Originate and develop concepts * BSBDAT201 Collect and record data * BSBDAT501 Analyse data * BSBESB301 Investigate business opportunities * BSBESB302 Develop and present business proposals * BSBESB303 Organise finances for new business ventures * BSBESB304 Determine resource requirements for new business ventures * BSBESB305 Address compliance requirements for new business ventures * BSBESB401 Research and develop business plans * BSBESB402 Establish legal and risk management requirements of new business ventures * BSBESB403 Plan finances for new business ventures * BSBESB404 Market new business ventures * BSBESB405 Manage compliance for small businesses * BSBESB406 Establish operational strategies and procedures for new business ventures * BSBESB407 Manage finances for new business ventures * BSBFIN301 Process financial transactions * BSBFIN302 Maintain financial records * BSBFIN401 Report on financial activity * BSBFIN501 Manage budgets and financial plans * BSBFIN601 Manage organisational finances * BSBFIN801 Lead financial strategy development * BSBHRM411 Administer performance development processes * BSBHRM412 Support employee and industrial relations * BSBHRM413 Support the learning and development of teams and individuals * BSBHRM414 Use human resources information systems * BSBHRM415 Coordinate recruitment and onboarding * BSBHRM416 Process payroll * BSBHRM417 Support human resources functions and processes * BSBHRM521 Facilitate performance development processes * BSBHRM522 Manage employee and industrial relations * BSBHRM523 Coordinate the learning and development of teams and individuals * BSBHRM524 Coordinate workforce plan implementation * BSBHRM525 Manage recruitment and onboarding * BSBHRM526 Manage payroll * BSBHRM527 Coordinate human resource functions and processes * BSBHRM528 Coordinate remuneration and employee benefits * BSBHRM529 Coordinate separation and termination processes * BSBHRM530 Coordinate rehabilitation and return to work programs * BSBHRM531 Coordinate health and wellness programs * BSBHRM611 Contribute to organisational performance development * BSBHRM612 Contribute to the development of employee and industrial relations strategies * BSBHRM613 Contribute to the development of learning and development strategies * BSBHRM614 Contribute to strategic workforce planning * BSBHRM615 Contribute to the development of diversity and inclusion strategies * BSBINS201 Process and maintain workplace information * BSBINS202 Handle receipt and dispatch of information * BSBINS203 Assist with circulation services * BSBINS301 Develop and use information literacy skills * BSBINS302 Organise workplace information * BSBINS303 Use knowledge management systems * BSBINS304 Process and maintain information resources * BSBINS305 Participate in cataloguing activities * BSBINS306 Provide multimedia support * BSBINS307 Retrieve information from records * BSBINS308 Control records * BSBINS309 Maintain business records * BSBINS401 Analyse and present research information * BSBINS402 Coordinate workplace information systems * BSBINS403 Obtain information from external and networked sources * BSBINS404 Search library and information databases * BSBINS405 Use integrated library management systems * BSBINS406 Assist customers to access information * BSBINS407 Consolidate and maintain library industry knowledge * BSBINS408 Provide information from and about records * BSBINS409 Maintain and monitor digital information and records * BSBINS410 Implement records systems for small business * BSBINS501 Implement information and knowledge management systems * BSBINS503 Monitor compliance with copyright and licence requirements * BSBINS504 Maintain digital repositories * BSBINS505 Provide subject access and classify material * BSBINS506 Implement lending and borrowing processes for collections * BSBINS507 Use advanced functions of integrated library management systems * BSBINS508 Research and analyse information to meet library customer needs * BSBINS509 Promote literature and reading * BSBINS510 Develop community and stakeholder relationships in a library environment * BSBINS511 Develop and promote library activities, events and public programs * BSBINS512 Monitor business records systems * BSBINS513 Contribute to records management framework * BSBINS514 Contribute to records retention and disposal schedule * BSBINS601 Manage knowledge and information * BSBINS602 Extend own information literacy skills to locate information * BSBINS603 Initiate and lead applied research * BSBINS604 Contribute to collection management * BSBLDR301 Support effective workplace relationships * BSBLDR411 Demonstrate leadership in the workplace * BSBLDR412 Communicate effectively as a workplace leader * BSBLDR413 Lead effective workplace relationships * BSBLDR414 Lead team effectiveness * BSBLDR521 Lead the development of diverse workforces * BSBLDR522 Manage people performance * BSBLDR523 Lead and manage effective workplace relationships * BSBLDR601 Lead and manage organisational change * BSBLDR602 Provide leadership across the organisation * BSBLDR811 Lead strategic transformation * BSBLDR812 Develop and cultivate collaborative partnerships and relationships * BSBLDR813 Lead and influence ethical practice * BSBLEG311 Work in a legal services environment * BSBLEG312 Carry out search of the public record * BSBLEG313 Lodge documents in a legal services environment * BSBLEG314 Protect information in a legal services environment * BSBLEG315 Assist in planning activities in a legal services environment * BSBLEG421 Apply understanding of the Australian legal system * BSBLEG422 Maintain a file in a legal services environment * BSBLEG423 Conduct simple legal research * BSBLEG424 Support the drafting of complex legal documents * BSBLEG521 Conduct and apply legal research * BSBLEG522 Apply legal principles in contract law matters * BSBLEG523 Apply legal principles in tort law matters * BSBLEG524 Apply principles of evidence law in matters under litigation * BSBLEG525 Apply legal principles in intellectual property law matters * BSBLEG526 Apply legal principles in criminal law matters * BSBLEG527 Apply legal principles in family law matters * BSBLEG528 Apply legal principles in property law matters * BSBLEG529 Apply legal principles in corporation law matters * BSBLEG530 Apply legal principles in wills and probate matters * BSBLEG532 Assist with court procedure * BSBMKG431 Assess marketing opportunities * BSBMKG432 Research international markets * BSBMKG433 Undertake marketing activities * BSBMKG434 Promote products and services * BSBMKG435 Analyse consumer behaviour * BSBMKG436 Design and test direct marketing activities * BSBMKG437 Create and optimise digital media * BSBMKG438 Implement and monitor advertising production * BSBMKG439 Develop and apply knowledge of communications industry * BSBMKG440 Apply marketing communication across a convergent industry * BSBMKG441 Develop public relations documents * BSBMKG442 Conduct e-marketing communications * BSBMKG541 Identify and evaluate marketing opportunities * BSBMKG542 Establish and monitor the marketing mix * BSBMKG543 Plan and interpret market research * BSBMKG544 Plan and monitor direct marketing activities * BSBMKG545 Conduct marketing audits * BSBMKG546 Develop social media engagement plans * BSBMKG547 Develop strategies to monetise digital engagement * BSBMKG548 Forecast international market and business needs * BSBMKG549 Profile and analyse consumer behaviour for international markets * BSBMKG550 Promote products and services to international markets * BSBMKG551 Create multiplatform advertisements for mass media * BSBMKG552 Design and develop marketing communication plans * BSBMKG553 Develop public relations campaigns * BSBMKG554 Plan and develop public relations publications * BSBMKG555 Write persuasive copy * BSBMKG621 Develop organisational marketing strategy * BSBMKG622 Manage organisational marketing processes * BSBMKG623 Develop marketing plans * BSBMKG624 Manage market research * BSBMKG625 Implement and manage international marketing programs * BSBMKG626 Develop advertising campaigns * BSBMKG627 Execute advertising campaigns * BSBOPS101 Use business resources * BSBOPS201 Work effectively in business environments * BSBOPS202 Engage with customers * BSBOPS203 Deliver a service to customers * BSBOPS301 Maintain business resources * BSBOPS303 Organise schedules * BSBOPS304 Deliver and monitor a service to customers * BSBOPS305 Process customer complaints * BSBOPS401 Coordinate business resources * BSBOPS402 Coordinate business operational plans * BSBOPS403 Apply business risk management processes * BSBOPS404 Implement customer service strategies * BSBOPS405 Organise business meetings * BSBOPS406 Participate in organisational governance * BSBOPS501 Manage business resources * BSBOPS502 Manage business operational plans * BSBOPS503 Develop administrative systems * BSBOPS504 Manage business risk * BSBOPS505 Manage organisational customer service * BSBOPS601 Develop and implement business plans * BSBOPS602 Monitor corporate governance activities * BSBPEF101 Plan and prepare for work readiness * BSBPEF201 Support personal wellbeing in the workplace * BSBPEF202 Plan and apply time management * BSBPEF301 Organise personal work priorities * BSBPEF302 Develop self-awareness * BSBPEF401 Manage personal health and wellbeing * BSBPEF402 Develop personal work priorities * BSBPEF403 Lead personal development * BSBPEF501 Manage personal and professional development * BSBPEF502 Develop and use emotional intelligence * BSBPMG420 Apply project scope management techniques * BSBPMG421 Apply project time management techniques * BSBPMG422 Apply project quality management techniques * BSBPMG423 Apply project cost management techniques * BSBPMG424 Apply project human resources management approaches * BSBPMG425 Apply project information management and communications techniques * BSBPMG426 Apply project risk management techniques * BSBPMG427 Apply project procurement procedures * BSBPMG428 Apply project life cycle management processes * BSBPMG429 Apply project stakeholder engagement techniques * BSBPMG430 Undertake project work * BSBPMG530 Manage project scope * BSBPMG531 Manage project time * BSBPMG532 Manage project quality * BSBPMG533 Manage project cost * BSBPMG534 Manage project human resources * BSBPMG535 Manage project information and communication * BSBPMG536 Manage project risk * BSBPMG537 Manage project procurement * BSBPMG538 Manage project stakeholder engagement * BSBPMG539 Manage project governance * BSBPMG540 Manage project integration * BSBPMG630 Enable program execution * BSBPMG631 Manage program delivery * BSBPMG632 Manage program risk * BSBPMG633 Provide leadership for the program * BSBPMG634 Facilitate stakeholder engagement * BSBPMG635 Implement program governance * BSBPMG636 Manage benefits * BSBPMG637 Engage in collaborative alliances * BSBPMG810 Prioritise projects and programs * BSBPMG811 Select and balance the portfolio * BSBPMG812 Manage and review portfolio performance * BSBPMG813 Govern the portfolio * BSBPMG814 Lead the portfolio * BSBPMG815 Manage portfolio communications and change * BSBPMG816 Manage portfolio resources * BSBPMG817 Manage portfolio risk * BSBSTR301 Contribute to continuous improvement * BSBSTR401 Promote innovation in team environments * BSBSTR402 Implement continuous improvement * BSBSTR501 Establish innovative work environments * BSBSTR502 Facilitate continuous improvement * BSBSTR503 Develop organisational policy * BSBSTR601 Manage innovation and continuous improvement * BSBSTR602 Develop organisational strategies * BSBSTR603 Develop business continuity plans * BSBSTR801 Lead innovative thinking and practice * BSBSTR802 Lead strategic planning processes for an organisation * BSBSTR803 Establish business continuity management strategies * BSBSUS211 Participate in sustainable work practices * BSBSUS411 Implement and monitor environmentally sustainable work practices * BSBSUS511 Develop workplace policies and procedures for sustainability * BSBSUS601 Lead corporate social responsibility * BSBTEC101 Operate digital devices * BSBTEC201 Use business software applications * BSBTEC202 Use digital technologies to communicate in a work environment * BSBTEC301 Design and produce business documents * BSBTEC302 Design and produce spreadsheets * BSBTEC303 Create electronic presentations * BSBTEC401 Design and produce complex text documents * BSBTEC402 Design and produce complex spreadsheets * BSBTEC403 Apply digital solutions to work processes * BSBTEC404 Use digital technologies to collaborate in a work environment * BSBTEC405 Review and maintain organisation’s digital presence * BSBTEC501 Develop and implement an e-commerce strategy * BSBTWK201 Work effectively with others * BSBTWK301 Use inclusive work practices * BSBTWK401 Build and maintain business relationships * BSBTWK501 Lead diversity and inclusion * BSBTWK502 Manage team effectiveness * BSBTWK503 Manage meetings * BSBWHS211 Contribute to the health and safety of self and others * BSBWHS311 Assist with maintaining workplace safety * BSBWHS411 Implement and monitor WHS policies, procedures and programs * BSBWRT311 Write simple documents * BSBWRT411 Write complex documents.   **The following BSB components were added to *BSB Business Services Training Package* Version 7.0 as part of an SSO upgrade.**  Four qualifications were updated to include updated elective units:   * BSB30719 Certificate III in Work Health and Safety * BSB41419 Certificate IV in Work Health and Safety * BSB51319 Diploma of Work Health and Safety * BSB60619 Advanced Diploma of Work Health and Safety.   15 units of competency were transferred to the *CUA Creative Arts and Culture Training Package*:   * BSBDES201 Follow a design process * BSBDES202 Evaluate the nature of design in a specific industry context * BSBDES301 Explore the use of colour * BSBDES302 Explore and apply the creative design process to 2D forms * BSBDES303 Explore and apply the creative design process to 3D forms * BSBDES304 Source and apply design industry knowledge * BSBDES305 Source and apply information on the history and theory of design * BSBDES401 Generate design solutions * BSBDES402 Interpret and respond to a design brief * BSBDES403 Develop and extend design skills and practice * BSBDES501 Implement design solutions * BSBDES502 Establish, negotiate and refine a design brief * BSBDES601 Manage design realisation * BSBDES602 Research global design trends * BSBDES801 Research and apply design theory.   33 skill sets were newly created for this *BSB Business Services Training Package* Version 7.0:   * BSBSS00095 Lead Auditor Skill Set * BSBSS00096 Innovation Practice Skill Set * BSBSS00097 Innovation Leadership Skill Set * BSBSS00098 Marketing Foundations Skill Set * BSBSS00099 Communications and Public Relations Foundations Skill Set * BSBSS00100 Business Operations Support Skill Set * BSBSS00101 Business Operations Management Skill Set * BSBSS00102 Micro Business Skill Set * BSBSS00103 New Business Ventures Skill Set * BSBSS00104 Small Business Management Skill Set * BSBSS00105 Human Resources Foundations Skill Set * BSBSS00106 Introduction to Paralegal Services Skill Set * BSBSS00107 Marketing and Communication Foundations Skill Set * BSBSS00108 Marketing and Communication Skill Set * BSBSS00109 Introduction to Team Management Skill Set * BSBSS00110 Business Development Skill Set * BSBSS00111 Human Resources Advisor Skill Set * BSBSS00112 Workplace Technology Skill Set * BSBSS00113 Digital Business Administration Skill Set * BSBSS00114 Organisational Governance Skill Set * BSBSS00115 Copyright Management Skill Set * BSBSS00116 Campaign Management Skill Set * BSBSS00117 Diversity and Inclusion Skill Set * BSBSS00118 Procurement Manager Skill Set * BSBSS00119 Customer Service Skill Set * BSBSS00120 Administrative Assistant Skill Set * BSBSS00121 Medical Administration Skill Set * BSBSS00122 Compliance Skill Set * BSBSS00123 Records and Information Management Skill Set * BSBSS00124 Workplace IT Foundations Skill Set * BSBSS00125 Workplace Foundations Skill Set * BSBSS00126 Contact Centre Skill Set * BSBSS00127 Contact Centre Team Manager Skill Set. |
| Version 6.1 | July 2020 | **AISC endorsement of the following BSB components.**  **Units of competency**  1 new unit of competency was developed for this *BSB Business Services Training Package* Version 6.1:   * BSBWHS332X Apply infection control prevention and control procedures to own work activities.   **The following BSB components were added to *BSB Business Services Training Package* Version 6.1 as part of an SSO upgrade.**  Two qualifications were updated to include additional elective units:   * BSB30115 Certificate III in Business * BSB30719 Certificate III in Work Health and Safety.   One skill set was created:   * BSBSS00128 Cross-Sector Infection Control Skill Set. |
| Version 6.0 | February 2020 | **AISC endorsement of the following BSB components.**  **Units of competency**  17 new units of competency were developed for this *BSB Business Services Training Package* Version 6.0:   * BSBXBD401 Capture and store big data * BSBXBD402 Test big data samples * BSBXBD403 Analyse big data * BSBXBD404 Use big data for operational decision making * BSBXBD405 Develop procedures for managing big data * BSBXBD406 Present big data insights * BSBXBD407 Protect big data integrity * BSBXBD408 Implement and review procedures for managing big data * BSBXBD501 Develop big data strategy * BSBXCS301 Protect own personal online profile from cyber security threats * BSBXCS302 Identify and report online security threats * BSBXCS303 Securely manage personally identifiable information and workplace information * BSBXCS401 Maintain security of digital devices * BSBXCS402 Promote workplace cyber security awareness and practices * BSBXCS403 Contribute to cyber security threat assessments * BSBXCS404 Contribute to cyber security risk management * BSBXCS405 Contribute to cyber security incident responses.   **The following BSB components were added to *BSB Business Services Training Package* Version 6.0 as part of an SSO upgrade.**  Eight qualifications were updated to include additional elective units:   * BSB30315 Certificate III in Micro Business Operations * BSB41515 Certificate IV in Project Management Practice * BSB41618 Certificate IV in Business (Procurement) * BSB42015 Certificate IV in Leadership and Management * BSB50215 Diploma of Business * BSB51415 Diploma of Project Management * BSB51518 Diploma of Business (Procurement) * BSB51918 Diploma of Leadership and Management.   Four skill sets were created:   * BSBSS00091 Capture and Present Big Data Skill Set * BSBSS00092 Manage Big Data Skill Set * BSBSS00093 Cyber Security Threat Assessment and Risk Management Skill Set * BSBSS00094 Cyber Security Awareness Skill Set. |
| Version 5.0 | September 2019 | **AISC endorsement of the following BSB components.**  **Qualifications**  Four qualifications were updated from the *BSB Business Services Training Package* Version 4.0:   * BSB30719 Certificate III in Work Health and Safety * BSB41419 Certificate IV in Work Health and Safety * BSB51319 Diploma of Work Health and Safety * BSB60619 Advanced Diploma of Work Health and Safety.   **Units of competency**  7 new units of competency were developed for this *BSB Business Services Training Package* Version 5.0:   * BSBWHS331 Participate in identifying and controlling hazardous chemicals * BSBWHS431 Develop processes and procedures for controlling hazardous chemicals in the workplace * BSBWHS512 Contribute to managing work-related psychological health and safety * BSBWHS514 Manage WHS compliance of contractors * BSBWHS531 Implement and evaluate system of work for managing hazardous chemicals * BSBWHS611 Develop and implement strategies that support work-related psychological health and safety * BSBWHS612 Develop and implement a strategy to support a positive WHS culture.   26 units of competency were updated from the *BSB Business Services Training Package* Version 4.0:  25 units supersede and are equivalent to their previous versions:   * BSBWHS307 Apply knowledge of WHS laws in the workplace * BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes * BSBWHS309 Contribute effectively to WHS communication and consultation processes * BSBWHS310 Contribute to WHS issue-resolution processes * BSBWHS412 Assist with workplace compliance with WHS laws * BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes * BSBWHS414 Contribute to WHS risk management * BSBWHS415 Contribute to implementing WHS management systems * BSBWHS416 Contribute to workplace incident response * BSBWHS417 Assist with managing WHS implications of return to work * BSBWHS419 Contribute to implementing WHS monitoring processes * BSBWHS513 Lead WHS risk management * BSBWHS515 Lead initial response to and investigate WHS incidents * BSBWHS516 Contribute to developing, implementing and maintaining an organisation’s WHS management system * BSBWHS517 Contribute to managing a WHS information system * BSBWHS518 Manage WHS hazards associated with maintenance and use of plant * BSBWHS519 Lead the development and use of WHS risk management tools * BSBWHS520 Manage implementation of emergency procedures * BSBWHS521 Ensure a safe workplace for a work area * BSBWHS522 Manage WHS consultation and participation processes * BSBWHS613 Evaluate the WHS performance of an organisation * BSBWHS614 Conduct a WHS audit under the guidance of a lead auditor * BSBWHS616 Apply safe design principles to control WHS risks * BSBWHS617 Apply ergonomics to manage WHS risks * BSBWHS631 Apply occupational hygiene principles to manage WHS risks.   One unit supersedes but is not equivalent to its previous version:   * BSBWHS418 Assist with managing WHS compliance of contractors.   Three units of competency were deleted from the *BSB Business Services Training Package* Version 4.0:   * BSBWHS410 Contribute to work-related health and safety measures and initiatives * BSBWHS601 Apply legislative frameworks for WHS * BSBWHS602 Facilitate WHS activities.   **The following BSB components were added to *BSB Business Services Training Package* Version 5.0 as part of an SSO upgrade.**  14 qualifications were updated to include updated elective units:   * BSB30215 Certificate III in Customer Engagement * BSB30515 Certificate III in Business Administration (International Education) * BSB42315 Certificate IV in Environmental Management and Sustainability * BSB50315 Diploma of Customer Engagement * BSB50515 Diploma of Franchising * BSB50618 Diploma of Human Resources Management * BSB50815 Diploma of International Business * BSB51415 Diploma of Project Management * BSB51518 Diploma of Business (Procurement) * BSB51918 Diploma of Leadership and Management * BSB52015 Diploma of Conveyancing * BSB52115 Diploma of Library and Information Services * BSB52318 Diploma of Governance * BSB61115 Advanced Diploma of Conveyancing.   One skill set was created:   * BSBSS00090 Auditing Skill Set.   Four existing units were updated:   * BSBITU111 Operate a personal digital device * BSBRKG603 Prepare a functional analysis for an organisation * BSBSMB421 Manage small business finances * BSBXTW301 Work in a team. |
| **Version 4.0** | February 2019 | Units of Competency  Nine new units of competency:   * BSBXCM301 Engage in workplace communication * BSBXCM401 Apply communication strategies in the workplace * BSBXCM501 Lead communication in the workplace * BSBXDB301 Respond to the service needs of customers and clients with disability * BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability * BSBXDB501 Support staff members with disability in the workplace * BSBXDB502 Adapt organisations to enhance accessibility for people with disability * BSBXTW301 Work in a team * BSBXTW401 Lead and facilitate a team.   Qualifications  Update to elective units within eight qualifications:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB40215 Certificate IV in Business * BSB41015 Certificate IV in Human Resources * BSB42015 Certificate IV in Leadership and Management * BSB50215 Diploma of Business * BSB50618 Diploma of Human Resources Management * BSB51918 Diploma of Leadership and Management. |
| **Version 3.0** | September 2018 | Qualifications  Update to core units within eight qualifications:   * BSB41618 Certificate IV in Business (Procurement) * BSB42518 Certificate IV in Small Business Management * BSB42618 Certificate IV in New Small Business * BSB50618 Diploma of Human Resources Management * BSB51518 Diploma of Business (Procurement) * BSB51918 Diploma of Leadership and Management * BSB52318 Diploma of Governance * BSB61218 Advanced Diploma of Program Management.   Units of Competency  Seven new units of competency:   * BSBCRT404 Apply advanced critical thinking to work processes * BSBCRT502 Develop critical thinking in others * BSBITU501 Conduct data analysis * BSBPRC406 Conduct e-procurement * BSBPRC505 Manage ethical procurement * BSBWRK311 Develop self-awareness * BSBWRK412 Contribute to personal development.   Updates to 41 units of competency to align content with industry skills needs and standards:   * BSBEBU511 Develop and implement an e-business strategy * BSBFIA412 Report on financial activity * BSBITA411 Design and develop relational databases * BSBITA611 Configure and optimise customer contact technology * BSBITB511 Establish and maintain a network of digital devices * BSBITS411 Maintain and implement digital technology * BSBITU111 Operate a personal digital device * BSBITU112 Develop keyboard skills * BSBITU211 Produce digital text documents * BSBITU212 Create and use spreadsheets * BSBITU213 Use digital technologies to communicate remotely * BSBITU311 Use simple relational databases * BSBITU312 Create electronic presentations * BSBITU313 Design and produce digital text documents * BSBITU314 Design and produce spreadsheets * BSBITU315 Purchase goods and services online * BSBITU422 Use digital technologies to collaborate in the workplace * BSBLDR511 Develop and use emotional intelligence * BSBLDR513 Communicate with influence * BSBMKG534 Design effective digital user experiences * BSBMKG535 Devise a search engine optimisation strategy * BSBMKG536 Develop strategies to monetise digital engagement * BSBMKG537 Develop a social media engagement plan * BSBPMG621Facilitate stakeholder engagement * BSBPMG622 Implement program governance * BSBPMG623 Manage benefits * BSBPMG624 Engage in collaborative alliances * BSBPRC401 Plan procurement * BSBPRC402 Negotiate contracts * BSBPRC403 Conduct international procurement * BSBPRC501 Manage procurement strategies * BSBPRC502 Manage supplier relationships * BSBPRC503 Manage international procurement * BSBPRC504 Manage a supply chain * BSBRES411 Analyse and present research information * BSBSMB420 Evaluate and develop small business operations * BSBSMB421 Manage small business finances * BSBSMB422 Plan small business growth * BSBSMB423 Create a digital technology plan for small business * BSBWOR424 Develop a time management plan * BSBWRK520 Manage employee relations. |
| **Version 2.0** | January 2016 | Includes review of the following sectors:   * Sustainability (1 new qualification and 6 new units) * Governance (1 new qualification and 9 new units) * Marketing and Advertising (3 new qualifications and 12 new units) * Small Business (2 new qualifications and 6 new units).   One new skill set to meet industry requirements:   * BSBSS00089 Workplace Innovation Skill Set.   The following qualifications have been moved from *CUL11 Library, Information and Cultural Services Training Package* Version 1 to *BSB Business Services Training Package* Version 2.0 and have been updated to meet the *Standards for Training Packages:*   * CUL30111 Certificate III in Information and Cultural Services * CUL40111 Certificate IV in Library, Information and Cultural Services * CUL50111 Diploma of Library and Information Services.   The following qualifications have been moved from *TAE10 Training and Education Training Package* Version 3.4 to *BSB Business Services Training Package* Version 2.0 and have been updated to meet the *Standards for Training Packages:*   * TAE70210 Graduate Certificate in Management (Learning) * TAE80210 Graduate Diploma of Management (Learning).   Industry Skills Council (ISC) upgrade to update unit lists and correct typographical errors. |
| **Version 1.2** | June 2015 | 1. Industry Skills Council (ISC) upgrade to correct typographical errors. |
| **Version 1.1** | April 2015 | Industry Skills Council (ISC) upgrade to correct mapping and typographical errors. |
| **Version 1.0** | March 2015 | Primary release of restructured *BSB Business Services Training Package.*  This release of the *BSB Business Services Training Package* contains 61 qualifications, 35 skill sets and 563 native units of competency (comprising 523 units updated to meet *Standards for Training Packages* and 40 new units) and 73 imported units.  Leadership and Management qualifications added.  Managing Diversity qualification added.  Portfolio Management qualifications added.  Conveyancing qualifications moved from *FNS10 Financial Services Training Package* to *BSB Business Services Training Package*. |

###### Who is this Guide for?

1. The Implementation Guide is designed to assist assessors, trainers, registered training organisations (RTOs) and enterprises to deliver nationally endorsed industry training packages.
2. Nationally endorsed training packages are developed to meet the *Standards for Training Packages* *2012* which were ratified by Commonwealth and State/Territory ministers (and accompanying policies, which were ratified in 2019).
3. In addition to providing information relevant to all training packages, this guide also provides information and advice about the history, structure, key features and application of the *BSB Business Services Training Package*.

###### What is in the Guide?

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

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

###### What is a training package?

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

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

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

Components of PwC’s Skills for Australia training packages

Training packages consist of the following endorsed components:

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

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

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

Training package development and endorsement process

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

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

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

**Scoping brief, research**

**and job role analysis**

**Targeted consultation**

**with industry and other**

**key stakeholders**

**Consultation activities**

**dependent on scale of**

**the project**

**Draft final materials**

**Seek industry validation**

**of final draft; key industry**

**support provided; peak**

**associations; employee**

**representatives**

**Seek State Training**

**Authority support**

**Submit final product to**

**Dept. of Education,**

**Skills, and Employment**

**for endorsement**

**Publish to training.gov.au**

**(TGA)**

**Targeted consultation**

**Draft initial materials**

**For example: workshops,**

**email correspondence,**

**phone consultations,**

**facilitated online**

**discussions**

**Initial quality assurance**

**review**

**Final**

**quality**

**assurance**

**review**

**Publication of draft**

**materials and Case for**

**Endorsement**

**Product is endorsed by**

**Dept. of Education,**

**Skills, and Employment**

**Advise relevant**

**stakeholders of**

**endorsement**

***Scoping***

***Initial Drafting***

***Consultation***

***Final Drafting***

***Industry***

***Validation***

***Final***

***Stakeholder***

***Agreement***

***Submission***

***Endorsed***

**Scoping**

**Report**

**Project**

**Plan**

**Consultation Draft**

**Materials**

**Feedback**

**Feedback Validation**

**Draft**

**Feedback Validation**

**Draft**

**Draft Case for Endorsement**

**Feedback**

**Final**

**Agreed**

**Draft Case for**

**Endorsement**

**Endorsed Product**

###### Who can deliver and assess a qualification?

1. For the purpose of national recognition, delivery and assessment must be conducted by an RTO with the qualifications or specific units of competency on its scope of registration.
2. All RTOs must comply with the requirements set out in applicable national frameworks and standards. The current registering bodies, frameworks and standards, and which type of RTO they apply to, are shown in the table on the following page. Users of this Implementation Guide are advised to check the applicable standards for their particular circumstances.

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

1. [**http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework**](http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework)

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

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

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

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

Summary of Frameworks and Standards for RTOs

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

###### Qualifications in BSB Business Services Training Package

| Qualifications in *BSB Business Services Training Package* Version 7.0 | |
| --- | --- |
| Code | Title |
| BSB10120 | Certificate I in Workplace Skills |
| BSB20120 | Certificate II in Workplace Skills |
| BSB30120 | Certificate III in Business |
| BSB30220 | Certificate III in Entrepreneurship and New Business |
| BSB30320 | Certificate III in Legal Services |
| BSB30420 | Certificate III in Library and Information Services |
| BSB30719 | Certificate III in Work Health and Safety |
| BSB40120 | Certificate IV in Business |
| BSB40220 | Certificate IV Aboriginal and Torres Strait Islander Governance |
| BSB40320 | Certificate IV in Entrepreneurship and New Business |
| BSB40420 | Certificate IV in Human Resource Management |
| BSB40520 | Certificate IV in Leadership and Management |
| BSB40620 | Certificate IV in Legal Services |
| BSB40720 | Certificate IV in Library and Information Services |
| BSB40820 | Certificate IV in Marketing and Communication |
| BSB40920 | Certificate IV in Project Management Practice |
| BSB41419 | Certificate IV in Work Health and Safety |
| BSB50120 | Diploma of Business |
| BSB50220 | Diploma of Aboriginal and Torres Strait Islander Governance |
| BSB50320 | Diploma of Human Resource Management |
| BSB50420 | Diploma of Leadership and Management |
| BSB50520 | Diploma of Library and Information Services |
| BSB50620 | Diploma of Marketing and Communication |
| BSB50720 | Diploma of Paralegal Services |
| BSB50820 | Diploma of Project Management |
| BSB50920 | Diploma of Quality Auditing |
| BSB51319 | Diploma of Work Health and Safety |
| BSB60120 | Advanced Diploma of Business |
| BSB60220 | Advanced Diploma of Conveyancing |
| BSB60320 | Advanced Diploma of Human Resource Management |
| BSB60420 | Advanced Diploma of Leadership and Management |
| BSB60520 | Advanced Diploma of Marketing and Communication |
| BSB60619 | Advanced Diploma of Work Health and Safety |
| BSB60720 | Advanced Diploma of Program Management |
| BSB80120 | Graduate Diploma of Management (Learning) |
| BSB80220 | Graduate Diploma of Portfolio Management |
| BSB80320 | Graduate Diploma of Strategic Leadership |

###### Skill sets in BSB Business Services Training Package

| Skill sets in *BSB Business Services Training Package* Version 7.0 | |
| --- | --- |
| Code | Title |
| BSBSS00091 | Capture and Present Big Data Skill Set |
| BSBSS00092 | Manage Big Data Skill Set |
| BSBSS00093 | Cyber Security Threat Assessment and Risk Management Skill Set |
| BSBSS00094 | Cyber Security Awareness Skill Set |
| BSBSS00095 | Lead Auditor Skill Set |
| BSBSS00096 | Innovation Practice Skill Set |
| BSBSS00097 | Innovation Leadership Skill Set |
| BSBSS00098 | Marketing Foundations Skill Set |
| BSBSS00099 | Communications and Public Relations Foundations Skill Set |
| BSBSS00100 | Business Operations Support Skill Set |
| BSBSS00101 | Business Operations Management Skill Set |
| BSBSS00102 | Micro Business Skill Set |
| BSBSS00103 | New Business Ventures Skill Set |
| BSBSS00104 | Small Business Management Skill Set |
| BSBSS00105 | Human Resources Foundations Skill Set |
| BSBSS00106 | Introduction to Paralegal Services Skill Set |
| BSBSS00107 | Marketing and Communication Foundations Skill Set |
| BSBSS00108 | Marketing and Communication Skill Set |
| BSBSS00109 | Introduction to Team Management Skill Set |
| BSBSS00110 | Business Development Skill Set |
| BSBSS00111 | Human Resources Advisor Skill Set |
| BSBSS00112 | Workplace Technology Skill Set |
| BSBSS00113 | Digital Business Administration Skill Set |
| BSBSS00114 | Organisational Governance Skill Set |
| BSBSS00115 | Copyright Management Skill Set |
| BSBSS00116 | Campaign Management Skill Set |
| BSBSS00117 | Diversity and Inclusion Skill Set |
| BSBSS00118 | Procurement Manager Skill Set |
| BSBSS00119 | Customer Service Skill Set |
| BSBSS00120 | Administrative Assistant Skill Set |
| BSBSS00121 | Medical Administration Skill Set |
| BSBSS00122 | Compliance Skill Set |
| BSBSS00123 | Records and Information Management Skill Set |
| BSBSS00124 | Workplace IT Foundations Skill Set |
| BSBSS00125 | Workplace Foundations Skill Set |
| BSBSS00126 | Contact Centre Skill Set |
| BSBSS00127 | Contact Centre Team Manager Skill Set |
| BSBSS00128 | Cross-Sector Infection Control Skill Set |

###### Units in BSB Business Services Training Package

| Units of competency in *BSB Business Services Training Package* Version 7.0 | |
| --- | --- |
| Code | Title |
| BSBATSIC411 | Communicate with the community |
| BSBATSIC412 | Maintain and protect cultural values in the organisation |
| BSBATSIC511 | Plan and conduct a community meeting |
| BSBATSIL408 | Manage a board meeting |
| BSBATSIL411 | Undertake the roles and responsibilities of a board member |
| BSBATSIL412 | Participate effectively as a board member |
| BSBATSIL413 | Review and apply the constitution |
| BSBATSIL503 | Manage conflict |
| BSBATSIL510 | Appoint and work with a manager |
| BSBATSIL511 | Lead the organisation's strategic planning cycle |
| BSBATSIL512 | Be a leader in the community |
| BSBATSIM412 | Implement a businesslike approach |
| BSBATSIM414 | Oversee the organisation's annual budget |
| BSBATSIM416 | Oversee organisational planning |
| BSBATSIM417 | Implement organisational plans |
| BSBATSIM418 | Oversee financial management |
| BSBATSIM419 | Contribute to the development and implementation of organisational policies |
| BSBATSIM420 | Oversee asset management |
| BSBATSIM421 | Support a positive and culturally appropriate workplace culture |
| BSBATSIM505 | Control organisational finances |
| BSBATSIM506 | Develop employment policies |
| BSBATSIM511 | Develop enterprise opportunities |
| BSBATSIM514 | Recruit and induct staff |
| BSBATSIW416 | Obtain and manage consultancy services |
| BSBATSIW417 | Select and use technology |
| BSBATSIW514 | Represent your organisation |
| BSBATSIW515 | Secure funding |
| BSBAUD411 | Participate in quality audits |
| BSBAUD412 | Work within compliance frameworks |
| BSBAUD511 | Initiate quality audits |
| BSBAUD512 | Lead quality audits |
| BSBAUD513 | Report on quality audits |
| BSBAUD514 | Interpret compliance requirements |
| BSBAUD515 | Evaluate and review compliance |
| BSBAUD516 | Develop and monitor processes for the management of breaches in compliance requirements |
| BSBAUD601 | Establish and manage compliance management systems |
| BSBCMM211 | Apply communication skills |
| BSBCMM411 | Make presentations |
| BSBCMM412 | Lead difficult conversations |
| BSBCMM511 | Communicate with influence |
| BSBCNV511 | Take instructions in relation to a conveyancing transaction |
| BSBCNV512 | Finalise the conveyancing transaction |
| BSBCNV611 | Interpret a legal document and provide advice in a conveyancing transaction |
| BSBCNV612 | Identify and apply legal requirements for a conveyancing transaction |
| BSBCNV613 | Prepare legal documents for a conveyancing transaction |
| BSBCNV614 | Apply principles of trust accounting |
| BSBCNV615 | Interpret search results for a conveyancing transaction |
| BSBCNV616 | Comply with tax obligations in a conveyancing transaction |
| BSBCRT201 | Develop and apply thinking and problem solving skills |
| BSBCRT311 | Apply critical thinking skills in a team environment |
| BSBCRT411 | Apply critical thinking to work practices |
| BSBCRT412 | Articulate, present and debate ideas |
| BSBCRT413 | Collaborate in creative processes |
| BSBCRT511 | Develop critical thinking in others |
| BSBCRT512 | Originate and develop concepts |
| BSBCRT611 | Apply critical thinking for complex problem solving |
| BSBDAT201 | Collect and record data |
| BSBDAT501 | Analyse data |
| BSBESB301 | Investigate business opportunities |
| BSBESB302 | Develop and present business proposals |
| BSBESB303 | Organise finances for new business ventures |
| BSBESB304 | Determine resource requirements for new business ventures |
| BSBESB305 | Address compliance requirements for new business ventures |
| BSBESB401 | Research and develop business plans |
| BSBESB402 | Establish legal and risk management requirements of new business ventures |
| BSBESB403 | Plan finances for new business ventures |
| BSBESB404 | Market new business ventures |
| BSBESB405 | Manage compliance for small businesses |
| BSBESB406 | Establish operational strategies and procedures for new business ventures |
| BSBESB407 | Manage finances for new business ventures |
| BSBFIN301 | Process financial transactions |
| BSBFIN302 | Maintain financial records |
| BSBFIN401 | Report on financial activity |
| BSBFIN501 | Manage budgets and financial plans |
| BSBFIN502 | Manage financial compliance |
| BSBFIN601 | Manage organisational finances |
| BSBFIN801 | Lead financial strategy development |
| BSBHRM411 | Administer performance development processes |
| BSBHRM412 | Support employee and industrial relations |
| BSBHRM413 | Support the learning and development of teams and individuals |
| BSBHRM414 | Use human resources information systems |
| BSBHRM415 | Coordinate recruitment and onboarding |
| BSBHRM416 | Process payroll |
| BSBHRM417 | Support human resources functions and processes |
| BSBHRM521 | Facilitate performance development processes |
| BSBHRM522 | Manage employee and industrial relations |
| BSBHRM523 | Coordinate the learning and development of teams and individuals |
| BSBHRM524 | Coordinate workforce plan implementation |
| BSBHRM525 | Manage recruitment and onboarding |
| BSBHRM526 | Manage payroll |
| BSBHRM527 | Coordinate human resource functions and processes |
| BSBHRM528 | Coordinate remuneration and employee benefits |
| BSBHRM529 | Coordinate separation and termination processes |
| BSBHRM530 | Coordinate rehabilitation and return to work programs |
| BSBHRM531 | Coordinate health and wellness programs |
| BSBHRM611 | Contribute to organisational performance development |
| BSBHRM612 | Contribute to the development of employee and industrial relations strategies |
| BSBHRM613 | Contribute to the development of learning and development strategies |
| BSBHRM614 | Contribute to strategic workforce planning |
| BSBHRM615 | Contribute to the development of diversity and inclusion strategies |
| BSBINS201 | Process and maintain workplace information |
| BSBINS202 | Handle receipt and dispatch of information |
| BSBINS203 | Assist with circulation services |
| BSBINS301 | Develop and use information literacy skills |
| BSBINS302 | Organise workplace information |
| BSBINS303 | Use knowledge management systems |
| BSBINS304 | Process and maintain information resources |
| BSBINS305 | Participate in cataloguing activities |
| BSBINS306 | Provide multimedia support |
| BSBINS307 | Retrieve information from records |
| BSBINS308 | Control records |
| BSBINS309 | Maintain business records |
| BSBINS401 | Analyse and present research information |
| BSBINS402 | Coordinate workplace information systems |
| BSBINS403 | Obtain information from external and networked sources |
| BSBINS404 | Search library and information databases |
| BSBINS405 | Use integrated library management systems |
| BSBINS406 | Assist customers to access information |
| BSBINS407 | Consolidate and maintain library industry knowledge |
| BSBINS408 | Provide information from and about records |
| BSBINS409 | Maintain and monitor digital information and records |
| BSBINS410 | Implement records systems for small business |
| BSBINS501 | Implement information and knowledge management systems |
| BSBINS502 | Coordinate data management |
| BSBINS503 | Monitor compliance with copyright and licence requirements |
| BSBINS504 | Maintain digital repositories |
| BSBINS505 | Provide subject access and classify material |
| BSBINS506 | Implement lending and borrowing processes for collections |
| BSBINS507 | Use advanced functions of integrated library management systems |
| BSBINS508 | Research and analyse information to meet library customer needs |
| BSBINS509 | Promote literature and reading |
| BSBINS510 | Develop community and stakeholder relationships in a library environment |
| BSBINS511 | Develop and promote library activities, events and public programs |
| BSBINS512 | Monitor business records systems |
| BSBINS513 | Contribute to records management framework |
| BSBINS514 | Contribute to records retention and disposal schedule |
| BSBINS515 | Participate in archiving activities |
| BSBINS516 | Undertake cataloguing activities |
| BSBINS601 | Manage knowledge and information |
| BSBINS602 | Extend own information literacy skills to locate information |
| BSBINS603 | Initiate and lead applied research |
| BSBINS604 | Contribute to collection management |
| BSBLDR301 | Support effective workplace relationships |
| BSBLDR411 | Demonstrate leadership in the workplace |
| BSBLDR412 | Communicate effectively as a workplace leader |
| BSBLDR413 | Lead effective workplace relationships |
| BSBLDR414 | Lead team effectiveness |
| BSBLDR521 | Lead the development of diverse workforces |
| BSBLDR522 | Manage people performance |
| BSBLDR523 | Lead and manage effective workplace relationships |
| BSBLDR601 | Lead and manage organisational change |
| BSBLDR602 | Provide leadership across the organisation |
| BSBLDR811 | Lead strategic transformation |
| BSBLDR812 | Develop and cultivate collaborative partnerships and relationships |
| BSBLDR813 | Lead and influence ethical practice |
| BSBLEG311 | Work in a legal services environment |
| BSBLEG312 | Carry out search of the public record |
| BSBLEG313 | Lodge documents in a legal services environment |
| BSBLEG314 | Protect information in a legal services environment |
| BSBLEG315 | Assist in planning activities in a legal services environment |
| BSBLEG421 | Apply understanding of the Australian legal system |
| BSBLEG422 | Maintain a file in a legal services environment |
| BSBLEG423 | Conduct simple legal research |
| BSBLEG424 | Support the drafting of complex legal documents |
| BSBLEG425 | Apply principles of legal project management |
| BSBLEG521 | Conduct and apply legal research |
| BSBLEG522 | Apply legal principles in contract law matters |
| BSBLEG523 | Apply legal principles in tort law matters |
| BSBLEG524 | Apply principles of evidence law in matters under litigation |
| BSBLEG525 | Apply legal principles in intellectual property law matters |
| BSBLEG526 | Apply legal principles in criminal law matters |
| BSBLEG527 | Apply legal principles in family law matters |
| BSBLEG528 | Apply legal principles in property law matters |
| BSBLEG529 | Apply legal principles in corporation law matters |
| BSBLEG530 | Apply legal principles in wills and probate matters |
| BSBLEG531 | Apply legal principles in administrative law matters |
| BSBLEG532 | Assist with court procedure |
| BSBLEG533 | Support alternative dispute resolution processes |
| BSBLEG534 | Take instructions in a legal services environment |
| BSBMED301 | Interpret and apply medical terminology appropriately |
| BSBMED302 | Prepare and process medical accounts |
| BSBMED303 | Maintain patient records |
| BSBMED304 | Assist in controlling stocks and supplies |
| BSBMED305 | Apply the principles of confidentiality, privacy and security within the medical environment |
| BSBMED401 | Manage patient recordkeeping system |
| BSBMKG431 | Assess marketing opportunities |
| BSBMKG432 | Research international markets |
| BSBMKG433 | Undertake marketing activities |
| BSBMKG434 | Promote products and services |
| BSBMKG435 | Analyse consumer behaviour |
| BSBMKG436 | Design and test direct marketing activities |
| BSBMKG437 | Create and optimise digital media |
| BSBMKG438 | Implement and monitor advertising production |
| BSBMKG439 | Develop and apply knowledge of communications industry |
| BSBMKG440 | Apply marketing communication across a convergent industry |
| BSBMKG441 | Develop public relations documents |
| BSBMKG442 | Conduct e-marketing communications |
| BSBMKG541 | Identify and evaluate marketing opportunities |
| BSBMKG542 | Establish and monitor the marketing mix |
| BSBMKG543 | Plan and interpret market research |
| BSBMKG544 | Plan and monitor direct marketing activities |
| BSBMKG545 | Conduct marketing audits |
| BSBMKG546 | Develop social media engagement plans |
| BSBMKG547 | Develop strategies to monetise digital engagement |
| BSBMKG548 | Forecast international market and business needs |
| BSBMKG549 | Profile and analyse consumer behaviour for international markets |
| BSBMKG550 | Promote products and services to international markets |
| BSBMKG551 | Create multiplatform advertisements for mass media |
| BSBMKG552 | Design and develop marketing communication plans |
| BSBMKG553 | Develop public relations campaigns |
| BSBMKG554 | Plan and develop public relations publications |
| BSBMKG555 | Write persuasive copy |
| BSBMKG621 | Develop organisational marketing strategy |
| BSBMKG622 | Manage organisational marketing processes |
| BSBMKG623 | Develop marketing plans |
| BSBMKG624 | Manage market research |
| BSBMKG625 | Implement and manage international marketing programs |
| BSBMKG626 | Develop advertising campaigns |
| BSBMKG627 | Execute advertising campaigns |
| BSBMKG628 | Lead organisational public relations |
| BSBOPS101 | Use business resources |
| BSBOPS201 | Work effectively in business environments |
| BSBOPS202 | Engage with customers |
| BSBOPS203 | Deliver a service to customers |
| BSBOPS301 | Maintain business resources |
| BSBOPS302 | Identify business risk |
| BSBOPS303 | Organise schedules |
| BSBOPS304 | Deliver and monitor a service to customers |
| BSBOPS305 | Process customer complaints |
| BSBOPS306 | Record stakeholder interactions |
| BSBOPS401 | Coordinate business resources |
| BSBOPS402 | Coordinate business operational plans |
| BSBOPS403 | Apply business risk management processes |
| BSBOPS404 | Implement customer service strategies |
| BSBOPS405 | Organise business meetings |
| BSBOPS406 | Participate in organisational governance |
| BSBOPS501 | Manage business resources |
| BSBOPS502 | Manage business operational plans |
| BSBOPS503 | Develop administrative systems |
| BSBOPS504 | Manage business risk |
| BSBOPS505 | Manage organisational customer service |
| BSBOPS601 | Develop and implement business plans |
| BSBOPS602 | Monitor corporate governance activities |
| BSBPEF101 | Plan and prepare for work readiness |
| BSBPEF201 | Support personal wellbeing in the workplace |
| BSBPEF202 | Plan and apply time management |
| BSBPEF301 | Organise personal work priorities |
| BSBPEF302 | Develop self-awareness |
| BSBPEF401 | Manage personal health and wellbeing |
| BSBPEF402 | Develop personal work priorities |
| BSBPEF403 | Lead personal development |
| BSBPEF501 | Manage personal and professional development |
| BSBPEF502 | Develop and use emotional intelligence |
| BSBPMG420 | Apply project scope management techniques |
| BSBPMG421 | Apply project time management techniques |
| BSBPMG422 | Apply project quality management techniques |
| BSBPMG423 | Apply project cost management techniques |
| BSBPMG424 | Apply project human resources management approaches |
| BSBPMG425 | Apply project information management and communications techniques |
| BSBPMG426 | Apply project risk management techniques |
| BSBPMG427 | Apply project procurement procedures |
| BSBPMG428 | Apply project life cycle management processes |
| BSBPMG429 | Apply project stakeholder engagement techniques |
| BSBPMG430 | Undertake project work |
| BSBPMG530 | Manage project scope |
| BSBPMG531 | Manage project time |
| BSBPMG532 | Manage project quality |
| BSBPMG533 | Manage project cost |
| BSBPMG534 | Manage project human resources |
| BSBPMG535 | Manage project information and communication |
| BSBPMG536 | Manage project risk |
| BSBPMG537 | Manage project procurement |
| BSBPMG538 | Manage project stakeholder engagement |
| BSBPMG539 | Manage project governance |
| BSBPMG540 | Manage project integration |
| BSBPMG541 | Manage complex projects |
| BSBPMG630 | Enable program execution |
| BSBPMG631 | Manage program delivery |
| BSBPMG632 | Manage program risk |
| BSBPMG633 | Provide leadership for the program |
| BSBPMG634 | Facilitate stakeholder engagement |
| BSBPMG635 | Implement program governance |
| BSBPMG636 | Manage benefits |
| BSBPMG637 | Engage in collaborative alliances |
| BSBPMG810 | Prioritise projects and programs |
| BSBPMG811 | Select and balance the portfolio |
| BSBPMG812 | Manage and review portfolio performance |
| BSBPMG813 | Govern the portfolio |
| BSBPMG814 | Lead the portfolio |
| BSBPMG815 | Manage portfolio communications and change |
| BSBPMG816 | Manage portfolio resources |
| BSBPMG817 | Manage portfolio risk |
| BSBPRC401 | Plan procurement |
| BSBPRC402 | Negotiate contracts |
| BSBPRC403 | Conduct international procurement |
| BSBPRC406 | Conduct e-procurement |
| BSBPRC501 | Manage procurement strategies |
| BSBPRC502 | Manage supplier relationships |
| BSBPRC503 | Manage international procurement |
| BSBPRC504 | Manage a supply chain |
| BSBPRC505 | Manage ethical procurement strategy |
| BSBPUR301 | Purchase goods and services |
| BSBSTR301 | Contribute to continuous improvement |
| BSBSTR401 | Promote innovation in team environments |
| BSBSTR402 | Implement continuous improvement |
| BSBSTR501 | Establish innovative work environments |
| BSBSTR502 | Facilitate continuous improvement |
| BSBSTR503 | Develop organisational policy |
| BSBSTR601 | Manage innovation and continuous improvement |
| BSBSTR602 | Develop organisational strategies |
| BSBSTR603 | Develop business continuity plans |
| BSBSTR801 | Lead innovative thinking and practice |
| BSBSTR802 | Lead strategic planning processes for an organisation |
| BSBSTR803 | Establish business continuity management strategies |
| BSBSUS211 | Participate in sustainable work practices |
| BSBSUS411 | Implement and monitor environmentally sustainable work practices |
| BSBSUS412 | Develop and implement workplace sustainability plans |
| BSBSUS413 | Evaluate and report on workplace sustainability |
| BSBSUS511 | Develop workplace policies and procedures for sustainability |
| BSBSUS601 | Lead corporate social responsibility |
| BSBTEC101 | Operate digital devices |
| BSBTEC201 | Use business software applications |
| BSBTEC202 | Use digital technologies to communicate in a work environment |
| BSBTEC203 | Research using the internet |
| BSBTEC301 | Design and produce business documents |
| BSBTEC302 | Design and produce spreadsheets |
| BSBTEC303 | Create electronic presentations |
| BSBTEC401 | Design and produce complex text documents |
| BSBTEC402 | Design and produce complex spreadsheets |
| BSBTEC403 | Apply digital solutions to work processes |
| BSBTEC404 | Use digital technologies to collaborate in a work environment |
| BSBTEC405 | Review and maintain organisation’s digital presence |
| BSBTEC501 | Develop and implement an e-commerce strategy |
| BSBTEC601 | Review organisational digital strategy |
| BSBTWK201 | Work effectively with others |
| BSBTWK301 | Use inclusive work practices |
| BSBTWK401 | Build and maintain business relationships |
| BSBTWK501 | Lead diversity and inclusion |
| BSBTWK502 | Manage team effectiveness |
| BSBTWK503 | Manage meetings |
| BSBTWK601 | Develop and maintain strategic business networks |
| BSBWHS211 | Contribute to the health and safety of self and others |
| BSBWHS307 | Apply knowledge of WHS laws in the workplace |
| BSBWHS308 | Participate in WHS hazard identification, risk assessment and risk control processes |
| BSBWHS309 | Contribute effectively to WHS communication and consultation processes |
| BSBWHS310 | Contribute to WHS issue-resolution processes |
| BSBWHS311 | Assist with maintaining workplace safety |
| BSBWHS331 | Participate in identifying and controlling hazardous chemicals |
| BSBWHS332X | Apply infection prevention and control procedures to own work activities |
| BSBWHS411 | Implement and monitor WHS policies, procedures and programs |
| BSBWHS412 | Assist with workplace compliance with WHS laws |
| BSBWHS413 | Contribute to implementation and maintenance of WHS consultation and participation processes |
| BSBWHS414 | Contribute to WHS risk management |
| BSBWHS415 | Contribute to implementing WHS management systems |
| BSBWHS416 | Contribute to workplace incident response |
| BSBWHS417 | Assist with managing WHS implications of return to work |
| BSBWHS418 | Assist with managing WHS compliance of contractors |
| BSBWHS419 | Contribute to implementing WHS monitoring processes |
| BSBWHS431 | Develop processes and procedures for controlling hazardous chemicals in the workplace |
| BSBWHS504 | Manage WHS risks |
| BSBWHS512 | Contribute to managing work-related psychological health and safety |
| BSBWHS513 | Lead WHS risk management |
| BSBWHS514 | Manage WHS compliance of contractors |
| BSBWHS515 | Lead initial response to and investigate WHS incidents |
| BSBWHS516 | Contribute to developing, implementing and maintaining an organisation’s WHS management system |
| BSBWHS517 | Contribute to managing a WHS information system |
| BSBWHS518 | Manage WHS hazards associated with maintenance and use of plant |
| BSBWHS519 | Lead the development and use of WHS risk management tools |
| BSBWHS520 | Manage implementation of emergency procedures |
| BSBWHS521 | Ensure a safe workplace for a work area |
| BSBWHS522 | Manage WHS consultation and participation processes |
| BSBWHS531 | Implement and evaluate system of work for managing hazardous chemicals |
| BSBWHS603 | Implement WHS risk management |
| BSBWHS605 | Develop, implement and maintain WHS management systems |
| BSBWHS611 | Develop and implement strategies that support work-related psychological health and safety |
| BSBWHS612 | Develop and implement a strategy to support a positive WHS culture |
| BSBWHS613 | Evaluate the WHS performance of an organisation |
| BSBWHS614 | Conduct a WHS audit under the guidance of a lead auditor |
| BSBWHS616 | Apply safe design principles to control WHS risks |
| BSBWHS617 | Apply ergonomics to manage WHS risks |
| BSBWHS631 | Apply occupational hygiene principles to manage WHS risks |
| BSBWRT311 | Write simple documents |
| BSBWRT411 | Write complex documents |
| BSBXBD401 | Capture and store big data |
| BSBXBD402 | Test big data samples |
| BSBXBD403 | Analyse big data |
| BSBXBD404 | Use big data for operational decision making |
| BSBXBD405 | Develop procedures for managing big data |
| BSBXBD406 | Present big data insights |
| BSBXBD407 | Protect big data integrity |
| BSBXBD408 | Implement and review procedures for managing big data |
| BSBXBD501 | Develop big data strategy |
| BSBXCM301 | Engage in workplace communication |
| BSBXCM401 | Apply communication strategies in the workplace |
| BSBXCM501 | Lead communication in the workplace |
| BSBXCS301 | Protect own personal online profile from cyber security threats |
| BSBXCS302 | Identify and report online security threats |
| BSBXCS303 | Securely manage personally identifiable information and workplace information |
| BSBXCS401 | Maintain security of digital devices |
| BSBXCS402 | Promote workplace cyber security awareness and practices |
| BSBXCS403 | Contribute to cyber security threat assessments |
| BSBXCS404 | Contribute to cyber security risk management |
| BSBXCS405 | Contribute to cyber security incident responses |
| BSBXDB301 | Respond to the service needs of customers and clients with disability |
| BSBXDB401 | Develop and implement recruitment processes that are inclusive of people with disability |
| BSBXDB501 | Support staff members with disability in the workplace |
| BSBXDB502 | Adapt organisations to enhance accessibility for people with disability |
| BSBXTW301 | Work in a team |
| BSBXTW401 | Lead and facilitate a team |

###### Mapping to previous version of the training package

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

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

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

Qualification mapping

The table below maps those *BSB Business Services Training Package* qualifications affected by the update from Version 6.1 to Version 7.0.

| Qualification mapping information: Version 6.1 to Version 7.0 | | | |
| --- | --- | --- | --- |
| Code and title  BSB Version 6.1 | Code and title  BSB Version 7.0 | Comments | Equivalence to previous |
| BSB10115 Certificate I in Business | BSB10120 Certificate I in Workplace Skills | Changed qualification title, Packaging Rules, core and elective unit lists. Added core units. | NE |
| BSB20115 Certificate II in Business | BSB20120 Certificate II in Workplace Skills | Amalgamated two qualifications to create one:   * BSB20115 Certificate II in Business * BSB20215 Certificate II in Customer Engagement.   Changed total number of units, core and elective unit lists. Created elective groups. | NE |
| BSB20215 Certificate II in Customer Engagement | BSB20120 Certificate II in Workplace Skills | Amalgamated two qualifications to create one:   * BSB20115 Certificate II in Business * BSB20215 Certificate II in Customer Engagement.   Changed total number of units, core and elective unit lists. Created elective groups. | NE |
| BSB30115 Certificate III in Business | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration (Education) * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB30215 Certificate III in Customer Engagement | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration (Education) * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB30315 Certificate III in Micro Business Operations | BSB30220 Certificate III in Entrepreneurship and New Business | Changed qualification title and Packaging Rules. Updated superseded core units. Changed elective unit list. | E |
| BSB30415 Certificate III in Business Administration | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration (Education) * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB30515 Certificate III in Business Administration (International Education) | - | Qualification deleted. | D |
| BSB30615 Certificate III in International Trade | - | Qualification deleted. | D |
| BSB30719 Certificate III in Work Health and Safety | BSB30719 Certificate III in Work Health and Safety | Qualification updated to include updated elective units. | E |
| BSB30815 Certificate III in Recordkeeping | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB30915 Certificate III in Business Administration (Education) | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration (Education) * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB31015 Certificate  III in Business Administration (Legal) | BSB30320 Certificate III in Legal Services | Changed qualification title and Packaging Rules. Changed total number of units. Added core units. Streamlined elective groups. | NE |
| BSB31115 Certificate III in Business Administration (Medical) | BSB30120 Certificate III in Business | Amalgamated six qualifications to create one:   * BSB30115 Certificate III in Business * BSB30215 Certificate III in Customer Engagement * BSB30415 Certificate III in Business Administration * BSB30815 Certificate III in Recordkeeping * BSB30915 Certificate III in Business Administration (Education) * BSB31115 Certificate III in Business Administration (Medical).   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB31215 Certificate III in Library and Information Services | BSB30420 Certificate III in Library and Information Services | Changed Packaging Rules, core and elective unit lists. Updated elective groups. | NE |
| BSB40215 Certificate IV in Business | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB40315 Certificate IV in Customer Engagement | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB40515 Certificate IV in Business Administration | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB40615 Certificate IV in Business Sales | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB40715 Certificate IV in Franchising | - | Qualification deleted. | D |
| BSB40915 Certificate IV in Governance | - | Qualification deleted. | D |
| BSB41015 Certificate  IV in Human Resources | BSB40420 Certificate IV in Human Resource Management | Changed qualification title and Packaging Rules. Changed total number of units. Updated core units. Created elective groups. | NE |
| BSB41115 Certificate IV in International Trade | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB41419 Certificate IV in Work Health and Safety | BSB41419 Certificate IV in Work Health and Safety | Qualification updated to include updated elective units. | E |
| BSB41515 Certificate IV in Project Management Practice | BSB40920 Certificate IV in Project Management Practice | Updated superseded core and elective units. Changed elective unit list. | E |
| BSB41618 Certificate IV in Business (Procurement) | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB41715 Certificate  IV in Recordkeeping | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB41915 Certificate IV in Business (Governance) | BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance | Changed qualification title. Changed elective units. Created elective groups. | E |
| BSB42015 Certificate IV in Leadership and Management | BSB40520 Certificate IV in Leadership and Management | Changed Packaging Rules, core and elective unit lists. | E |
| BSB42115 Certificate  IV in Library and  Information Services | BSB40720 Certificate IV in Library and Information Services | Changed Packaging Rules, core and elective unit lists. Updated elective groups. | NE |
| BSB42215 Certificate  IV in Legal Services | BSB40620 Certificate IV in Legal Services | Change total number of units. Changed Packaging Rules, core and elective unit lists. Created elective groups. | NE |
| BSB42315 Certificate IV in Environmental Management and Sustainability | BSB40120 Certificate IV in Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB42415 Certificate  IV in Marketing and  Communication | BSB40820 Certificate IV in Marketing and Communication | Changed Packaging Rules, core and elective unit lists. Created elective groups. | NE |
| BSB42518 Certificate IV in Small Business Management | BSB40320 Certificate IV in Entrepreneurship and New Business | Amalgamated two qualifications to create one:   * BSB42518 Certificate IV in Small Business Management * BSB42618 Certificate IV in New Small Business.   Changed qualification title and Packaging Rules. Changed core and elective unit lists. Created elective groups. | NE |
| BSB42618 Certificate IV in New Small Business | BSB40320 Certificate IV in Entrepreneurship and New Business | Amalgamated two qualifications to create one:   * BSB42518 Certificate IV in Small Business Management * BSB42618 Certificate IV in New Small Business.   Changed qualification title and Packaging Rules. Changed core and elective unit lists. Created elective groups. | E |
| BSB50215 Diploma of Business | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB50315 Diploma of Customer Engagement | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB50415 Diploma of Business Administration | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB50515 Diploma of Franchising | - | Qualification deleted. | D |
| BSB50618 Diploma of Human Resources Management | BSB50320 Diploma of Human Resource Management | Changed qualification title. Changed total number of units. Added core unit. Created elective groups. Added Entry Requirements. | NE |
| BSB50715 Diploma of Business (Governance) | BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance | Changed qualification title. Changed elective units. Created elective groups. | E |
| BSB50815 Diploma of International Business | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB51319 Diploma of Work Health and Safety | BSB51319 Diploma of Work Health and Safety | Qualification updated to include updated elective units. | E |
| BSB51415 Diploma of Project Management | BSB50820 Diploma of Project Management | Changed Packaging Rules. Updated superseded core and elective units. Changed elective unit list. | E |
| BSB51518 Diploma of Business (Procurement) | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB51615 Diploma of Quality Auditing | BSB50920 Diploma of Quality Auditing | Changed total number of units and Packaging Rules. Added core units. Updated elective groups. | NE |
| BSB51715 Diploma of Recordkeeping | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB51918 Diploma of Leadership and Management | BSB50420 Diploma of Leadership and Management | Changed Packaging Rules, core and elective unit lists. | E |
| BSB52015 Diploma of Conveyancing | BSB60220 Advanced Diploma of Conveyancing | Amalgamated two qualifications to create one:   * BSB52015 Diploma of Conveyancing * BSB61115 Advanced Diploma of Conveyancing.   Changed total number of units and Packaging Rules. Changed core and elective unit lists. | NE |
| BSB52115 Diploma of Library and Information Services | BSB50520 Diploma of Library and Information Services | Changed Packaging Rules, core and elective unit lists. Updated elective groups. | NE |
| BSB52215 Diploma of Legal Services | BSB50720 Diploma of Paralegal Services | Changed qualification title. Changed total number of units. Added core units. Created elective groups. Added Entry Requirements. | NE |
| BSB52318 Diploma of Governance | - | Qualification deleted. | D |
| BSB52415 Diploma of Marketing and Communication | BSB50620 Diploma of Marketing and Communication | Changed Packaging Rules, core and elective unit lists. Created elective groups. Updated Entry Requirements. | NE |
| BSB60215 Advanced Diploma of Business | BSB60120 Advanced Diploma of Business | Changed total number of units. Added core units. Changed elective group unit lists. Added Entry Requirements. | NE |
| BSB60619 Advanced Diploma of Work Health and Safety | BSB60619 Advanced Diploma of Work Health and Safety | Qualification updated to include updated elective units. | E |
| BSB60815 Advanced Diploma of Recordkeeping | BSB50120 Diploma of Business | 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.   Changed total number of units, core and elective unit lists. Created elective groups and added specialisations. | NE |
| BSB60915 Advanced Diploma of Management (Human Resources) | BSB60320 Advanced Diploma of Human Resource Management | Changed qualification title. Changed total number of units. Added core units. Changed elective unit list. Added Entry Requirements. | NE |
| BSB61015 Advanced Diploma of Leadership and Management | BSB60420 Advanced Diploma of Leadership and Management | Changed Packaging Rules, core and elective unit lists. Added Entry Requirements. | NE |
| BSB61115 Advanced Diploma of Conveyancing | BSB60220 Advanced Diploma of Conveyancing | Amalgamated two qualifications to create one:   * BSB52015 Diploma of Conveyancing * BSB61115 Advanced Diploma of Conveyancing.   Changed total number of units and Packaging Rules. Changed core and elective unit lists. | NE |
| BSB61218 Advanced Diploma of Program Management | BSB60720 Advanced Diploma of Program Management | Updated superseded core and elective units. Changed elective unit list. | E |
| BSB61315 Advanced Diploma of Marketing and Communication | BSB60520 Advanced Diploma of Marketing and Communication | Changed Packaging Rules, core and elective unit lists. Created elective groups. Updated Entry Requirements. | NE |
| BSB80215 Graduate Diploma of Strategic Leadership | BSB80320 Graduate Diploma of Strategic Leadership | Updated superseded core units. Changed elective unit list. | E |
| BSB80315 Graduate Certificate in Leadership Diversity | - | Qualification deleted. | D |
| BSB80415 Graduate Diploma of Portfolio Management | BSB80220 Graduate Diploma of Portfolio Management | Updated superseded core and elective units. Changed elective unit list. | E |
| BSB80515 Graduate Certificate in Management (Learning) | BSB80120 Graduate Diploma of Management (Learning) | Amalgamated two qualifications to create one:   * BSB80515 Graduate Certificate in Management (Learning) * BSB80615 Graduate Diploma of Management (Learning).   Changed Packaging Rules, core and elective unit lists. | NE |
| BSB80615 Graduate Diploma of Management (Learning) | BSB80120 Graduate Diploma of Management (Learning) | Amalgamated two qualifications to create one:   * BSB80515 Graduate Certificate in Management (Learning) * BSB80615 Graduate Diploma of Management (Learning).   Changed Packaging Rules, core and elective unit lists. | NE |

No further qualifications were created, deleted or changed in the update from Version 6.1 to Version 7.0. Those qualifications not included in the mapping table above are listed in the Qualifications in BSB Business Services Training Package table

Skill set mapping

The table below maps those *BSB Business Services Training Package* skill sets affected by the update from Version 6.1 to Version 7.0.

| Skill set mapping information: Version 6.1 to Version 7.0 | | | |
| --- | --- | --- | --- |
| Code and title  BSB Version 6.1 | Code and title  BSB Version 7.0 | Comments | Equivalence to previous |
| BSBSS00033 Aspiring Supervisor Skill Set | - | Skill set deleted. | D |
| BSBSS00034 Basic Customer Engagement Skill Set | - | Skill set deleted. | D |
| BSBSS00035 Copyright Skill Set | BSBSS00115 Copyright Management Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00036 Design Fundamentals Skill Set | - | Skill set deleted. | D |
| BSBSS00037 Design Protection Skill Set | - | Skill set deleted. | D |
| BSBSS00038 Franchising Skill Set | - | Skill set deleted. | D |
| BSBSS00039 Governance Induction Skill Set | - | Skill set deleted. | D |
| BSBSS00040 Innovation Leadership Skill Set | - | Skill set deleted. | D |
| BSBSS00041 Innovation Practice Skill Set | BSBSS00096 Innovation Practice Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00042 Intellectual Property Strategic Management Skill Set | - | Skill set deleted. | D |
| BSBSS00043 Key Management Skill Set | - | Skill set deleted. | D |
| BSBSS00044 Key Recordkeeping Skill Set | - | Skill set deleted. | D |
| BSBSS00045 Legal Transcription Skill Set | - | Skill set deleted. | D |
| BSBSS00046 Managing Innovation Skill Set | - | Skill set deleted. | D |
| BSBSS00047 Medical Transcription Skill Set | - | Skill set deleted. | D |
| BSBSS00048 Patent Skill Set | - | Skill set deleted. | D |
| BSBSS00049 Small Business Contracting Skill Set | - | Skill set deleted. | D |
| BSBSS00050 Small Business Financial Management Skill Set | - | Skill set deleted. | D |
| BSBSS00051 Small Business Home-Based Business Skill Set | - | Skill set deleted. | D |
| BSBSS00052 Small Business ATSI Corporate Governance Skill Set | - | Skill set deleted. | D |
| BSBSS00053 Small Business Intellectual Property Skill Set | - | Skill set deleted. | D |
| BSBSS00054 Small Business Marketing Skill Set | - | Skill set deleted. | D |
| BSBSS00055 Small Business Operations Preparatory Skill Set | - | Skill set deleted. | D |
| BSBSS00056 Small Business Preparatory Skill Set | - | Skill set deleted. | D |
| BSBSS00057 Trade Mark Skill Set | - | Skill set deleted. | D |
| BSBSS00058 Workforce Development Implementation Skill Set | - | Skill set deleted. | D |
| BSBSS00059 Workforce Planning and Development Skill Set | - | Skill set deleted. | D |
| BSBSS00060 Energy Efficiency in Business Skill Set | - | Skill set deleted. | D |
| BSBSS00061 Cloud Computing and Digital Skills for Business Skill Set | - | Skill set deleted. | D |
| BSBSS00062 Workplace Supervisor Language, Literacy and Numeracy Skill Set | - | Skill set deleted. | D |
| BSBSS00063 Team Leader Skill Set | BSBSS00109 Introduction to Team Management Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00064 Promoting Diversity Awareness in the Workplace Skill Set | - | Skill set deleted. | D |
| BSBSS00065 Implementing Policy for Diversity Skill Set | BSBSS00117 Diversity and Inclusion Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00066 Managing Cultural Diversity Skill Set | - | Skill set deleted. | D |
| BSBSS00067 Planning Diversity Skill Set | - | Skill set deleted. | D |
| BSBSS00068 Service Management Skill Set | - | Skill set deleted. | D |
| BSBSS00069 Archive and Keep Records Skill Set | - | Skill set deleted. | D |
| BSBSS00070 Cataloguing Skill Set | - | Skill set deleted. | D |
| BSBSS00071 Digitisation Skill Set | - | Skill set deleted. | D |
| BSBSS00072 Manage Collections Skill Set | - | Skill set deleted. | D |
| BSBSS00073 Organise and Access Collections Skill Set | - | Skill set deleted. | D |
| BSBSS00074 Manage Association Finances and Risk Skill Set | - | Skill set deleted. | D |
| BSBSS00075 Coordinate Committee Activity Skill Set | - | Skill set deleted. | D |
| BSBSS00076 Conduct Community Liaison to Promote Association Skill Set | - | Skill set deleted. | D |
| BSBSS00077 Marketing and Communication Foundations Skill Set | - | Skill set deleted. | D |
| BSBSS00078 Creative Communication Skill Set | - | Skill set deleted. | D |
| BSBSS00079 Digital Applications Skill Set | BSBSS00113 Digital Business Administration Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00080 Media Engagement Skill Set | - | Skill set deleted. | D |
| BSBSS00081 Public Relations Skill Set | - | Skill set deleted. | D |
| BSBSS00082 Marketing Elements Skill Set | - | Skill set deleted. | D |
| BSBSS00083 Marketing Operations Skill Set | - | Skill set deleted. | D |
| BSBSS00084 Strategic Marketing Skill Set | - | Skill set deleted. | D |
| BSBSS00085 Market Analysis Skill Set | - | Skill set deleted. | D |
| BSBSS00086 Campaign Management Skill Set | BSBSS00116 Campaign Management Skill Set | Significant updates made to Skill Set Requirements. | NE |
| BSBSS00087 Small Business Growth Skill Set | - | Skill set deleted. | D |
| BSBSS00088 Small Business Survival Skill Set | - | Skill set deleted. | D |
| BSBSS00089 Workplace Innovation Skill Set | - | Skill set deleted. | D |
| BSBSS00090 Auditing Skill Set | BSBSS00095 Lead Auditor Skill Set | Minor updates made to Skill Set Requirements. | E |
| - | BSBSS00097 Innovation Leadership Skill Set | Skill set newly created. | NC |
| - | BSBSS00098 Marketing Foundations Skill Set | Skill set newly created. | NC |
| - | BSBSS00099 Communications and Public Relations Foundations Skill Set | Skill set newly created. | NC |
| - | BSBSS00100 Business Operations Support Skill Set | Skill set newly created. | NC |
| - | BSBSS00101 Business Operations Management Skill Set | Skill set newly created. | NC |
| - | BSBSS00102 Micro Business Skill Set | Skill set newly created. | NC |
| - | BSBSS00103 New Business Ventures Skill Set | Skill set newly created. | NC |
| - | BSBSS00104 Small Business Management Skill Set | Skill set newly created. | NC |
| - | BSBSS00105 Human Resources Foundation Skill Set | Skill set newly created. | NC |
| - | BSBSS00106 Introduction to Paralegal Services Skill Set | Skill set newly created. | NC |
| - | BSBSS00107 Marketing and Communication Foundations Skill Set | Skill set newly created. | NC |
| - | BSBSS00108 Marketing and Communication Skill Set | Skill set newly created. | NC |
| - | BSBSS00110 Business Development Skill Set | Skill set newly created. | NC |
|  | BSBSS00111 Human Resources Advisor Skill Set | Skill set newly created. | NC |
| - | BSBSS00112 Workplace Technology Skill Set | Skill set newly created. | NC |
| - | BSBSS00114 Organisational Governance Skill Set | Skill set newly created. | NC |
| - | BSBSS00119 Customer Service Skill Set | Skill set newly created. | NC |
| - | BSBSS00120 Administrative Assistant Skill Set | Skill set newly created. | NC |
| - | BSBSS00121 Medical Administration Skill Set | Skill set newly created. | NC |
| - | BSBSS00122 Compliance Skill Set | Skill set newly created. | NC |
| - | BSBSS00123 Records and Information Management Skill Set | Skill set newly created. | NC |
| - | BSBSS00124 Workplace IT Foundations Skill Set | Skill set newly created. | NC |
| - | BSBSS00125 Workplace Foundations Skill Set | Skill set newly created. | NC |
| - | BSBSS00126 Contact Centre Skill Set | Skill set newly created. | NC |
| - | BSBSS00127 Contact Centre Team Manager Skill Set | Skill set newly created. | NC |
| No further skill sets were created, deleted or changed in the update from Version 6.1 to Version 7.0. Those skills sets not included in the mapping table above are listed in the *Skill sets in* *BSB Business Services Training Package* table. | | | |

Unit mapping

The table below maps those *BSB Business Services Training Package* units of competency affected by the update from Version 6.1 to Version 7.0.

| **Unit mapping information: Version 6.1 to Version 7.0** | | | |
| --- | --- | --- | --- |
| **Code and title  BSB Version 6.1** | **Code and title  BSB Version 7.0** | **Comments** | **Equivalence to previous** |
| BSBADM101 Use business equipment and resources | BSBOPS101 Use business resources | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to Training Package Products Policy (policy). Updates made to Assessment Conditions to align to policy. | E |
| BSBADM301 Produce texts from shorthand notes | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM302 Produce texts from notes | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM303 Produce texts from audio transcription | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM307 Organise schedules | BSBOPS303 Organise schedules | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBADM311 Maintain business resources | BSBOPS301 Maintain business resources | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADM401 Produce complex texts from shorthand notes | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM405 Organise meetings | BSBOPS405 Organise business meetings | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBADM406 Organise business travel | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM407 Administer projects | BSBPMG430 Undertake project work | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM409 Coordinate business resources | BSBOPS401 Coordinate business resources | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADM411 Produce complex texts from audio transcription | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM502 Manage meetings | BSBTWK503 Manage meetings | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADM503 Plan and manage conferences | BSBOPS405 Organise business meetings | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADM504 Plan and implement administrative systems | BSBOPS503 Develop administrative systems | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADM506 Manage business document design and development | BSBOPS501 Manage business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV402 Conduct pre-campaign testing | BSBMKG438 Implement and monitor advertising production | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV403 Monitor advertising production | BSBMKG438 Implement and monitor advertising production | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV404 Schedule advertisements | BSBMKG438 Implement and monitor advertising production | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADV405 Perform media calculations | BSBMKG438 Implement and monitor advertising production | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV406 Buy and monitor media | BSBMKG438 Implement and monitor advertising production | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV407 Apply media analysis and processing tools | BSBMKG438 Implement and monitor advertising production | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV408 Review advertising media options | BSBMKG438 Implement and monitor advertising production | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADV503 Coordinate advertising research | BSBMKG551 Create multiplatform advertisements for mass media | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV507 Develop a media plan | BSBMKG552 Design and develop marketing communication plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBADV509 Create mass print media advertisements | BSBMKG551 Create multiplatform advertisements for mass media | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBADV510 Create mass electronic media advertisements | BSBMKG551 Create multiplatform advertisements for mass media | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBADV602 Develop an advertising campaign | BSBMKG626 Develop advertising campaigns | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADV603 Manage advertising production | BSBMKG551 Create multiplatform advertisements for mass media | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBADV604 Execute an advertising campaign | BSBMKG627 Execute advertising campaigns | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBADV605 Evaluate campaign effectiveness | BSBMKG627 Execute advertising campaigns | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBAUD402 Participate in a quality audit | BSBAUD411 Participate in quality audits | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBAUD501 Initiate a quality audit | BSBAUD511 Initiate quality audits | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBAUD503 Lead a quality audit | BSBAUD512 Lead quality audits | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBAUD504 Report on a quality audit | BSBAUD513 Report on quality audits | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCMM101 Apply basic communication skills | BSBCMM211 Apply communication skills | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCMM201 Communicate in the workplace | BSBCMM211 Apply communication skills | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCMM301 Process customer complaints | BSBOPS305 Process customer complaints | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCMM401 Make a presentation | BSBCMM411 Make presentations | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCMM402 Implement effective communication strategies | BSBCMM511 Communicate with influence | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCMM501 Develop and nurture relationships | BSBTWK601 Develop and maintain strategic business networks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCNV501 Take instructions in relation to a transaction | BSBCNV511 Take instructions in relation to a conveyancing transaction | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV502 Read and interpret a legal document and provide advice | BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV503 Analyse and interpret legal requirements for a transaction | BSBCNV612 Identify and apply legal requirements for a conveyancing transaction | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV504 Prepare legal documents | BSBCNV613 Prepare legal documents for a conveyancing transaction | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV505 Finalise the conveyancing transaction | BSBCNV512 Finalise the conveyancing transaction | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV506 Establish and manage a trust account | BSBCNV614 Apply principles of trust accounting | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCNV601 Identify and conduct searches | BSBCNV615 Interpret search results for a conveyancing transaction | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCOM401 Organise and monitor the operation of compliance management system | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM402 Implement processes for the management of a breach in compliance requirements | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM403 Provide education and training on compliance requirements and systems | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM404 Promote and liaise on compliance requirements, systems and related issues | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM405 Promote compliance with legislation | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM406 Conduct work within a compliance framework | BSBAUD412 Work within compliance frameworks | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCOM501 Identify and interpret compliance requirements | BSBAUD514 Interpret compliance requirements | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCOM502 Evaluate and review compliance | BSBAUD515 Evaluate and review compliance | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCOM503 Develop processes for the management of breaches in compliance requirements | BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCOM601 Research compliance requirements and issues | BSBAUD514 Interpret compliance requirements | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM602 Develop and create compliance requirements | BSBAUD515 Evaluate and review compliance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCOM603 Plan and establish compliance management systems | BSBAUD601 Establish and manage compliance management systems | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCON401 Work effectively in a business continuity context | BSBSTR402 Implement continuous improvement | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCON601 Develop and maintain business continuity plans | BSBSTR603 Develop business continuity plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCON801 Establish and review the business continuity management framework and strategies | BSBSTR803 Establish business continuity management strategies | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT101 Apply critical thinking techniques | BSBCRT201 Develop and apply thinking and problem solving skills | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCRT301 Develop and extend critical and creative thinking skills | BSBCRT311 Apply critical thinking skills in a team environment | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCRT401 Articulate, present and debate ideas | BSBCRT412 Articulate, present and debate ideas | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT402 Collaborate in a creative process | BSBCRT413 Collaborate in creative processes | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT403 Explore the history and social impact of creativity | BSBCRT413 Collaborate in creative processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCRT404 Apply advanced critical thinking to work processes | BSBCRT411 Apply critical thinking to work practices | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT501 Originate and develop concepts | BSBCRT512 Originate and develop concepts | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT502 Develop critical thinking in others | BSBCRT511 Develop critical thinking in others | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCRT601 Research and apply concepts and theories of creativity | BSBCRT611 Apply critical thinking for complex problem solving | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE203 Conduct customer engagement | BSBOPS202 Engage with customers | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCUE204 Collect data | BSBDAT201 Collect and record data | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBCUE205 Prepare for work in a customer engagement environment | BSBOPS202 Engage with customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE301 Use multiple information systems | BSBTEC201 Use business software applications | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE302 Deploy customer service field staff | BSBOPS202 Engage with customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE303 Conduct a telemarketing campaign | BSBMKG442 Conduct e-marketing communications (COM) | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE304 Provide sales solutions to customers | BSBOPS305 Process customer complaints | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE305 Process credit applications | BSBFIN301 Process financial transactions | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE306 Process complex accounts | BSBFIN301 Process financial transactions | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE307 Work effectively in customer engagement | BSBOPS202 Engage with customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE308 Conduct outbound customer engagement | BSBOPS305 Process customer complaints | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE309 Develop product and service knowledge for customer engagement operation | BSBOPS304 Deliver and monitor a service to customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE403 Schedule customer engagement activity | BSBOPS401 Coordinate business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE404 Collect, analyse and record information | BSBDAT501 Analyse data | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE405 Survey stakeholders to gather and record information | BSBINS508 Research and analyse information to meet library customer needs | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE406 Run a multicentre | BSBOPS501 Manage business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE407 Administer customer engagement technology | BSBTEC403 Apply digital solutions to work processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE501 Develop business continuity strategy | BSBSTR502 Facilitate continuous improvement | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE502 Establish a multicentre | BSBOPS501 Manage business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE503 Manage data interrogation | BSBDAT501 Analyse data | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE504 Integrate customer engagement within the organisation | BSBOPS505 Manage organisational customer service | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE601 Optimise customer engagement operations | BSBOPS505 Manage organisational customer service | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE602 Manage customer engagement information | BSBOPS505 Manage organisational customer service | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE603 Design and launch new customer engagement facilities | BSBOPS505 Manage organisational customer service | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE604 Develop and maintain a service level strategy | BSBOPS601 Develop and implement business plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE605 Develop and maintain a customer engagement marketing strategy | BSBMKG621 Develop organisational marketing strategy | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE606 Forecast and plan using customer engagement traffic information analysis | BSBOPS601 Develop and implement business plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE607 Manage customer engagement centre staffing | BSBOPS501 Manage business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUE608 Manage customer engagement operational costs | BSBOPS501 Manage business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUS201 Deliver a service to customers | BSBOPS203 Deliver a service to customers | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCUS301 Deliver and monitor a service to customers | BSBOPS304 Deliver and monitor a service to customers | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCUS401 Coordinate implementation of customer service strategies | BSBOPS404 Implement customer service strategies | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBCUS402 Address customer needs | BSBOPS404 Implement customer service strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUS403 Implement customer service standards | BSBOPS404 Implement customer service strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBCUS501 Manage quality customer service | BSBOPS505 Manage organisational customer service | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBDIV301 Work effectively with diversity | BSBTWK301 Use inclusive work practices | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBDIV501 Manage diversity in the workplace | BSBTWK501 Lead diversity and inclusion | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBDIV601 Develop and implement diversity policy | BSBTWK501 Lead diversity and inclusion | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBDIV801 Conduct strategic diversity workforce planning | BSBHRM615 Contribute to the development of diversity and inclusion strategies | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBDIV802 Conduct strategic planning for diversity learning practices | BSBHRM615 Contribute to the development of diversity and inclusion strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBDIV803 Develop cross cultural communication and negotiation strategies | BSBSTR802 Lead strategic planning processes for an organisation | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEBU401 Review and maintain a website | BSBTEC405 Review and maintain organisation’s digital presence | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBEBU502 Implement e-business solutions | BSBTEC501 Develop and implement an e-commerce strategy | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEBU511 Develop and implement an e-business strategy | BSBTEC501 Develop and implement an e-commerce strategy | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBEDU301 Assist with monitoring compliance in international education services | BSBAUD412 Work within compliance frameworks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEDU302 Assist in resolution of issues and incidents in an international education environment | BSBLDR301 Support effective workplace relationships | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEDU303 Assist with the provision of international education information | BSBOPS304 Deliver and monitor a service to customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEDU304 Assist with the provision of pastoral care services to international students | BSBTWK301 Use inclusive work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEDU305 Assist with international education events and programs | BSBINS511 Develop and promote library activities, events and public programs | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEMS401 Develop and implement business development strategies to expand client base | BSBHRM415 Coordinate recruitment and onboarding | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEMS402 Develop and implement strategies to source and assess candidates | BSBHRM415 Coordinate recruitment and onboarding | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBEMS403 Develop and provide employment management services to candidates | BSBHRM415 Coordinate recruitment and onboarding | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBEMS404 Manage the recruitment process for client organisations | BSBHRM415 Coordinate recruitment and onboarding | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFIA301 Maintain financial records | BSBFIN302 Maintain financial records | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFIA302 Process payroll | BSBHRM416 Process payroll | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBFIA303 Process accounts payable and receivable | BSBFIN301 Process financial transactions | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFIA304 Maintain a general ledger | BSBFIN302 Maintain financial records | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFIA401 Prepare financial reports | BSBFIN401 Report on financial activity | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFIA412 Report on financial activity | BSBFIN401 Report on financial activity | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFIA501 Report on finances related to international business | BSBFIN401 Report on financial activity | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFIM501 Manage budgets and financial plans | BSBFIN501 Manage budgets and financial plans | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBFIM502 Manage payroll | BSBHRM526 Manage payroll | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBFIM601 Manage finances | BSBFIN601 Manage organisational finances | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBFIM801 Manage financial resources | BSBFIN801 Lead financial strategy development | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFLM303 Contribute to effective workplace relationships | BSBLDR301 Support effective workplace relationships | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBFLM305 Support operational plan | BSBOPS402 Coordinate business operational plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFLM306 Provide workplace information and resourcing plans | BSBOPS301 Maintain business resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFLM309 Support continuous improvement systems and processes | BSBSTR301 Contribute to continuous improvement | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBFLM311 Support a workplace learning environment | BSBHRM413 Support the learning and development of teams and individuals | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFLM312 Contribute to team effectiveness | BSBXTW Work in a Team | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFLM313 Apply language, literacy and numeracy to support others in the workplace | BSBTWK301 Use inclusive work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFLM314 Mentor others in the workplace to support their language, literacy and numeracy skill development | BSBTWK301 Use inclusive work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA301 Work within a franchise | BSBOPS201 Work effectively in business environments | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA401 Manage compliance with franchisee obligations and legislative requirements | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA402 Establish a franchise | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA403 Manage relationship with franchisor | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA404 Manage a multiple-site franchise | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA501 Establish a franchise operation | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA502 Manage a franchise operation | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA503 Manage establishment of new sites or regions | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA504 Manage relationships with franchisees | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBFRA505 Manage closure of a franchise | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV401 Implement board member responsibilities | BSBOPS406 Participate in organisational governance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV402 Work within organisational structure | BSBOPS406 Participate in organisational governance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV403 Analyse financial reports and budgets | BSBFIN501 Manage budgets and financial plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV404 Communicate with community stakeholders | BSBCMM511 Communicate with influence | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV405 Undertake the roles and responsibilities of committee or board members | BSBOPS406 Participate in organisational governance | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBGOV501 Review and apply the organisation's constitution | BSBOPS406 Participate in organisational governance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV502 Recruit and coordinate committee members | BSBOPS406 Participate in organisational governance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV503 Conduct organisational strategic planning | BSBSTR503 Develop organisational policy | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV504 Monitor organisational finances | BSBFIN601 Manage organisational finances | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV505 Seek and apply for funding opportunities | BSBOPS406 Participate in organisational governance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV506 Manage advocacy for your organisation | BSBOPS602 Monitor corporate governance activities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBGOV507 Manage board or committee and organisational conflict | BSBOPS602 Monitor corporate governance activities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBHRM403 Support performance management process | BSBHRM411 Administer performance development processes | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM404 Review human resource functions | BSBHRM417 Support human resources functions and processes | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM405 Support the recruitment, selection and induction of staff | BSBHRM415 Coordinate recruitment and onboarding | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM501 Manage human resource services | BSBHRM527 Coordinate human resource functions and processes | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBHRM502 Manage human resource management information systems | BSBHRM414 Use human resources information systems | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBHRM505 Manage remuneration and employee benefits | BSBHRM528 Coordinate remuneration and employee benefits | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM506 Manage recruitment selection and induction processes | BSBHRM525 Manage recruitment and onboarding | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM507 Manage separation or termination | BSBHRM529 Coordinate separation and termination processes | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBHRM509 Manage rehabilitation or return to work programs | BSBHRM530 Coordinate rehabilitation and return to work programs | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM510 Manage mediation processes | BSBHRM527 Coordinate human resource functions and processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBHRM511 Manage expatriate staff | BSBHRM527 Coordinate human resource functions and processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBHRM512 Develop and manage performance management processes | BSBHRM521 Facilitate performance development processes | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBHRM513 Manage workforce planning | BSBHRM524 Coordinate workforce plan implementation | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM602 Manage human resources strategic planning | BSBHRM614 Contribute to strategic workforce planning | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBHRM604 Manage employee relations | BSBHRM612 Contribute to the development of employee and industrial relations strategies | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBIND201 Work effectively in a business environment | BSBOPS201 Work effectively in business environments | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBIND301 Work effectively in an educational environment | BSBOPS201 Work effectively in business environments | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIND302 Work effectively in the international education services industry | BSBOPS201 Work effectively in business environments | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINM201 Process and maintain workplace information | BSBINS201 Process and maintain workplace information | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINM202 Handle mail | BSBINS202 Handle receipt and dispatch of information | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINM301 Organise workplace information | BSBINS302 Organise workplace information | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINM302 Utilise a knowledge management system | BSBINS303 Use knowledge management systems | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINM303 Handle receipt and despatch of information | BSBINS202 Handle receipt and dispatch of information | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINM401 Implement workplace information system | BSBINS402 Coordinate workplace information systems | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINM501 Manage an information or knowledge management system | BSBINS501 Implement information and knowledge management systems | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINM601 Manage knowledge and information | BSBINS601 Manage knowledge and information | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINN201 Contribute to workplace innovation | BSBSTR301 Contribute to continuous improvement | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINN301 Promote innovation in a team environment | BSBSTR401 Promote innovation in team environments | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINN501 Establish systems that support innovation | BSBSTR501 Establish innovative work environments | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINN502 Build and sustain an innovative work environment | BSBSTR501 Establish innovative work environments | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINN601 Lead and manage organisational change | BSBLDR601 Lead and manage organisational change | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBINN801 Lead innovative thinking and practice | BSBSTR801 Lead innovative thinking and practice | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBINT301 Apply knowledge of the international trade environment to complete work | BSBMKG432 Research international markets | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT302 Apply knowledge of legislation relevant to international trade to complete work | BSBLEG529 Apply legal principles in corporation law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT303 Organise the importing and exporting of goods | BSBOPS304 Deliver and monitor a service to customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT304 Assist in the international transfer of services | BSBOPS304 Deliver and monitor a service to customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT305 Prepare business documents for the international trade of goods | BSBTEC301 Design and produce business documents | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT306 Apply knowledge of international finance and insurance to complete work requirements | BSBFIN302 Maintain financial records | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT401 Research international business opportunities | BSBMKG432 Research international markets | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT405 Apply knowledge of import and export international conventions, laws and finance | BSBMKG548 Forecast international market and business needs | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT407 Prepare business advice on export Free-on-Board Value | BSBLEG421 Apply understanding of the Australian legal system | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT408 Prepare business advice on the taxes and duties for international trade transactions | BSBFIN401 Report on financial activity | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBINT409 Plan for international trade | BSBMKG432 Research international markets | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR301 Comply with organisational requirements for protection and use of intellectual property | BSBLEG525 Apply legal principles in intellectual property law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR401 Use and respect copyright | BSBLEG525 Apply legal principles in intellectual property law matters | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBIPR402 Protect and use new inventions and innovations | BSBLEG525 Apply legal principles in intellectual property law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR403 Protect and use brands and business identity | BSBLEG525 Apply legal principles in intellectual property law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR404 Protect and use innovative designs | BSBLEG525 Apply legal principles in intellectual property law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR405 Protect and use intangible assets in small business | BSBESB402 Establish legal and risk management requirements of new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR501 Manage intellectual property to protect and grow business | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBIPR601 Develop and implement strategies for intellectual property management | BSBLEG525 Apply legal principles in intellectual property law matters | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITA411 Design and develop relational databases | BSBTEC402 Design and produce complex spreadsheets | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITA611 Configure and optimise customer contact technology | BSBTEC601 Review organisational digital strategy | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITB511 Establish and maintain a network of digital devices | BSBTEC404 Use digital technologies to collaborate in a work environment | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITB801 Implement advanced electronic technologies | BSBTEC601 Review organisational digital strategy | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITS411 Maintain and implement digital technology | BSBTEC403 Apply digital solutions to work processes | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBITU111 Operate a personal digital device | BSBTEC101 Operate digital devices | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU112 Develop keyboard skills | BSBTEC101 Operate digital devices | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBITU211 Produce digital text documents | BSBTEC201 Use business software applications | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU212 Create and use spreadsheets | BSBTEC201 Use business software applications | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU213 Use digital technologies to communicate remotely | BSBTEC202 Use digital technologies to communicate in a work environment | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU306 Design and produce business documents | BSBTEC301 Design and produce business documents | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU307 Develop keyboarding speed and accuracy | BSBTEC101 Operate digital devices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITU309 Produce desktop published documents | BSBTEC301 Design and produce business documents | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITU311 Use simple relational databases | BSBTEC302 Design and produce spreadsheets | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITU312 Create electronic presentations | BSBTEC303 Create electronic presentations | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU313 Design and produce digital text documents | BSBTEC301 Design and produce business documents | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU314 Design and produce spreadsheets | BSBTEC302 Design and produce spreadsheets | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU315 Purchase goods and services online | BSBTEC203 Research using the internet | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITU401 Design and develop complex text documents | BSBTEC401 Design and produce complex text documents | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU402 Develop and use complex spreadsheets | BSBTEC402 Design and produce complex spreadsheets | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU404 Produce complex desktop published documents | BSBTEC401 Design and produce complex text documents | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBITU422 Use digital technologies to collaborate in the workplace | BSBTEC404 Use digital technologies to collaborate in a work environment | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBITU501 Conduct data analysis | BSBDAT501 Analyse data | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR401 Communicate effectively as a workplace leader | BSBLDR412 Communicate effectively as a workplace leader | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLDR402 Lead effective workplace relationships | BSBLDR413 Lead effective workplace relationships | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLDR403 Lead team effectiveness | BSBLDR414 Lead team effectiveness | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLDR404 Lead a diverse workforce | BSBLDR521 Lead the development of diverse workforces | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR502 Lead and manage effective workplace relationships | BSBLDR523 Lead and manage effective workplace relationships | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR504 Implement diversity in the workplace | BSBLDR521 Lead the development of diverse workforces | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR511 Develop and use emotional intelligence | BSBPEF502 Develop and use emotional intelligence | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLDR513 Communicate with influence | BSBCMM511 Communicate with influence | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLDR801 Lead personal and strategic transformation | BSBLDR811 Lead strategic transformation | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR802 Lead the strategic planning process for an organisation | BSBSTR802 Lead strategic planning processes for an organisation | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR803 Develop and cultivate collaborative partnerships and relationships | BSBLDR812 Develop and cultivate collaborative partnerships and relationships | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLDR804 Influence and shape diversity management | BSBLDR521 Lead the development of diverse workforces | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLDR805 Lead and influence change | BSBLDR601 Lead and manage organisational change | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLDR806 Lead and influence ethical practice | BSBLDR813 Lead and influence ethical practice | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLED101 Plan skills development | BSBPEF101 Plan and prepare for work readiness | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLED301 Undertake e-learning | BSBHRM413 Support the learning and development of teams and individuals | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED401 Develop teams and individuals | BSBHRM413 Support the learning and development of teams and individuals | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLED501 Develop a workplace learning environment | BSBHRM523 Coordinate the learning and development of teams and individuals | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLED502 Manage programs that promote personal effectiveness | BSBHRM531 Coordinate health and wellness programs | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLED503 Maintain and enhance professional practice | BSBPEF501 Manage personal and professional development | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED802 Lead learning strategy implementation | BSBHRM613 Contribute to the development of learning and development strategies | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLED803 Implement improved learning practice | BSBHRM613 Contribute to the development of learning and development strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED804 Review enterprise e-learning systems and solutions implementation | BSBHRM613 Contribute to the development of learning and development strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED805 Plan and implement a mentoring program | BSBHRM611 Contribute to organisational performance development | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLED806 Plan and implement a coaching strategy | BSBHRM611 Contribute to organisational performance development | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLED807 Establish career development services | BSBHRM611 Contribute to organisational performance development | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLED808 Conduct a career development session | BSBHRM611 Contribute to organisational performance development | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED809 Identify and communicate trends in career development | BSBHRM611 Contribute to organisational performance development | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLED810 Develop human capital | BSBHRM611 Contribute to organisational performance development | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLEG301 Apply knowledge of the legal system to complete tasks | BSBLEG311 Work in a legal services environment | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLEG302 Carry out search of the public record | BSBLEG312 Carry out search of the public record | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG303 Deliver court documentation | BSBLEG313 Lodge documents in a legal services environment | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG304 Apply the principles of confidentiality and security within the legal environment | BSBLEG314 Protect information in a legal services environment | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLEG305 Use legal terminology in order to carry out tasks | BSBLEG311 Work in a legal services environment | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLEG306 Maintain records for time and disbursements in a legal practice | BSBLEG311 Work in a legal services environment | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLEG308 Assist in prioritising and planning activities in a legal practice | BSBLEG315 Assist in planning activities in a legal services environment | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG403 Maintain trust accounts | BSBLEG422 Maintain a file in a legal services environment | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLEG413 Identify and apply the legal framework | BSBLEG421 Apply understanding of the Australian legal system | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG414 Establish and maintain a file in legal services | BSBLEG422 Maintain a file in a legal services environment | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG415 Apply the principles of contract law | BSBLEG522 Apply legal principles in contract law matters | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG416 Apply the principles of the law of torts | BSBLEG523 Apply legal principles in tort law matters | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG417 Apply the principles of evidence law | BSBLEG524 Apply principles of evidence law in matters under litigation | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG418 Produce complex legal documents | BSBLEG424 Support the drafting of complex legal documents | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG510 Apply legal principles in family law matters | BSBLEG527 Apply legal principles in family law matters | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG511 Apply legal principles in criminal law matters | BSBLEG526 Apply legal principles in criminal law matters | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG512 Apply legal principles in property law matters | BSBLEG528 Apply legal principles in property law matters | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLEG513 Apply legal principles in corporation law matters | BSBLEG529 Apply legal principles in corporation law matters | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLEG514 Assist with civil procedure | BSBLEG532 Assist with court procedure | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLEG515 Apply legal principles in wills and probate matters | BSBLEG530 Apply legal principles in wills and probate matters | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB201 Assist with circulation services | BSBINS203 Assist with circulation services | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB202 Process information resource orders | BSBINS203 Assist with circulation services | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB301 Catalogue objects into collections | BSBINS305 Participate in cataloguing activities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB302 Develop and apply knowledge of archives | BSBINS308 Control records | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB303 Provide multimedia support | BSBINS306 Provide multimedia support | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB304 Develop and use information literacy skills | BSBINS301 Develop and use information literacy skills | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB305 Use established cataloguing tools | BSBINS305 Participate in cataloguing activities | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB306 Process and maintain information resources | BSBINS304 Process and maintain information resources | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB401 Record and maintain collection information | BSBINS506 Implement lending and borrowing processes for collections | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB402 Consolidate and maintain industry knowledge | BSBINS407 Consolidate and maintain library industry knowledge | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB403 Complete a range of cataloguing activities | BSBINS305 Participate in cataloguing activities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBLIB404 Use integrated library management systems | BSBINS405 Use integrated library management systems | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB405 Assist customers to access information | BSBINS406 Assist customers to access information | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB406 Obtain information from external and networked sources | BSBINS403 Obtain information from external and networked sources | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB407 Search library and information databases | BSBINS404 Search library and information databases | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB501 Manage lending and borrowing processes for collections | BSBINS506 Implement lending and borrowing processes for collections | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB502 Manage the development of collections | BSBINS506 Implement lending and borrowing processes for collections | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB503 Develop and promote activities, events and public programs | BSBINS511 Develop and promote library activities, events and public programs | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB504 Develop exhibition concepts | BSBINS511 Develop and promote library activities, events and public programs | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB505 Develop disaster management plans | BSBINS601 Manage knowledge and information | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB506 Maintain digital repositories | BSBINS504 Maintain digital repositories | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB507 Promote literature and reading | BSBINS509 Promote literature and reading | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB508 Analyse and describe information resources | BSBINS502 Coordinate data management | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB509 Provide subject access and classify material | BSBINS505 Provide subject access and classify material | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB510 Use and monitor advanced functions of integrated library management systems | BSBINS507 Use advanced functions of integrated library management systems | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB511 Research and analyse information to meet customer needs | BSBINS508 Research and analyse information to meet library customer needs | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB512 Develop and maintain community and stakeholder relationships | BSBINS510 Develop community and stakeholder relationships in a library environment | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB513 Monitor compliance with copyright and licence requirements | BSBINS503 Monitor compliance with copyright and licence requirements | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB601 Research and document collection material | BSBINS604 Contribute to collection management | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB602 Develop and monitor procedures for the movement and storage of collection material | BSBINS604 Contribute to collection management | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBLIB603 Contribute to collection management | BSBINS604 Contribute to collection management | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB604 Extend own information literacy skills to locate information | BSBINS602 Extend own information literacy skills to locate information | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBLIB605 Analyse and describe specialist and complex material | BSBINS601 Manage knowledge and information | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT401 Show leadership in the workplace | BSBLDR411 Demonstrate leadership in the workplace | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT402 Implement operational plan | BSBOPS402 Coordinate business operational plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMGT403 Implement continuous improvement | BSBSTR402 Implement continuous improvement | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT404 Lead and facilitate off-site staff | BSBLDR522 Manage people performance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT405 Provide personal leadership | BSBLDR411 Demonstrate leadership in the workplace | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT406 Plan and monitor continuous improvement | BSBSTR402 Implement continuous improvement | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT407 Apply digital solutions to work processes | BSBTEC403 Apply digital solutions to work processes | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT502 Manage people performance | BSBLDR522 Manage people performance | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT516 Facilitate continuous improvement | BSBSTR502 Facilitate continuous improvement | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT517 Manage operational plan | BSBOPS502 Manage business operational plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT518 Develop organisation policy | BSBSTR503 Develop organisational policy | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT519 Incorporate digital solutions into plans and practices | BSBTEC403 Apply digital solutions to work processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT520 Plan and manage the flexible workforce | BSBTWK502 Manage team effectiveness | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT521 Plan, implement and review a quality assurance program | BSBAUD601 Establish and manage compliance management systems | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT605 Provide leadership across the organisation | BSBLDR602 Provide leadership across the organisation | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT608 Manage innovation and continuous improvement | BSBSTR601 Manage innovation and continuous improvement | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT615 Contribute to organisation development | BSBLDR601 Lead and manage organisational change | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT616 Develop and implement strategic plans | BSBSTR602 Develop organisational strategies | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT617 Develop and implement a business plan | BSBOPS601 Develop and implement business plans | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT618 Develop an engagement centre business plan | BSBOPS601 Develop and implement business plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT619 Identify and implement business innovation | BSBSTR601 Manage innovation and continuous improvement | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMGT621 Design and manage the enterprise quality management system | BSBAUD601 Establish and manage compliance management systems | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMGT622 Manage resources | BSBOPS501 Manage business resources | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT623 Monitor corporate governance activities | BSBOPS602 Monitor corporate governance activities | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMGT624 Develop and implement corporate social responsibility | BSBSUS601 Lead corporate social responsibility | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMGT801 Direct the development of a knowledge management strategy for a business | BSBINS601 Manage knowledge and information | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT802 Lead design and review of enterprise systems | BSBSTR801 Lead innovative thinking and practice | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMGT803 Use financial and economic information for strategic decision making | BSBFIN801 Lead financial strategy development | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG401 Profile the market | BSBMKG431 Assess marketing opportunities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG408 Conduct market research | BSBMKG431 Assess marketing opportunities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG409 Design direct response offers | BSBMKG436 Design and test direct marketing activities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG410 Test direct marketing activities | BSBMKG436 Design and test direct marketing activities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG411 Analyse direct marketing databases | BSBMKG436 Design and test direct marketing activities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG412 Conduct e-marketing communications | BSBMKG442 Conduct e-marketing communications | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG413 Promote products and services | BSBMKG434 Promote products and services | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG414 Undertake marketing activities | BSBMKG433 Undertake marketing activities | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG415 Research international markets | BSBMKG432 Research international markets | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG416 Market goods and services internationally | BSBMKG550 Promote products and services to international markets | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG417 Apply marketing communication across a convergent industry | BSBMKG440 Apply marketing communication across a convergent industry | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG418 Develop and apply knowledge of marketing communication industry | BSBMKG439 Develop and apply knowledge of communications industry | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG419 Analyse consumer behaviour | BSBMKG435 Analyse consumer behaviour | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG420 Create digital media user experiences | BSBMKG437 Create and optimise digital media | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG421 Optimise digital media impact | BSBMKG437 Create and optimise digital media | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG501 Identify and evaluate marketing opportunities | BSBMKG541 Identify and evaluate marketing opportunities | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG502 Establish and adjust the marketing mix | BSBMKG542 Establish and monitor the marketing mix | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG506 Plan market research | BSBMKG543 Plan and interpret market research | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG507 Interpret market trends and developments | BSBMKG543 Plan and interpret market research | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG508 Plan direct marketing activities | BSBMKG544 Plan and monitor direct marketing activities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG509 Implement and monitor direct marketing activities | BSBMKG544 Plan and monitor direct marketing activities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG510 Plan e-marketing communications | BSBMKG552 Design and develop marketing communication plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG511 Analyse data from international markets | BSBMKG548 Forecast international market and business needs | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG512 Forecast international market and business needs | BSBMKG548 Forecast international market and business needs | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG513 Promote products and services to international markets | BSBMKG550 Promote products and services to international markets | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG514 Implement and monitor marketing activities | BSBMKG542 Establish and monitor the marketing mix | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG515 Conduct a marketing audit | BSBMKG545 Conduct marketing audits | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG516 Profile international markets | BSBMKG549 Profile and analyse consumer behaviour for international markets | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG517 Analyse consumer behaviour for specific international markets | BSBMKG549 Profile and analyse consumer behaviour for international markets | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG518 Plan and implement services marketing | BSBMKG541 Identify and evaluate marketing opportunities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG519 Plan and implement business-to-business marketing | BSBMKG541 Identify and evaluate marketing opportunities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG520 Manage compliance within the marketing legislative framework | BSBMKG545 Conduct marketing audits | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG521 Plan and implement sponsorship and event marketing | BSBMKG541 Identify and evaluate marketing opportunities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG522 Plan measurement of marketing effectiveness | BSBMKG545 Conduct marketing audits | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG523 Design and develop an integrated marketing communication plan | BSBMKG552 Design and develop marketing communication plans | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG528 Mine data to identify industry directions | BSBMKG543 Plan and interpret market research | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG529 Manage client account | BSBMKG542 Establish and monitor the marketing mix | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG530 Create distributed multiplatform digital advertisements | BSBMKG551 Create multiplatform advertisements for mass media | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG534 Design effective digital user experiences | BSBMKG546 Develop social media engagement plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG535 Devise a search engine optimisation strategy | BSBMKG546 Develop social media engagement plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG536 Develop strategies to monetise digital engagement | BSBMKG547 Develop strategies to monetise digital engagement | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG537 Develop a social media engagement plan | BSBMKG546 Develop social media engagement plans | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG603 Manage the marketing process | BSBMKG622 Manage organisational marketing processes | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG605 Evaluate international marketing opportunities | BSBMKG625 Implement and manage international marketing programs | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBMKG606 Manage international marketing programs | BSBMKG625 Implement and manage international marketing programs | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG607 Manage market research | BSBMKG624 Manage market research | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG608 Develop organisational marketing objectives | BSBMKG621 Develop organisational marketing strategy | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG609 Develop a marketing plan | BSBMKG623 Develop marketing plans | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBMKG610 Develop, implement and monitor a marketing campaign | BSBMKG623 Develop marketing plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBMKG611 Manage measurement of marketing effectiveness | BSBMKG622 Manage organisational marketing processes | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG409 Apply project scope management techniques | BSBPMG420 Apply project scope management techniques | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG410 Apply project time management techniques | BSBPMG421 Apply project time management techniques | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG411 Apply project quality management techniques | BSBPMG422 Apply project quality management techniques | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG412 Apply project cost management techniques | BSBPMG423 Apply project cost management techniques | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG413 Apply project human resources management approaches | BSBPMG424 Apply project human resources management approaches | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG414 Apply project information management and communications techniques | BSBPMG425 Apply project information management and communications techniques | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG415 Apply project risk management techniques | BSBPMG426 Apply project risk management techniques | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG416 Apply project procurement procedures | BSBPMG427 Apply project procurement procedures | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG417 Apply project life cycle management processes | BSBPMG428 Apply project life cycle management processes | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG418 Apply project stakeholder engagement techniques | BSBPMG429 Apply project stakeholder engagement techniques | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG511 Manage project scope | BSBPMG530 Manage project scope | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG512 Manage project time | BSBPMG531 Manage project time | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG513 Manage project quality | BSBPMG532 Manage project quality | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG514 Manage project cost | BSBPMG533 Manage project cost | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG515 Manage project human resources | BSBPMG534 Manage project human resources | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG516 Manage project information and communication | BSBPMG535 Manage project information and communication | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG517 Manage project risk | BSBPMG536 Manage project risk | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG518 Manage project procurement | BSBPMG537 Manage project procurement | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG519 Manage project stakeholder engagement | BSBPMG538 Manage project stakeholder engagement | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG520 Manage project governance | BSBPMG539 Manage project governance | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG521 Manage project integration | BSBPMG540 Manage project integration | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG522 Undertake project work | BSBPMG430 Undertake project work | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG601 Direct the integration of projects | BSBPMG540 Manage project integration | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG602 Direct the scope of a project program | BSBPMG530 Manage project scope | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG603 Direct time management of a project program | BSBPMG531 Manage project time | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG604 Direct cost management of a project program | BSBPMG533 Manage project cost | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG605 Direct quality management of a project program | BSBPMG532 Manage project quality | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG606 Direct human resources management of a project program | BSBPMG534 Manage project human resources | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG607 Direct communications management of a project program | BSBPMG535 Manage project information and communication | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG609 Direct procurement and contracting for a project program | BSBPMG537 Manage project procurement | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPMG610 Enable program execution | BSBPMG630 Enable program execution | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG615 Manage program delivery | BSBPMG631 Manage program delivery | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG616 Manage program risk | BSBPMG632 Manage program risk | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG617 Provide leadership for the program | BSBPMG633 Provide leadership for the program | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG621 Facilitate stakeholder engagement | BSBPMG634 Facilitate stakeholder engagement | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG622 Implement program governance | BSBPMG635 Implement program governance | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG623 Manage benefits | BSBPMG636 Manage benefits | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG624 Engage in collaborative alliances | BSBPMG637 Engage in collaborative alliances | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG801 Prioritise projects and programs | BSBPMG810 Prioritise projects and programs | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG802 Select and balance the portfolio | BSBPMG811 Select and balance the portfolio | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG803 Manage and review portfolio performance | BSBPMG812 Manage and review portfolio performance | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG804 Govern the portfolio | BSBPMG813 Govern the portfolio | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG805 Lead the portfolio | BSBPMG814 Lead the portfolio | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG806 Manage portfolio communications and change | BSBPMG815 Manage portfolio communications and change | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG807 Manage portfolio resources | BSBPMG816 Manage portfolio resources | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPMG808 Manage portfolio risk | BSBPMG817 Manage portfolio risk | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPRO301 Recommend products and services | BSBMKG434 Promote products and services | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPRO401 Develop product knowledge | BSBMKG434 Promote products and services | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPUB401 Develop and apply knowledge of public relations industry | BSBMKG439 Develop and apply knowledge of communications industry | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBPUB402 Develop public relations campaigns | BSBMKG441 Develop public relations documents | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPUB403 Develop public relations documents | BSBMKG441 Develop public relations documents | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPUB501 Manage the public relations publication process | BSBMKG554 Plan and develop public relations publications | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPUB502 Develop and manage complex public relations campaigns | BSBMKG553 Develop public relations campaigns | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBPUB503 Manage fundraising and sponsorship activities | BSBMKG553 Develop public relations campaigns | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBPUB504 Develop and implement crisis management plans | BSBMKG553 Develop public relations campaigns | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBREL401 Establish networks | BSBTWK401 Build and maintain business relationships | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBREL402 Build client relationships and business networks | BSBTWK401 Build and maintain business relationships | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBREL403 Implement international client relationship strategies | BSBTWK401 Build and maintain business relationships | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBREL501 Build international client relationships | BSBTWK601 Develop and maintain strategic business networks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBREL502 Build international business networks | BSBTWK601 Develop and maintain strategic business networks | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRES404 Research legal information using primary sources | BSBLEG423 Conduct simple legal research | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBRES411 Analyse and present research information | BSBINS401 Analyse and present research information | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRES502 Research legal information using secondary sources | BSBLEG521 Conduct and apply legal research | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBRES801 Initiate and lead applied research | BSBINS603 Initiate and lead applied research | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG301 Control records | BSBINS308 Control records | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG302 Undertake disposal | BSBINS308 Control records | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG303 Retrieve information from records | BSBINS307 Retrieve information from records | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG304 Maintain business records | BSBINS309 Maintain business records | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG305 Review recordkeeping functions | BSBINS309 Maintain business records | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG401 Review the status of a record | BSBINS408 Provide information from and about records | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG402 Provide information from and about records | BSBINS408 Provide information from and about records | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG403 Set up a business or records system for a small business | BSBINS410 Implement records systems for small business | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG404 Monitor and maintain records in an online environment | BSBINS409 Maintain and monitor digital information and records | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG502 Manage and monitor business or records systems | BSBINS512 Monitor business records systems | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG505 Document or reconstruct a business or records system | BSBINS512 Monitor business records systems | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG506 Develop and maintain terminology and classification schemes | BSBINS513 Contribute to records management framework | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG601 Define recordkeeping framework | BSBINS513 Contribute to records management framework | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG603 Prepare a functional analysis for an organisation | BSBINS601 Manage knowledge and information | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG604 Determine security and access rules and procedures | BSBINS512 Monitor business records systems | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG605 Determine records requirements to document a function | BSBINS513 Contribute to records management framework | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG606 Design a records retention and disposal schedule | BSBINS514 Contribute to records retention and disposal schedule | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRKG607 Document and monitor the record creating context | BSBINS513 Contribute to records management framework | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRKG608 Plan management of records over time | BSBINS513 Contribute to records management framework | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBRSK401 Identify risk and apply risk management processes | BSBOPS403 Apply business risk management processes | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBRSK501 Manage risk | BSBOPS504 Manage business risk | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSLS407 Identify and plan sales prospects | BSBOPS304 Deliver and monitor a service to customers | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSLS408 Present, secure and support sales solutions | BSBOPS404 Implement customer service strategies | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSLS501 Develop a sales plan | BSBOPS505 Manage organisational customer service | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSLS502 Lead and manage a sales team | BSBLDR522 Manage people performance | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB201 Identify suitability for micro business | BSBESB301 Investigate business opportunities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBSMB301 Investigate micro business opportunities | BSBESB301 Investigate business opportunities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBSMB302 Develop a micro business proposal | BSBESB302 Develop and present business proposals | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB303 Organise finances for the micro business | BSBESB303 Organise finances for new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB304 Determine resource requirements for the micro business | BSBESB304 Determine resource requirements for new business ventures | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business | BSBESB305 Address compliance requirements for new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB306 Plan a home based business | BSBESB301 Investigate business opportunities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB307 Set up information and communications technology for the micro business | BSBESB304 Determine resource requirements for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB308 Improve energy efficiency in micro or small business operations | BSBESB304 Determine resource requirements for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB401 Establish legal and risk management requirements of small business | BSBESB402 Establish legal and risk management requirements of new business ventures | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB402 Plan small business finances | BSBESB403 Plan finances for new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Significant edits made to Foundation Skills to clarify intent and align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB403 Market the small business | BSBESB404 Market new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB404 Undertake small business planning | BSBESB401 Research and develop business plans | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB407 Manage a small team | BSBLDR414 Lead team effectiveness | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB408 Manage personal, family, cultural and business obligations | BSBPEF402 Develop personal work priorities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB409 Build and maintain relationships with small business stakeholders | BSBESB404 Market new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB410 Review and implement energy efficiency in business operations | BSBESB402 Establish legal and risk management requirements of new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB411 Manage specialist external advisory services | BSBTWK401 Build and maintain business relationships | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB415 Refine and strengthen a small business | BSBESB401 Research and develop business plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB417 Recruit staff | BSBHRM415 Coordinate recruitment and onboarding | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB418 Manage compliance for small business | BSBESB405 Manage compliance for small businesses | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB420 Evaluate and develop small business operations | BSBESB406 Establish operational strategies and procedures for new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB421 Manage small business finances | BSBESB407 Manage finances for new business ventures | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSMB422 Plan small business growth | BSBESB401 Research and develop business plans | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSMB423 Create a digital technology plan for small business | BSBESB406 Establish operational strategies and procedures for new business ventures | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS201 Participate in environmentally sustainable work practices | BSBSUS211 Participate in sustainable work practices | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSUS401 Implement and monitor environmentally sustainable work practices | BSBSUS411 Implement and monitor environmentally sustainable work practices | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBSUS402 Implement an environmental management plan | BSBSUS411 Implement and monitor environmentally sustainable work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS403 Measure, monitor and reduce carbon emissions | BSBSUS411 Implement and monitor environmentally sustainable work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS404 Assess, implement, monitor and report on waste management | BSBSUS411 Implement and monitor environmentally sustainable work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS405 Assess, monitor and reduce water use | BSBSUS411 Implement and monitor environmentally sustainable work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS406 Identify and apply sustainability rating tools | BSBSUS411 Implement and monitor environmentally sustainable work practices | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBSUS501 Develop workplace policy and procedures for sustainability | BSBSUS511 Develop workplace policies and procedures for sustainability | Updated Title to align to policy. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWHS201 Contribute to health and safety of self and others | BSBWHS211 Contribute to the health and safety of self and others | Minor changes to Elements and Performance Criteria. Vocational/job outcomes remain unchanged. | E |
| BSBWHS301 Maintain workplace safety | BSBWHS311 Assist with maintaining workplace safety | Title revised to better reflect work requirements. Minor wording changes to Elements. Performance Criteria added to clarify intent and scope of unit. Minor changes to Assessment Requirements and Foundation Skills. Vocational/job outcomes remain unchanged. | E |
| BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements | BSBWHS411 Implement and monitor WHS policies, procedures and programs | Minor changes to Elements, Performance Criteria and Foundation Skills. Vocational/job outcomes remain unchanged. | E |
| BSBWOR201 Manage personal stress in the workplace | BSBPEF201 Support personal wellbeing in the workplace | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBWOR202 Organise and complete daily work activities | BSBPEF202 Plan and apply time management | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWOR203 Work effectively with others | BSBTWK201 Work effectively with others | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWOR204 Use business technology | BSBTEC201 Use business software applications | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWOR301 Organise personal work priorities and development | BSBPEF301 Organise personal work priorities | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWOR302 Work effectively as an off-site worker | BSBOPS201 Work effectively in business environments | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBWOR403 Manage stress in the workplace | BSBPEF401 Manage personal health and wellbeing | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBWOR404 Develop work priorities | BSBPEF402 Develop personal work priorities | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWOR424 Develop a time management plan | BSBPEF402 Develop personal work priorities | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBWOR501 Manage personal work priorities and professional development | BSBPEF501 Manage personal and professional development | Changed Title to clarify intent. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | NE |
| BSBWOR502 Lead and manage team effectiveness | BSBTWK502 Manage team effectiveness | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRK311 Develop self-awareness | BSBPEF302 Develop self-awareness | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRK409 Prepare for and participate in dispute resolution | BSBTWK502 Manage team effectiveness | Vocational outcomes of superseded unit addressed by current industry requirements described in superseding unit. | NE |
| BSBWRK411 Support employee and industrial relations procedures | BSBHRM412 Support employee and industrial relations | Updated Title to align to policy. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRK412 Contribute to personal development | BSBPEF403 Lead personal development | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRK520 Manage employee relations | BSBHRM522 Manage employee and industrial relations | Changed Title to clarify intent. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRT301 Write simple documents | BSBWRT311 Write simple documents | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRT401 Write complex documents | BSBWRT411 Write complex documents | No Title change. Minor edits made to Elements and Performance Criteria to align to policy. Updates made to Foundation Skills to align to policy. Minor edits made to Performance Evidence and Knowledge Evidence to align to policy. Updates made to Assessment Conditions to align to policy. | E |
| BSBWRT501 Write persuasive copy | BSBMKG555 Write persuasive copy | No Title change. Significant edits made to Elements and Performance Criteria to clarify intent and align to policy. Updates made to Foundation Skills to align to policy. Significant edits made to Performance Evidence and Knowledge Evidence to clarify intent and align to policy. Updates made to Assessment Conditions to align to policy. | E |
| - | BSBCMM412 Lead difficult conversations | Unit newly created. | NC |
| - | BSBCNV616 Comply with tax obligations in a conveyancing transaction | Unit newly created. | NC |
| - | BSBCRT611 Apply critical thinking for complex problem solving | Unit newly created. | NC |
| - | BSBFIN502 Manage financial compliance | Unit newly created. | NC |
| - | BSBINS502 Coordinate data management | Unit newly created. | NC |
| - | BSBINS515 Participate in archiving activities | Unit newly created. | NC |
| - | BSBINS516 Undertake cataloguing activities | Unit newly created. | NC |
| - | BSBLEG425 Apply principles of legal project management | Unit newly created. | NC |
| - | BSBLEG531 Apply legal principles in administrative law matters | Unit newly created. | NC |
| - | BSBLEG533 Support alternative dispute resolution processes | Unit newly created. | NC |
| - | BSBLEG534 Take instructions in a legal services environment | Unit newly created. | NC |
| - | BSBMKG628 Lead organisational public relations | Unit newly created. | NC |
| - | BSBOPS302 Identify business risk | Unit newly created. | NC |
| - | BSBOPS306 Record stakeholder interactions | Unit newly created. | NC |
| - | BSBPMG541 Manage complex projects | Unit newly created. | NC |
| - | BSBSUS412 Develop and implement workplace sustainability plans | Unit newly created. | NC |
| - | BSBSUS413 Evaluate and report on workplace sustainability | Unit newly created. | NC |
| - | BSBTEC203 Research using the internet | Unit newly created. | NC |
| - | BSBTEC601 Review organisational digital strategy | Unit newly created. | NC |
| - | BSBTWK601 Develop and maintain strategic business networks | Unit newly created. | NC |
| No further units of competency were created, deleted or changed in the update from Version 6.1 to Version 7.0. Those units of competency not included in the above mapping table are listed in the *Units in* *BSB Business Services Training Package* table. | | | |
| |  | | --- | | The ‘Compare Content Tool’ available on the *training.gov.au* (TGA) website allows users to access more detailed information on changes between training product versions. To watch a video on how to use this tool visit https://www.youtube.com/watch?v=EjhNe3Bu0H4. | | | | |

Training products transferred to the CUA Creative Arts and Culture Training Package

| Unit mapping information: BSB Version 6.0 to CUA Version 5.0 | | | |
| --- | --- | --- | --- |
| Code and title  BSB Version 6.1 | Code and title  CUA Version 5.0 | Comments | Equivalence to previous |
| BSBDES201 Follow a design process | CUADES201 Follow a design process | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES202 Evaluate the nature of design in a specific industry context | CUADES202 Evaluate the nature of design in a specific industry context | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES301 Explore the use of colour | CUADES301 Explore the use of colour | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES302 Explore and apply the creative design process to 2D forms | CUADES302 Explore and apply the creative design process to 2D forms | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES303 Explore and apply the creative design process to 3D forms | CUADES303 Explore and apply the creative design process to 3D forms | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES304 Source and apply design industry knowledge | CUADES304 Source and apply design industry knowledge | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES305 Source and apply information on the history and theory of design | CUADES305 Source and apply information on the history and theory of design | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES401 Generate design solutions | CUADES411 Generate design solutions | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES402 Interpret and respond to a design brief | CUADES412 Interpret and respond to a design brief | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES403 Develop and extend design skills and practice | CUADES413 Develop and extend design skills and practice | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES501 Implement design solutions | CUADES511 Implement design solutions | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES502 Establish, negotiate and refine a design brief | CUADES512 Establish, negotiate and refine a design brief | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES601 Manage design realisation | CUADES611 Manage design realisation | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES602 Research global design trends | CUADES612 Research global design trends | Transferred to CUA Creative Arts and Culture Training Package. | E |
| BSBDES801 Research and apply design theory | CUADES801 Research and apply design theory | Transferred to CUA Creative Arts and Culture Training Package. | E |

###### Imported units in the training package

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

| Imported units of competency in *BSB Business Services Training Package* Version 7.0 | | |
| --- | --- | --- |
| Code | Title | Host Training Package |
| AHCBUS615 | Implement a monitoring, evaluation and reporting program | AHC Agriculture, Horticulture and Conservation and Land Management |
| CPPCMN4009 | Develop team understanding of and commitment to sustainability | CPP Property Services |
| CPPDSM4047 | Implement and monitor procurement process | CPP Property Services |
| CPPWMT3044A | Identify wastes and hazards | CPP Property Services |
| CUACNM601 | Manage collection maintenance and preservation procedures | CUA Creative Arts and Culture |
| CUAEVP211 | Assist with the staging of public activities or events | CUA Creative Arts and Culture |
| CUAEVP411 | Present information on activities, events or public programs | CUA Creative Arts and Culture |
| CUAIND202 | Develop and apply knowledge of information and cultural services organisations | CUA Creative Arts and Culture |
| CUAPRE401 | Implement preventative conservation activities | CUA Creative Arts and Culture |
| DEFEVL001 | Develop an evaluation program | DEF Defence |
| DEFEVL002 | Evaluate and report collected information | DEF Defence |
| DEFEVL003 | Maintain and enhance professional practice | DEF Defence |
| DEFEVL004 | Evaluate a training and assessment system | DEF Defence |
| DEFEVL005 | Evaluate a community based program | DEF Defence |
| DEFEVL006 | Evaluate business performance | DEF Defence |
| FNSACC312 | Administer subsidiary accounts and ledgers | FNS Financial Services |
| FNSACC411 | Process business tax requirements | FNS Financial Services |
| FNSACC412 | Prepare operational budgets | FNS Financial Services |
| FNSACC413 | Make decisions in a legal context | FNS Financial Services |
| FNSACC416 | Set up and operate a computerised accounting system | FNS Financial Services |
| FNSFLT201 | Develop and use a personal budget | FNS Financial Services |
| FNSINC401 | Apply principles of professional practice to work in the financial services industry | FNS Financial Services |
| FNSORG601 | Negotiate to achieve goals and manage disputes | FNS Financial Services |
| FNSORG602 | Develop and manage financial systems | FNS Financial Services |
| FNSPRM601 | Establish, supervise and monitor practice systems to conform with legislation and regulations | FNS Financial Services |
| FNSTPB402 | Establish and maintain payroll systems | FNS Financial Services |
| FSKDIG002 | Use digital technology for routine and simple workplace tasks | FSK Foundation Skills |
| FSKLRG011 | Use routine strategies for work-related learning | FSK Foundation Skills |
| FSKOCM006 | Use oral communication skills to participate in workplace teams | FSK Foundation Skills |
| HLTAID003 | Provide first aid | HLT Health |
| HLTAID005 | Provide first aid in remote situations | HLT Health |
| ICPPRP322 | Digitise images for reproduction | ICP Printing and Graphic Arts |
| ICPPRP422 | Digitise complex images for reproduction | ICP Printing and Graphic Arts |
| ICTICT211 | Identify and use basic current industry specific technologies | ICT Information and Communications Technology |
| ICTICT515 | Verify client business requirements | ICT Information and Communications Technology |
| ICTICT517 | Match ICT needs with the strategic direction of the organisation | ICT Information and Communications Technology |
| ICTICT602 | Develop contracts and manage contracted performance | ICT Information and Communications Technology |
| ICTICT606 | Develop communities of practice | ICT Information and Communications Technology |
| ICTSAS305 | Provide ICT advice to clients | ICT Information and Communications Technology |
| ICTSAS410 | Identify and resolve client ICT problems | ICT Information and Communications Technology |
| ICTWEB201 | Use social media tools for collaboration and engagement | ICT Information and Communications Technology |
| MEM13001B | Perform emergency first aid | MEM Manufacturing and Engineering |
| MSMENV472 | Implement and monitor environmentally sustainable work practices | MSM Manufacturing Training Package |
| MSS014013 | Contribute to sustainability related audits | MSS Sustainability |
| MSS015022 | Develop strategies for more sustainable use of resources | MSS Sustainability |
| MSS015025 | Develop a business case for sustainability improvements | MSS Sustainability |
| PSPETH002 | Uphold and support the values and principles of public service | PSP Public Sector |
| PSPETH003 | Promote the values and ethos of public service | PSP Public Sector |
| PSPGEN028 | Provide a quotation | PSP Public Sector |
| PSPGEN043 | Apply government processes | PSP Public Sector |
| PSPGEN049 | Undertake negotiations | PSP Public Sector |
| PSPMGT006 | Develop a business case | PSP Public Sector |
| PSPMGT012 | Facilitate knowledge management | PSP Public Sector |
| PSPPCM006 | Select providers and develop contracts | PSP Public Sector |
| PSPPCM007 | Manage contracts | PSP Public Sector |
| PSPPCM008 | Manage contract performance | PSP Public Sector |
| PSPPCM009 | Finalise contracts | PSP Public Sector |
| PSPPCM010 | Manage procurement risk | PSP Public Sector |
| PSPPCM011 | Plan to manage a contract | PSP Public Sector |
| PSPPCM012 | Plan for procurement outcomes | PSP Public Sector |
| PSPPCM013 | Make procurement decisions | PSP Public Sector |
| PSPPCM015 | Conduct and manage coordinated procurement | PSP Public Sector |
| PSPPCM016 | Plan and implement strategic sourcing | PSP Public Sector |
| PSPPCM017 | Plan and implement procurement category management | PSP Public Sector |
| PSPPCM018 | Conduct demand and procurement spend analysis | PSP Public Sector |
| PSPPCY004 | Support policy implementation | PSP Public Sector |
| PUACOM008 | Develop and organise public safety awareness programs | PUA Public Safety |
| PUAFER001 | Identify, prevent and report potential facility emergency situations | PUA Public Safety |
| PUAFER004 | Respond to facility emergencies | PUA Public Safety |
| PUAWHS003 | Implement and monitor organisational work, health and safety policies, procedures and programs | PUA Public Safety |
| RIIVEH305E | Operate and maintain a four wheel drive vehicle | RII Resources and Infrastructure Industry |
| RIIWHS202D | Enter and work in confined spaces | RII Resources and Infrastructure Industry |
| RIIWHS204D | Work safely at heights | RII Resources and Infrastructure Industry |
| RIIWHS403D | Apply the mine work health and safety management plan | RII Resources and Infrastructure Industry |
| SIRMKT007 | Develop a digital marketing plan | SIR Retail Services |
| SIRXCEG002 | Assist with customer difficulties | SIR Retail Services |
| SIRXCEG004 | Create a customer-centric culture | SIR Retail Services |
| SIRXCEG005 | Maintain business to business relationships | SIR Retail Services |
| SIRXECM002 | Prepare digital content | SIR Retail Services |
| SIRXECM003 | Design an ecommerce site | SIR Retail Services |
| SIRXMGT005 | Lead the development of business opportunities | SIR Retail Services |
| SIRXMKT001 | Support marketing and promotional activities | SIR Retail Services |
| SIRXMKT002 | Use social media to engage customers | SIR Retail Services |
| SIRXMKT006 | Develop a social media strategy | SIR Retail Services |
| SIRXOSM003 | Use social media and online tools | SIR Retail Services |
| SIRXOSM005 | Develop a basic website for customer engagement | SIR Retail Services |
| SIRXOSM007 | Manage risk to organisational reputation in an online setting | SIR Retail Services |
| SIRXPDK001 | Advise on products and services | SIR Retail Services |
| SIRXSLS003 | Achieve sales results | SIR Retail Services |
| SIRXSLS004 | Drive sales results | SIR Retail Services |
| TAEASS301 | Contribute to assessment | TAE Training and Education |
| TAEDEL301 | Provide work skill instruction | TAE Training and Education |
| TAEDEL401 | Plan, organise and deliver group-based learning | TAE Training and Education |
| TAEDES501 | Design and develop learning strategies | TAE Training and Education |
| TAELED803 | Implement improved learning practice | TAE Training and Education |
| TAELED804 | Review enterprise e-learning systems and solutions implementation | TAE Training and Education |
| TLIE4006 | Collect, analyse and present workplace data and information | TLI Transport and Logistics |

###### Prerequisite units in BSB Business Services Training Package

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

###### Regulation and licensing implications for implementation

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

Information for conveyancers

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

Minimum qualifications/required units of competency

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

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

Relevant legislation and regulatory requirements

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

Commonwealth

* *A New Tax System (Goods and Services Tax) Act 1999*
* *Age Discrimination Act 2004*
* *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*
* *Australian Capital Territory Government Service (Consequential Provisions) Act 1994*
* *Australian Human Rights Commission Act 1986*
* *Australian Prudential Regulation Authority Act 1998*
* *Australian Securities and Investments Commission Act 2001*
* *Competition and Consumer Act 2010*
* *Corporations Act 2001*
* *Disability Discrimination Act 1992*
* *Fringe Benefits Tax Assessment Act 1986*
* *Income Tax Assessment Act 1997*
* *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
* *Racial Discrimination Act 1975*
* *Sex Discrimination Act 1984*
* *Tax Agent Services Act 2009*
* *Taxation Administration Act 1953*
* *Work Health and Safety Act 2011.*

State/Territory

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

Regulatory authorities/standards

* Australian Accounting Standards Board (AASB)
* Financial Reporting Council.

# Implementation information

###### Key features of training package and business services industry

The industry at a glance

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

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

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

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

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

The Technical Skills sectors are examined in more detail below:

Audit and Compliance

1. Practitioners in this sector work to help businesses approach managing issues including business governance, compliance, and assuring processes and procedures. Internal and external auditors also included within the sector. Auditors may help organisations ensure compliance with relevant quality management systems, such as the ISO 9001 certification, food safety standards, and environmental management standards.

Conveyancing

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

Human Resources

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

Information Services

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

Legal Services

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

Marketing

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

Procurement

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

Work Health and Safety

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

Transferable skills

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

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

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

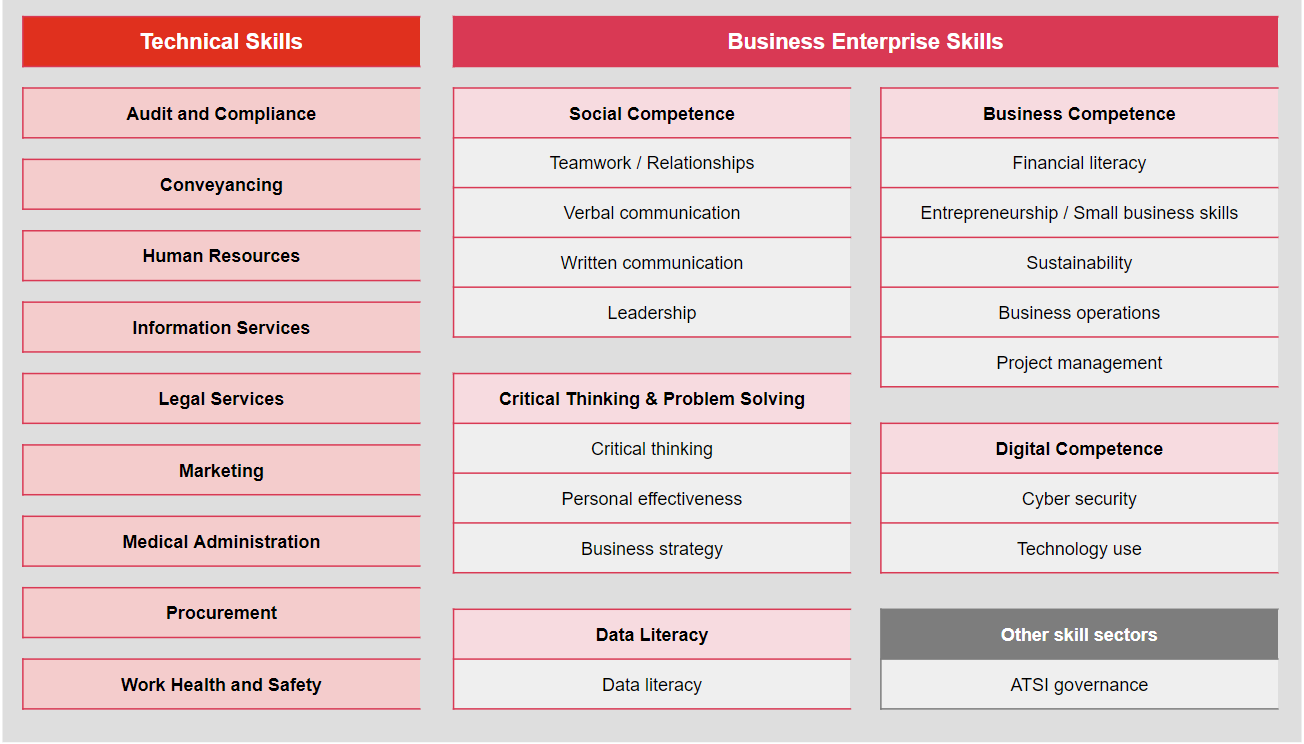
Looking to the future

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

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

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

###### Industry sectors represented in the Training Package

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

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

* **Business Competence:** These general business skills are essential to succeeding in the Business Services sector. These include financial literacy, entrepreneurial skills, project management, and an understanding of business operations. Being equipped with strong business competence, allows individuals to move between job roles and industries across the Business Services sector, as well as to plan and build a new business venture.
  + *Financial Literacy* – In a Business Services environment, an individual that is financially literate is able to interact effectively with the financial resources of an organisation. These skills and knowledge enables the individual to identify, report on, and make strategic decisions relating to financial resources and transactions.
  + *Entrepreneurship / Small Business* – An individual that is competent in entrepreneurship demonstrates the skills and knowledge to plan, launch and maintain a new business venture. An individual that is entrepreneurial will also be able to identify business opportunities and develop strategies to gain advantage for an existing venture.
  + *Sustainability* – Sustainability practices encourage business activity that meets present needs, without compromising future production. An individual with the skills and knowledge to apply sustainability practices in a Business Services environment manages financial, social and environmental risks, obligations and opportunities.
  + *Business Operations* – Skills in business operations enable an individual to work effectively in a Business Services environment. These operational functions support the administration of an organisation to produce the greatest level of effectiveness and efficiency in its core areas of focus.
  + *Project Management* – A project is a temporary venture undertaken to create a unique product, service or result. Projects have a defined beginning and end in time, and therefore defined scope and resources. Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.
* **Critical Thinking & Problem Solving:** Critical thinking and problem solving skills enable individuals to interpret and apply information objectively. Individuals with these skills are better equipped to succeed in the Business Services sector, as their logic and rationale is self-monitored and self-corrective, irrespective of the context. These individuals are better equipped to think strategically about work practices, and to be personally effective.
  + *Critical Thinking* – Critical thinking skills enables an individual to gather, analyse, and apply information to develop effective solutions. These skills support intellectual rigour and objectivity. The ability to apply a critical thinking approach is highly sought by employers, as the skill is increasingly important for solving organisational challenges.
  + *Personal Effectiveness* – Personal effectiveness involves using techniques and available resources to maximise personal performance in order to contribute to business objectives. In a Business Services context, personal effectiveness covers personal and professional development, and personal health and wellbeing, which supports performance and ongoing skill development.
  + *Business Strategy* – Business strategy is an established plan of action designed to achieve a particular goal or set of organisational goals or objectives. It is aimed at strengthening the performance of the enterprise and sets out how business should be conducted to achieve the desired goals.
* **Social Competence:** A socially competent individual is able to work effectively with others. These interpersonal skills encourage clear communication (verbal, non-verbal, written) and collaboration. As new ways of working emerge across the Business Services sector, including remote teaming and the 'gig economy', these skills will become increasingly important for successful workplace interaction.
  + *Teamwork / Relationships* – An individual that has the skills to work (and build relationships) with others is more likely to be effective in a Business Services environment, particularly as digital technologies create more opportunities to work collaboratively.
  + *Verbal communication* – Effective verbal communication is an essential skill in a Business Services environment. Verbal communication may take the form of a conversation, speech or presentation, and be direct or indirect.
  + *Written communication* – Written communication, an essential skill in a Business Services environment, is often formal (e.g. a memo, report, letter), though sometimes may be less formal (e.g. email or instant messenger). Each type of written communication requires understanding of appropriate style and context.
  + *Leadership* – Leadership skills enable a person to interact with others in a way that improves collective performance. For this reason, effective leadership can produce desired organisational outcomes. These competencies are important for, not only individuals in management roles, but for individuals across the Business Services sector.
* **Data Literacy:** Data literacy is the ability to derive meaningful insights from data. People in roles across the Business Services sector have access to more and more data, with a growing emphasis being placed on data-driven decision making. These skills enable a person to effectively identify, locate, interpret, and evaluate information to produce business insights.
  + *Data Literacy* – Data literacy is the ability to derive meaningful insights from data. These skills enable a person to effectively identify, locate, interpret, and evaluate information to produce business insights.
* **Digital Competence:** A digitally competent person is able to use new and emerging platforms and digital technologies in a business environment. These systems are used safely and critically, and enable digital collaboration. As the Business Services sector becomes increasingly digitally-enabled, broad digital competence becomes imperative for this workforce.
  + *Cyber Security* – Exponential growth in the amount of sensitive data being stored calls for new information security skills, particularly around data protection and privacy. There are opportunities in the Business Services sector for cyber security professionals that can manage advanced threat response, risk management and advanced adversaries.
  + *Technology Use* – The ability to effectively use new and emerging technologies is increasingly important for the Business Services workforce. Technological developments present opportunities for organisations to operate more effectively and efficiently, including by enabling greater collaboration.

| Industry sectors represented in *BSB Business Services Training Package* Version 7.0 | | |
| --- | --- | --- |
| Sector | Titles for specific competency  fields (alpha code) | Description  This code is used to indicate: |
| **Business Competence** | Business Operations (OPS) | Units of competency that can be used across industries and training packages for the support and management of business operations functions |
| Entrepreneurship and Small Business (ESB) | Units of competency that can be used across industries and training packages for the development and management of new business ventures |
| Financial Literacy (FIN) | Units of competency that can be used across industries and training packages for the support and management of organisational accounting and finance functions |
| Project Management (PMG) | Units of competency that can be used across industries and training packages for management and direction of projects, programs and portfolios of work |
| Sustainability (SUS) | Units of competency that can be used across industries and training packages for fostering socially and environmentally sustainable work practices |
| **Critical Thinking & Problem Solving** | Business Strategy (STR) | Units of competency that can be used across industries and training packages for the implementation and development of business strategy – including innovation and continuous improvement |
| Critical Thinking (CRT) | Units of competency that can be used across industries and training packages for developing concepts, ideas and constructive debate for the workplace |
| Personal Effectiveness (PEF) | Units of competency that can be used across industries and training packages for personal and professional development, and health and wellbeing |
| **Cross sector** | Big Data (XBD) | Units of competency that can be used across industries and training packages to develop skills in working with big data |
| Cyber Security (XCS) | Units of competency that can be used across industries and training packages to develop skills in supporting a cyber secure workforce |
| Inclusion of People with Disability in VET (XDB) | Units of competency that can be used across industries and training packages for those engaging with people with disability |
| Teamwork and Communication (XTW, XCM) | Units of competency that can be used across industries and training packages to develop skills for workplace communication and teamwork |
| **Data Literacy** | Data Literacy (DAT) | Units of competency that can be used across industries and training packages for data analysis and the use of data to develop business insights |
| *See also ‘Big Data’* | *See also ‘Big Data’* |
| **Digital Competence** | Technology Use (TEC) | Units of competency that can be used across industries and training packages for the use of software applications and other digital technologies in the workplace |
| *See also ‘Cyber Security’* | *See also ‘Cyber Security’* |
| **Social Competence** | Leadership (LDR) | Units of competency that can be used across industries and training packages for leadership and people management in the workplace |
| Teamwork / Relationships (TWK) | Units of competency that can be used across industries and training packages for working in teams and building effective business relationships |
| Verbal Communication (CMM) | Units of competency that can be used across industries and training packages for effective verbal communication in a workplace environment |
| Written Communication (WRT) | Units of competency that can be used across industries and training packages for effective written communication across a range of media |
| **Technical Skills** | Aboriginal and Torres Strait Islander Governance (ATSI) | Specialist units of competency relating to the governance of Indigenous Corporations |
| Audit and Compliance (AUD) | Specialist units of competency for undertaking compliance and quality auditing |
| Conveyancing (CNV) | Specialist units of competency for facilitating conveyancing transactions |
| Human Resources (HRM) | Specialist units of competency for supporting and managing the human resources function of an organisation |
| Information Services (INS) | Specialist units of competency relating to libraries, archives and records management |
| Legal Services (LEG) | Specialist units of competency for supporting the provision of legal advice |
| Marketing (MKG) | Specialist units of competency for supporting and managing the marketing function of an organisation |
| Medical Administration (MED) | Specialist units of competency for carrying out administration in medical practices |
| Procurement (PRC) | Specialist units of competency for supporting and managing the procurement function of an organisation |
| Work Health and Safety (WHS) | Specialist units of competency for supporting and managing the health and safety function of an organisation |

###### Mandatory entry requirements for qualifications

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

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

| BSB qualifications with entry requirements | | |
| --- | --- | --- |
| Code and title | Entry requirements | Rationale |
| **BSB50320 Diploma of Human Resource Management** | Have completed the following units (or equivalent competencies): BSBHRM411 Administer performance development processes; BSBHRM412 Support employee and industrial relations; BSBHRM415 Coordinate recruitment and onboarding; and BSBHRM417 Support human resource functions and processes. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.  or  Have two years equivalent full-time relevant work experience. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to administer performance development processes, support employee and industrial relations, coordinate recruitment and onboarding, and support human resource functions and processes before completing higher qualifications.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB50620 Diploma of Marketing and Communication** | Have completed the following units (or equivalent competencies): BSBCMM411 Make presentations; BSBCRT412 Articulate, present and debate ideas; BSBMKG433 Undertake marketing activities; BSBMKG435 Analyse consumer behaviour; BSBMKG439 Develop and apply knowledge of communications industry; and BSBWRT411 Write complex documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.  or  Have two years equivalent full-time relevant work experience. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in writing complex documents, communicating ideas, undertaking marketing activities, and analysing consumer behaviour.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB50720 Diploma of Paralegal Services** | Have completed the following units (or equivalent competencies): BSBLEG314 Protect information in a legal services environment; BSBLEG423 Conduct simple legal research; and BSBLEG424 Support the drafting of complex legal documents. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.  or  Have two years equivalent full-time relevant work experience. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to protect information, conduct research, and support drafting of complex documents.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB51319 Diploma of Work Health and Safety** | All BSB41419 Certificate IV in Work Health and Safety core units or equivalent competencies. Equivalent competencies are predecessors to the following units which have been mapped as equivalent.   * BSBWHS412 Assist with workplace compliance with WHS laws * BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes * BSBWHS414 Contribute to WHS risk management * BSBWHS415 Contribute to implementing WHS management systems * BSBWHS416 Contribute to workplace incident response. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to assist implementation and maintenance of WHS, and contribute to WHS risk management and workplace incident response. |
| **BSB60120 Advanced Diploma of Business** | Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).  or  Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence to initiate, plan, execute and evaluate their own work and/or the work of others.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB60320 Advanced Diploma of Human Resource Management** | Have completed one of the following qualifications: BSB50320 Diploma of Human Resource Management; or BSB50618 Diploma of Human Resources Management (or a superseded equivalent version).  or  Have four years equivalent full-time relevant work experience. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to manage business risk and employee and industry relations; monitor policies; procedures and programs; coordinate plans; functions and processes; and contribute to the learning and development of teams and individuals.  Consultees also suggested that the required competence could be achieved through four years on-the-job learning. |
| **BSB60420 Advanced Diploma of Leadership and Management** | Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).  or  Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence to initiate, plan, execute and evaluate their own work and/or the work of others.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB60520 Advanced Diploma of Marketing and Communication** | Have completed the following units (or equivalent competencies): BSBMKG541 Identify and evaluate marketing opportunities; BSBMKG542 Establish and monitor the marketing mix; BSBMKG552 Design and develop marketing communication plans; BSBMKG555 Write persuasive copy; and BSBPMG430 Undertake project work. Equivalent competencies are predecessors to these units, which have been mapped as equivalent.  or  Have four years equivalent full-time relevant work experience. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to evaluate market opportunities, monitor the marketing mix, develop communication plans, write persuasive document, and undertake project work.  Consultees also suggested that the required competence could be achieved through four years on-the-job learning. |
| **BSB60619 Advanced Diploma of Work Health and Safety** | All BSB51319 Diploma of Work Health and Safety core units or equivalent competencies. Equivalent competencies are predecessors to four of the following units, which have been mapped as equivalent. Note: BSBWHS519 is new to the core of the Diploma, equivalent to its previous version, and a requirement for entry into the Advanced Diploma.   * BSBWHS513 Lead WHS risk management * BSBWHS515 Lead initial response to and investigate WHS incidents * BSBWHS516 Contribute to developing, implementing and maintaining an organisation’s WHS management system * BSBWHS519 Lead the development and use of WHS risk management tools * BSBWHS522 Manage WHS consultation and participation processes. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have the skills to lead WHS risk management, lead initial response to and investigate WHS incidents, contribute to developing, implementing and maintaining a WHS management system, and manage consultation and participation. |
| **BSB60720 Advanced Diploma of Program Management** | Have completed one of the following qualifications: BSB50820 Diploma of Project Management; or BSB51415 Diploma of Project Management (or a superseded equivalent version).  or  Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in managing project scope, time, quality, cost, human resources, communication, and risks.  Consultees also suggested that the required competence could be achieved through two years on-the-job learning. |
| **BSB80320 Graduate Diploma of Strategic Leadership** | Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.  or  Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.  or  Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in program or project leadership and management, and high-level writing, technical and communication skills related to strategic leadership. |
| **BSB80220 Graduate Diploma of Portfolio Management** | Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.  or  Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise.  or  Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. | Industry consultees suggested that the level of training and assessment required for this qualification are not appropriate for a learner who does not yet have competence in program or project leadership and management, and high-level writing, technical and communication skills related to portfolio management. |

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

| BSB skill sets with entry requirements | | |
| --- | --- | --- |
| Code and title | Entry requirements | Rationale |
| **BSBSS00108 Marketing and Communication Skill Set** | Entry to this skill set is limited to those who have completed BSBSS00107 Marketing and Communication Foundations Skill Set or BSB40820 Certificate IV in Marketing and Communication. | Entry Requirements added to close loophole. A learner could otherwise enter BSB60520 Advanced Diploma of Marketing and Communication by completing this skill set, thereby bypassing the Entry Requirements of BSB50620 Diploma of Marketing and Communication. |

###### Pathways information

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

Qualification pathways and occupational outcomes

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

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

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

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

|  |  |  |
| --- | --- | --- |
| Qualification pathways information in BSB Business Services Training Package (V7.0) | | |
| Sector | Qualification | Pathways information |
| **Audit and Compliance** | BSB50920 Diploma of Quality Auditing | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Lead Auditor * Quality Assurance Manager |
| **Business** | BSB10120 Certificate I in Workplace Skills | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Administrative Assistant |
| BSB20120 Certificate II in Workplace Skills | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Office Receptionist * Administrative Assistant |
| BSB30120 Certificate III in Business | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Administration Officer * Customer Service Representative |
| BSB40120 Certificate IV in Business | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Administration Manager * Customer Service Representative * Personal Assistant |
| BSB50120 Diploma of Business | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Frontline Manager / Team Leader * Administration Manager * Business Development Manager |
| BSB60120 Advanced Diploma of Business | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Business Development Manager * Business Analyst |
| **Conveyancing** | BSB60220 Advanced Diploma of Conveyancing | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Licensed Conveyancer * Settlement Agent |
| **Human Resources** | BSB40420 Certificate IV in Human Resource Management | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Human Resources Officer * Human Resources Coordinator * Payroll Officer |
| BSB50320 Diploma of Human Resource Management | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Human Resources Consultant * Human Resources Advisor * Human Resources Business Partner |
| BSB60320 Advanced Diploma of Human Resource Management | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Human Resources Manager * Senior Human Resources Business Partner |
| **Information Services** | BSB30420 Certificate III in Library and Information Services | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Library Assistant |
| BSB40720 Certificate IV in Library and Information Services | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Library Assistant |
| BSB50520 Diploma of Library and Information Services | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Library Technician * Research Assistant |
| **Leadership and Management** | BSB40520 Certificate IV in Leadership and Management | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Line Manager * Team Leader |
| BSB50420 Diploma of Leadership and Management | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Sales Team Manager * Frontline Manager |
| BSB60420 Advanced Diploma of Leadership and Management | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Department Manager * Senior Manager |
| BSB80320 Graduate Diploma of Strategic Leadership | **Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning.**   * Strategy Manager |
| **Legal** | BSB30320 Certificate III in Legal Services | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Legal Administrative Assistant * Legal Receptionist |
| BSB40620 Certificate IV in Legal Services | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Legal Secretary |
| BSB50720 Diploma of Paralegal Services | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Paralegal |
| **Marketing** | BSB40820 Certificate IV in Marketing and Communication | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Public Relations Officer * Marketing Officer * Marketing Coordinator |
| BSB50620 Diploma of Marketing and Communication | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Marketing Lead * Marketing Manager |
| BSB60520 Advanced Diploma of Marketing and Communication | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Communications Lead * Advertising Lead * Public Relations Manager |
| **Other** | BSB40220 Certificate IV in Aboriginal and Torres Strait Islander Governance | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Aboriginal and Torres Strait Islander Board Member * Aboriginal and Torres Strait Islander Governance Coordinator |
| BSB50220 Diploma of Aboriginal and Torres Strait Islander Governance | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Aboriginal and Torres Strait Islander Board Secretary * Aboriginal and Torres Strait Islander Executive Director |
| BSB80120 Graduate Diploma of Management (Learning) | **Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning.**   * RTO Manager * RTO Director |
| **Project Management** | BSB40920 Certificate IV in Project Management Practice | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Contracts Officer * Project Administrator * Quality Officer |
| BSB50820 Diploma of Project Management | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Project Manager * Project Team Leader |
| BSB60720 Advanced Diploma of Program Management | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Program Manager |
| BSB80220 Graduate Diploma of Portfolio Management | **Graduates at this level will have advanced knowledge and skills for professional or highly skilled work and/or further learning.**   * Portfolio Manager |
| **Small Business** | BSB30220 Certificate III in Entrepreneurship and New Business | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * New Business Operator * Sole Trader * Independent Contractor |
| BSB40320 Certificate IV in Entrepreneurship and New Business | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * Small Business Manager * Business Owner |
| **Work Health and Safety** | BSB30719 Certificate III in Work Health and Safety | **Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.**   * Work Health and Safety Representative * Work Health and Safety Assistant |
| BSB41419 Certificate IV in Work Health and Safety | **Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.**   * WorkCover Inspector * Work Health and Safety Officer |
| BSB51319 Diploma of Work Health and Safety | **Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.**   * Work Health and Safety Supervisor * Work Health and Safety Manager |
| BSB60619 Advanced Diploma of Work Health and Safety | **Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning.**   * Work Health and Safety Program Lead * Occupational Health and Safety Practitioner |

Skill set pathways

| Skill set pathways information in *BSB Business Services Training Package* Version 7.0 | | |
| --- | --- | --- |
| Code | Title | Pathways Information |
| BSBSS00091 | Capture and Present Big Data Skill Set | Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business. |
| BSBSS00092 | Manage Big Data Skill Set | Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business. |
| BSBSS00093 | Cyber Security Threat Assessment and Risk Management Skill Set | Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business. |
| BSBSS00094 | Cyber Security Awareness Skill Set | Units from this skill set contribute to credit towards BSB40120 Certificate IV in Business. |
| BSBSS00095 | Lead Auditor Skill Set | Units from this skill set can contribute to credit towards BSB50920 Diploma of Quality Auditing. |
| BSBSS00096 | Innovation Practice Skill Set | Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Leadership, Business Operations) and BSB40320 Certificate IV in Entrepreneurship and New Business. |
| BSBSS00097 | Innovation Leadership Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Organisational Development). |
| BSBSS00098 | Marketing Foundations Skill Set | Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Leadership, Business Operations) and BSB40820 Certificate IV in Marketing and Communication. |
| BSBSS00099 | Communications and Public Relations Foundations Skill Set | Units from this skill set can contribute to credit towards BSB40820 Certificate IV in Marketing and Communication. |
| BSBSS00100 | Business Operations Support Skill Set | Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business and BSB40520 Certificate IV in Business (Business Operations). |
| BSBSS00101 | Business Operations Management Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Business Operations). |
| BSBSS00102 | Micro Business Skill Set | Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business. |
| BSBSS00103 | New Business Ventures Skill Set | Units from this skill set can contribute to credit towards BSB30220 Certificate III in Entrepreneurship and New Business. |
| BSBSS00104 | Small Business Management Skill Set | Units from this skill set can contribute to credit towards BSB40320 Certificate IV in Entrepreneurship and New Business. |
| BSBSS00105 | Human Resources Foundation Skill Set | Units from this skill set can contribute to credit towards BSB40420 Certificate IV in Human Resources. |
| BSBSS00106 | Introduction to Paralegal Services Skill Set | Units from this skill set can contribute to credit towards BSB40620 Certificate IV in Legal Services. |
| BSBSS00107 | Marketing and Communication Foundation Skill Set | Units from this skill set can contribute to credit towards BSB40820 Certificate IV in Marketing and Communication. |
| BSBSS00108 | Marketing and Communication Skill Set | Units from this skill set can contribute to credit towards BSB50620 Diploma of Marketing and Communication. |
| BSBSS00109 | Introduction to Team Management Skill Set | Units from this skill set can contribute to credit towards BSB50420 Diploma of Leadership and Management. |
| BSBSS00110 | Business Development Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Business Development) and BSB50620 Diploma of Marketing and Communication. |
| BSBSS00111 | Human Resources Advisor Skill Set | Units from this skill set can contribute to credit towards BSB50320 Diploma of Human Resource Management. |
| BSBSS00112 | Workplace Technology Skill Set | Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Technology). |
| BSBSS00113 | Digital Business Administration Skill Set | Units from this skill set can contribute to credit towards BSB40120 Certificate IV in Business (Business Administration). |
| BSBSS00114 | Organisational Governance Skill set | Units from this skill set can contribute to credit towards BSB60120 Advanced Diploma of Leadership and Management. |
| BSBSS00115 | Copyright Management Skill Set | Units from this skill set can contribute to credit towards BSB60120 Advanced Diploma of Business. |
| BSBSS00116 | Campaign Management Skill Set | Units from this skill set can contribute to credit towards BSB60520 Advanced Diploma of Marketing and Communication. |
| BSBSS00117 | Diversity and Inclusion Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Leadership) and BSB60420 Advanced Diploma of Leadership and Management. |
| BSBSS00118 | Procurement Manager Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Procurement). |
| BSBSS00119 | Customer Service Skill Set | Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Customer and Client Engagement). |
| BSBSS00120 | Administrative Assistant Skill Set | Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Business Administration). |
| BSBSS00121 | Medical Administration Skill Set | Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Medical Administration). |
| BSBSS00122 | Compliance Skill Set | Units from this skill set can contribute to credit towards BSB50920 Diploma of Quality Auditing. |
| BSBSS00123 | Records and Information Management Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business (Records and Information Management) and BSB50520 Diploma of Library and Information Services. |
| BSBSS00124 | Workplace IT Foundations Skill Set | Units from this skill set can contribute to credit towards BSB10120 Certificate I in Workplace Skills and BSB20120 Certificate II in Workplace Skills. |
| BSBSS00125 | Workplace Foundations Skill Set | Units from this skill set can contribute to credit towards BSB10120 Certificate I in Workplace Skills and BSB20120 Certificate II in Workplace Skills. |
| BSBSS00126 | Contact Centre Skill Set | Units from this skill set can contribute to credit towards BSB20120 Certificate II in Workplace Skills and BSB30120 Certificate III in Business (Technology, Customer and Client Engagement). |
| BSBSS00127 | Contact Centre Team Manager Skill Set | Units from this skill set can contribute to credit towards BSB50120 Diploma of Business and BSB50420 Diploma of Leadership and Management. |
| BSBSS00128 | Cross-Sector Infection Control Skill Set | Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business and BSB30719 Certificate III in Work Health and Safety. |

###### Access and equity considerations

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

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

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

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

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

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

*Considerations specific to learners with disability*

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

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

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

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

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

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

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

*Reasonable adjustment for learners with disability*

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

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

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

Adjustments must:

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

Adjustments are not required if they could:

* cause the RTO unjustifiable hardship
* harm other learners.

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

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

* accessible classrooms
* changes to class scheduling
* note-taking or interpreting support
* modification to presentation mediums and techniques or teaching practices
* course materials, information and learning tasks in alternative formats
* alternative assessment formats, timeframes or tasks
* availability of assistive technologies or specialised equipment
* allowing a carer or support person to be present in the learning environment.

**Additional resources**

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

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

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

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

Some practical examples for implementing reasonable adjustments to address different learner needs can be found at: <http://www.ndco.stepscs.net.au/uploads/5/0/2/0/5020317/7._reasonable_adjustments_sept2014.pdf>.

###### Foundation skills

Foundation skills that underpin competent performance are identified in each unit of competency in a foundation skills table. The foundation skills should be considered as an integrated part of the unit for delivery and assessment purposes.

The foundation skills field in a unit of competency:

* identifies skills that underpin competent performance but are not explicit in the performance criteria of the unit
* describes the application of each skill in context of the performance criteria
* should be considered as an integrated part of the unit for delivery and assessment purposes.

Foundation skills can incorporate language, literacy and numeracy skills described in the *Australian Core Skills Framework (ACSF)*, and the employability skills described in the *Employability Skills Framework (ESF)*.

The skills included in these two frameworks are illustrated in the table below.

| ACSF | ESF |
| --- | --- |
| * Learning * Reading * Writing * Oral Communication * Numeracy | * Communication * Teamwork * Problem Solving * Initiative and Enterprise * Planning and Organising * Self-management * Learning * Technology |

###### Health and safety implications in the industry

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

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

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

###### Resource and equipment requirements

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

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

###### Legal considerations for learners in the workplace/on placements

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

###### Other information relevant to implementing the Training Package

Requirements for assessors

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

Training and assessment in simulated environments

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

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

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

Workplace simulation criteria

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

***Quality*** – The work is of the standard required in the industry.

***Productivity*** – The work is performed within a timeframe appropriate in the industry.

***Safety*** – The work is performed in a manner that meets industry safety standards.

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

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

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

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

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

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

Australian apprenticeships

1. Apprenticeships and traineeships are legally binding training arrangements between an employer and an employee that combine training with paid employment.
2. Apprenticeships and traineeships are established and administered by *State or Territory Training Authorities (STAs)*. STAs are the government departments in each state or territory responsible for the operation of the VET system (including Australian Apprenticeships).

The Australian Apprenticeships website offers information about apprenticeships and traineeships, and includes links to the websites for STAs. Visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) for more information.

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

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

VET for secondary school students

1. VET programs enable school students to acquire workplace skills and knowledge while still at secondary school.
2. Successful achievement of a VET program provides a school student with a nationally recognised AQF qualification, usually as part of a senior secondary certificate.

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

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

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

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

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

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

Training and assessment issues for the school sector

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

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

Cross sector skills

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

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

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

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

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

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

Big data

1. Big data is becoming more abundant within organisations. Due to the broad reaching nature of big data in an increasingly digital world, there is a long list of industries which could potentially benefit from improved big data related training products. As a result, the following units have been developed and included in this training package.

|  |  |
| --- | --- |
| BSBXBD401 | Capture and store big data |
| BSBXBD402 | Test big data samples |
| BSBXBD403 | Analyse big data |
| BSBXBD404 | Use big data for operational decision making |
| BSBXBD405 | Develop procedures for managing big data |
| BSBXBD406 | Present big data insights |
| BSBXBD407 | Protect big data integrity |
| BSBXBD408 | Implement and review procedures for managing big data |
| BSBXBD501 | Develop big data strategy |

Cyber security

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

|  |  |
| --- | --- |
| BSBXCS301 | Protect own personal online profile from cyber security threats |
| BSBXCS302 | Identify and report online security threats |
| BSBXCS303 | Securely manage personally identifiable and workplace information |
| BSBXCS401 | Maintain security of digital devices |
| BSBXCS402 | Promote workplace cyber security awareness and practices |
| BSBXCS403 | Contribute to cyber security threat assessments |
| BSBXCS404 | Contribute to cyber security risk management |
| BSBXCS405 | Contribute to cyber security incident responses |

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

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

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

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

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

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

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

Specific legislation, standards and regulatory requirements include:

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

Teamwork and communication

The teamwork and communication cross sector skills stemmed from an initial analysis that found there were large numbers of units of competency across all training packages covering these topics. It was identified that it would be beneficial for these skills to be consolidated into common units to enable learners to develop skills that easily transferable across industries. As a result, the following units have been developed and included in this training package.

|  |  |
| --- | --- |
| BSBXCM301 | Engage in workplace communication |
| BSBXCM401 | Apply communication strategies in the workplace |
| BSBXCM501 | Lead communication in the workplace |
| BSBXTW301 | Work in a team |
| BSBXTW401 | Lead and facilitate a team |

Inclusion of people with disability

1. The cross sector units in this space focus on upskilling individuals who engage with people with disability in workplaces and education settings, so as to facilitate enhanced inclusion of people with disability. As a result, the following units have been developed and included in this training package.

|  |  |
| --- | --- |
| BSBXDB301 | Respond to the service needs of customers and clients with disability |
| BSBXDB401 | Develop and implement recruitment processes that are inclusive of people with disability |
| BSBXDB501 | Support staff members with disability in the workplace |
| BSBXDB502 | Adapt organisations to enhance accessibility for people with disability |

Relevant legislation, standards and regulatory requirements for delivery of cross sector disability units

Specific legislation, standards and regulatory requirements relevant to the inclusion of people with disability cross sector units, include:

* *Disability Discrimination Act 1992*
* Disability Standards for Education 2005
* United Nations Convention on the Rights of Persons with Disability
* *National Disability Insurance Scheme Act 2013*
* National Disability Insurance Scheme (NDIS) Code of Conduct, and NDIS Quality and Safeguarding Framework
* National Disability Strategy
* Web Content Accessibility Guidelines
* Australian Law Reform Commission’s National Decision-Making Principles
* *Fair Work Act 2009*.

Information relevant to assessment simulation for cross sector disability units

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

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

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

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

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

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

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

Infection prevention and control

The development of this unit was instigated by the COVID-19 pandemic and recovery phase; however, has been developed as a new unit of competency to be applicable across a variety of roles and sectors and is designed to address infection prevention and control generally, not specific to one pandemic. The unit addresses skills and knowledge required to apply infection prevention and control procedures to own work activities, to ensure a safe return to work. As a result, the following unit has been developed and included in this training package.

|  |  |
| --- | --- |
| BSBWHS332X | Apply infection prevention and control procedures to own work activities |

Note: Supply chain skills

As part of the cross sector Supply Chain Skills project, TLIL5055 Manage a supply chain was replaced by this unit, BSBPRC504 Manage a supply chain.

Accordingly, TLIL5055 can be considered equivalent to BSBPRC504.

Qualifications

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

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

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

Qualification structure

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

Qualification code

Each qualification has a unique eight-character code:

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

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

**AQF level 4**

**This is the 5th**

**qualification in the**

**sequence at this AQF**

**level**

**BSB Business Services**

**Training Package**

**This qualification was**

**endorsed in 2020**

***Example***

***BSB40520***

Qualification title

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

Qualification description

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

Entry requirements

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

Packaging rules

This field:

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

Qualification mapping information

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

Links

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

Skill sets

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

Skill set structure

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

Skill set code

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

Skill set name

The title reflects the skill set outcomes.

Description

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

Pathways information

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

Suggested title and words for Statement of Attainment

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

Target group

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

Links

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

Units of competency

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

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

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

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

What is competency?

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

Competency covers all aspects of workplace performance and involves:

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

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

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

Unit of competency structure

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

Unit code

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

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

Unit title

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

Unit application

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

Prerequisite units

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

Unit sector

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

Elements of competency

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

Performance criteria

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

Foundation skills

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

Range of conditions

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

Links

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

Summary of Frameworks and Standards for RTOs

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

WHS implications in the industry

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

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

1. In jurisdictions where the *National Model WHS Legislation* has not been implemented RTOs are advised to contextualise units of competency by referring to the existing State/Territory *occupational health and safety (OHS)* legislative requirements.
2. You may also refer to the section *Regulation and licensing implications for implementation in this Guide.*

Resource and equipment requirements

1. RTOs must make sure that all resources and equipment required to train and assess units of competency are available.
2. Details of specific resources, including equipment and materials essential for assessment, are listed in the Assessment Conditions sections of assessment requirements documents.

Assessment requirements

Title

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

Performance evidence

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

Knowledge evidence

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

Assessment conditions

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

Links

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

Contextualisation of units of competency by RTOs

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

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

# Contacts and links

Companion volumes/ training package information

1. All Companion Volumes can be found on the VETNet website:
2. <https://vetnet.gov.au/Pages/default.aspx>

PwC's Skills for Australia

1. One International Towers Sydney
2. Watermans Quay
3. Barangaroo NSW Sydney 2000 Australia
4. p: 1800 714 819
5. e: [info@skillsforaustralia.com](mailto:info@skillsforaustralia.com)
6. w: www.skillsforaustralia.com

Department of Education, Skills and Employment

These materials have been developed with funding provided by the Commonwealth of Australia through the Department of Education, Skills and Employment.  
<https://www.employment.gov.au>

General

1. Australian Industry and Skills Committee  
   <https://www.aisc.net.au>/
2. Australian Apprenticeships
3. www.australianapprenticeships.gov.au
4. Australian Qualifications Framework: Second edition,   
   January 2013  
   http://www.aqf.edu.au/
5. Australian Skills Quality Authority (ASQA)  
   http://www.asqa.gov.au
6. TGA website, training packages  
   http://www.training.gov.au/
7. Training Accreditation Council (Western Australia)  
   http://www.tac.wa.gov.au

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

State and Territory Training Authority

1. Australian Capital Territory  
   https://www.education.act.gov.au/
2. New South Wales  
   http://www.dec.nsw.gov.au/
3. Northern Territory  
   https://business.nt.gov.au/
4. Queensland  
   https://training.qld.gov.au/
5. South Australia  
   https://statedevelopment.sa.gov.au/
6. Tasmania  
   http://www.skills.tas.gov.au/
7. Victoria  
   http://www.education.vic.gov.au/
8. Western Australia  
   http://www.dtwd.wa.gov.au

About PwC's Skills for Australia

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

PwC’s Skills for Australia is authorised and funded by the Australian government to produce training packages for its nine industries:

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

Visit www.skillsforaustralia.com for more information.

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