

BSB Business Services

Qualification Bundles

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Contact your Aspire Account Manager for more information:

Patricia Robertson
QLD, NT
0417 238 088
probinson@aspirelr.com.au

Bill Triantafyllou
NSW, ACT
0455 079 544
btriantafyllou@aspirelr.com.au

Joanne Roberts
VIC, WA, SA, TAS
0417 671 549
jroberts@aspirelr.com.au

Qualification Bundle Order Form

BSB10120 Certificate I in Workplace Skills

Qualification requirement

Total number of units – 6

→ 2 core units

→ 4 elective units

Code	Unit of Competency	Office use	Select
Core Units			
BSBOPS101	Use business resources	BBOPS101QB	<input checked="" type="checkbox"/>
BSBPEF101	Plan and prepare for work readiness	BBPEF101QB	<input checked="" type="checkbox"/>
Elective Units – Choose 4			
BSBCMM211	Apply communication skills	BBCMM211QB	
BSBCRT201	Develop and apply thinking and problem solving skills	BBCRT201QB	
BSBOPS201	Work effectively in business environments	BBOPS201QB	
BSBPEF201	Support personal wellbeing in the workplace	BBPEF201QB	
BSBPEF202	Plan and apply time management	BBPEF202QB	
BSBSUS211	Participate in sustainable work practices	BBSUS211QB	
BSBTEC203	Research using the internet	BBTEC203QB	
BSBWHS211	Contribute to the health and safety of self and others	BBWHS211QB	
FSKDIG002	Use digital technology for routine and simple workplace tasks	FSDIG002QB	
FSKLRG011	Use routine strategies for work-related learning	FSLRG011QB	

Qualification Bundle Order Form

BSB20120 Certificate II in Workplace Skills

Qualification requirement

Total number of units – 10

→ 5 core units

→ 5 elective units, of which:

- 1 elective unit must be selected from Group A
- 1 elective unit must be selected from Group B
- for the remaining 3 elective units, up to 3 units may be selected from Groups A, B and C

Code	Unit of Competency	Office use	Select
Core Units			
BSBCMM211	Apply communication skills	BBCMM211QB	<input checked="" type="checkbox"/>
BSBOPS201	Work effectively in business environments	BBOPS201QB	<input checked="" type="checkbox"/>
BSBPEF202	Plan and apply time management	BBPEF202QB	<input checked="" type="checkbox"/>
BSBSUS211	Participate in sustainable work practices	BBSUS211QB	<input checked="" type="checkbox"/>
BSBWHS211	Contribute to the health and safety of self and others	BBWHS211QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBCRT201	Develop and apply thinking and problem solving skills	BBCRT201QB	
BSBPEF201	Support personal wellbeing in the workplace	BBPEF201QB	
BSBPEF302	Develop self-awareness	BBPEF302QB	
Group B Elective Units			
BSBTEC201	Use business software applications	BBTEC201QB	
BSBTEC202	Use digital technologies to communicate in a work environment	BBTEC202QB	
BSBTEC203	Research using the internet	BBTEC203QB	
Group C Elective Units			
BSBOPS203	Deliver a service to customers	BBOPS203QB	
BSBPEF101	Plan and prepare for work readiness	BBPEF101QB	
SIRXCEG002	Assist with customer difficulties	BBXCEG002QB	
SIRXPDK001	Advise on products and services	BBXPDK001QB	

Qualification Bundle Order Form

BSB30120 Certificate III in Business

Qualification requirement

Total number of units – 13

→ 6 core units

→ 7 elective units, of which:

- 2 elective units must be selected from Group A
- 1 elective unit must be selected from Group B
- for the remaining 3 elective units, up to 3 units may be selected from Groups A–G

Code	Unit of Competency	Office use	Select
Core Units			
BSBCRT311	Apply critical thinking skills in a team environment	BBCRT311QB	<input checked="" type="checkbox"/>
BSBPEF201	Support personal wellbeing in the workplace	BBPEF201QB	<input checked="" type="checkbox"/>
BSBSUS211	Participate in sustainable work practices	BBSUS211QB	<input checked="" type="checkbox"/>
BSBTWK301	Use inclusive work practices	BBTWK301QB	<input checked="" type="checkbox"/>
BSBWHS311	Assist with maintaining workplace safety	BBWHS311QB	<input checked="" type="checkbox"/>
BSBXCM301	Engage in workplace communication	BBXCM301QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBTEC202	Use digital technologies to communicate in a work environment	BBTEC202QB	
BSBTEC301	Design and produce business documents	BBTEC301QB	
BSBTEC302	Design and produce spreadsheets	BBTEC302QB	
BSBTEC303	Create electronic presentations	BBTEC303QB	
BSBTEC404	Use digital technologies to collaborate in a work environment	BBTEC404QB	
BSBWRT311	Write simple documents	BBWRT311QB	
BSBXCS303	Securely manage personally identifiable information and workplace information	BBXCS303QB	
Group B Elective Units			
BSBPEF301	Organise personal work priorities	BBPEF301QB	
BSBPMG430	Undertake project work	BBPMG430QB	
BSBSTR301	Contribute to continuous improvement	BBSTR301QB	
BSBWHS332X	Apply infection control prevention and control procedures to own work activity	BBWHS332XQB	
Group C Elective Units			
BSBCRT412	Articulate, present and debate ideas	BBCRT412QB	
BSBLDR301	Support effective workplace relationships	BBLDR301QB	
BSBPEF302	Develop self-awareness	BBPEF302QB	
BSBXTW301	Work in a team	BBXTW301QB	
Group D Elective Units			
BSBOPS304	Deliver and monitor a service to customers	BBOPS304QB	
BSBOPS305	Process customer complaints	BBOPS305QB	
BSBXDB301	Respond to the service needs of customers and clients with disability	BBXDB301QB	
SIRXCEG002	Assist with customer difficulties	BBXCEG002QB	
SIRXOSM003	Use social media and online tools	BBXOSM003QB	
SIRXPDK001	Advise on products and services	BBXPDK001QB	

Code	Unit of Competency	Office use	Select
Group E Elective Units			
BSBOPS301	Maintain business resources	BBOPS301QB	
BSBOPS303	Organise schedules	BBOPS303QB	
BSBPUR301	Purchase goods and services	BBPUR301QB	
Group G Elective Units			
BSBINS302	Organise workplace information	BBINS302QB	

Qualification Bundle Order Form

BSB40120 Certificate IV in Business

Qualification requirement

Total number of units – 12

→ 6 core units

→ 6 elective units, of which:

- 2 elective units must be selected from Group A
- for the remaining 4 elective units, up to 4 units may be selected from Groups A–G

Code	Unit of Competency	Office use	Select
Core Units			
BSBCRT411	Apply critical thinking to work practices	BBCRT411QB	<input checked="" type="checkbox"/>
BSBTEC404	Use digital technologies to collaborate in a work environment	BBTEC404QB	<input checked="" type="checkbox"/>
BSBTWK401	Build and maintain business relationships	BBTWK401QB	<input checked="" type="checkbox"/>
BSBWHS411	Implement and monitor WHS policies, procedures and programs	BBWHS411QB	<input checked="" type="checkbox"/>
BSBWRT411	Write complex documents	BBWRT411QB	<input checked="" type="checkbox"/>
BSBXCM401	Apply communication strategies in the workplace	BBXCM401QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBPEF401	Manage personal health and wellbeing	BBPEF401QB	
BSBPEF402	Develop personal work priorities	BBPEF402QB	
BSBPEF502	Develop and use emotional intelligence	BBPEF502QB	
Group B Elective Units			
BSBCMM411	Make presentations	BBCMM411QB	
BSBCRT412	Articulate, present and debate ideas	BBCRT412QB	
BSBHRM413	Support the learning and development of teams and individuals	BBHRM413QB	
BSBLDR411	Demonstrate leadership in the workplace	BBLDR411QB	
BSBPEF501	Manage personal and professional development	BBPEF501QB	
BSBSTR401	Promote innovation in team environments	BBSTR401QB	
BSBXDB501	Support staff members with disability in the workplace	BBXDB501QB	
BSBXTW401	Lead and facilitate a team	BBXTW401QB	
Group C Elective Units			
BSBOPS401	Coordinate business resources	BBOPS401QB	
BSBOPS405	Organise business meetings	BBOPS405QB	
BSBPMG430	Undertake project work	BBPMG430QB	
BSBTEC403	Apply digital solutions to work processes	BBTEC403QB	
Group D Elective Units			
BSBMKG433	Undertake marketing activities	BBMKG433QB	
BSBMKG435	Analyse consumer behaviour	BBMKG435QB	
BSBMKG439	Develop and apply knowledge of communications industry	BBMKG439QB	
BSBOPS402	Coordinate business operational plans	BBOPS402QB	
BSBOPS403	Apply business risk management processes	BBOPS403QB	
BSBOPS404	Implement customer service strategies	BBOPS404QB	

Code	Unit of Competency	Office use	Select
Group E Elective Units			
BSBSUS411	Implement and monitor environmentally sustainable work practices	BBSUS411QB	
BSBSUS511	Develop workplace policies and procedures for sustainability	BBSUS511QB	
Group G Elective Units			
BSBXCS401	Maintain security of digital devices	BBXCS401QB	
BSBXCS402	Promote workplace cyber security awareness and practices	BBXCS402QB	
BSBXCS403	Contribute to cyber security threat assessments	BBXCS403QB	
BSBXCS405	Contribute to cyber security incident responses	BBXCS405QB	

Qualification Bundle Order Form

BSB40520 Certificate IV in Leadership and Management

Qualification requirement

Total number of units – 12

→ 5 core units

→ 7 elective units, of which:

– 4 elective units must be selected from Group A

– for the remaining 3 elective units, up to 3 units may be selected from Groups A and B

Code	Unit of Competency	Office use	Select
Core Units			
BSBLDR411	Demonstrate leadership in the workplace	BBLDR411QB	<input checked="" type="checkbox"/>
BSBLDR413	Lead effective workplace relationships	BBLDR413QB	<input checked="" type="checkbox"/>
BSBOPS402	Coordinate business operational plans	BBOPS402QB	<input checked="" type="checkbox"/>
BSBXC401	Apply communication strategies in the workplace	BBXC401QB	<input checked="" type="checkbox"/>
BSBXTW401	Lead and facilitate a team	BBXTW401QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBCRT411	Apply critical thinking to work practices	BBCRT411QB	<input type="checkbox"/>
BSBLDR412	Communicate effectively as a workplace leader	BBLDR412QB	<input type="checkbox"/>
BSBLDR414	Lead team effectiveness	BBLDR414QB	<input type="checkbox"/>
BSBOPS403	Apply business risk management processes	BBOPS403QB	<input type="checkbox"/>
BSBPEF402	Develop personal work priorities	BBPEF402QB	<input type="checkbox"/>
BSBSTR401	Promote innovation in team environments	BBSTR401QB	<input type="checkbox"/>
BSBSTR502	Facilitate continuous improvement	BBSTR502QB	<input type="checkbox"/>
BSBTWK401	Build and maintain business relationships	BBTWK401QB	<input type="checkbox"/>
BSBWHS411	Implement and monitor WHS policies, procedures and programs	BBWHS411QB	<input type="checkbox"/>
Group B Elective Units			
BSBCRT412	Articulate, present and debate ideas	BBCRT412QB	<input type="checkbox"/>
BSBOPS401	Coordinate business resources	BBOPS401QB	<input type="checkbox"/>
BSBOPS404	Implement customer service strategies	BBOPS404QB	<input type="checkbox"/>
BSBOPS405	Organise business meetings	BBOPS405QB	<input type="checkbox"/>
BSBPEF401	Manage personal health and wellbeing	BBPEF401QB	<input type="checkbox"/>
BSBPEF502	Develop and use emotional intelligence	BBPEF502QB	<input type="checkbox"/>
BSBPMG430	Undertake project work	BBPMG430QB	<input type="checkbox"/>
BSBSUS411	Implement and monitor environmentally sustainable work practices	BBSUS411QB	<input type="checkbox"/>
BSBWRT411	Write complex documents	BBWRT411QB	<input type="checkbox"/>
BSBXCS405	Contribute to cyber security incident responses	BBXCS405QB	<input type="checkbox"/>

Qualification Bundle Order Form

BSB50120 Diploma of Business

Qualification requirement

Total number of units – 12

→ 5 core units

→ 7 elective units, of which:

- 2 elective units must be selected from Group A
- for the remaining 5 elective units, up to 5 units may be selected from Groups A–F

Code	Unit of Competency	Office use	Select
Core Units			
BSBCRT511	Develop critical thinking in others	BBCRT511QB	<input checked="" type="checkbox"/>
BSBFIN501	Manage budgets and financial plans	BBFIN501QB	<input checked="" type="checkbox"/>
BSBOPS501	Manage business resources	BBOPS501QB	<input checked="" type="checkbox"/>
BSBSUS511	Develop workplace policies and procedures for sustainability	BBSUS511QB	<input checked="" type="checkbox"/>
BSBXC501	Lead communication in the workplace	BBXC501QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBFIN601	Manage organisational finances	BBFIN601QB	<input type="checkbox"/>
BSBOPS502	Manage business operational plans	BBOPS502QB	<input type="checkbox"/>
BSBOPS504	Manage business risk	BBOPS504QB	<input type="checkbox"/>
BSBOPS601	Develop and implement business plans	BBOPS601QB	<input type="checkbox"/>
BSBPMG430	Undertake project work	BBPMG430QB	<input type="checkbox"/>
BSBPMG534	Manage project human resources	BBPMG534QB	<input type="checkbox"/>
BSBSUS601	Lead corporate social responsibility	BBSUS601QB	<input type="checkbox"/>
BSBTWK503	Manage meetings	BBTWK503QB	<input type="checkbox"/>
Group B Elective Units			
BSBLDR522	Manage people performance	BBLDR522QB	<input type="checkbox"/>
BSBLDR523	Lead and manage effective workplace relationships	BBLDR523QB	<input type="checkbox"/>
BSBPEF501	Manage personal and professional development	BBPEF501QB	<input type="checkbox"/>
BSBTWK501	Lead diversity and inclusion	BBTWK501QB	<input type="checkbox"/>
BSBTWK502	Manage team effectiveness	BBTWK502QB	<input type="checkbox"/>
BSBXDB501	Support staff members with disability in the workplace	BBXDB501QB	<input type="checkbox"/>
Group C Elective Units			
BSBCRT412	Articulate, present and debate ideas	BBCRT412QB	<input type="checkbox"/>
BSBCRT611	Apply critical thinking for complex problem solving	BBCRT601QB	<input type="checkbox"/>
BSBLDR601	Lead and manage organisational change	BBLDR601QB	<input type="checkbox"/>
BSBPEF401	Manage personal health and wellbeing	BBPEF401QB	<input type="checkbox"/>
BSBPEF502	Develop and use emotional intelligence	BBPEF502QB	<input type="checkbox"/>
BSBSTR502	Facilitate continuous improvement	BBSTR502QB	<input type="checkbox"/>
BSBSTR601	Manage innovation and continuous improvement	BBSTR601QB	<input type="checkbox"/>
Group D Elective Units			
BSBWHS521	Ensure a safe workplace for a work area	BBWHS521QB	<input type="checkbox"/>

Code	Unit of Competency	Office use	Select
Group E Elective Units			
BSBOPS404	Implement customer service strategies	BBOPS404QB	
BSBOPS505	Manage organisational customer service	BBOPS505QB	
BSBTWK401	Build and maintain business relationships	BBTWK401QB	
Group F Elective Units			
BSBTEC403	Apply digital solutions to work processes	BBTEC403QB	
BSBTEC404	Use digital technologies to collaborate in a work environment	BBTEC404QB	
BSBTEC601	Review organisational digital strategy	BBTEC601QB	
BSBXCS402	Promote workplace cyber security awareness and practices	BBXCS402QB	

Qualification Bundle Order Form

BSB50420 Diploma of Leadership and Management

Qualification requirement

Total number of units – 12

→ 6 core units

→ 6 elective units

Code	Unit of Competency	Office use	Select
Core Units			
BSBCMM511	Communicate with influence	BBCMM511QB	<input checked="" type="checkbox"/>
BSBCRT511	Develop critical thinking in others	BBCRT511QB	<input checked="" type="checkbox"/>
BSBLDR523	Lead and manage effective workplace relationships	BBLDR523QB	<input checked="" type="checkbox"/>
BSBOPS502	Manage business operational plans	BBOPS502QB	<input checked="" type="checkbox"/>
BSBPEF502	Develop and use emotional intelligence	BBPEF502QB	<input checked="" type="checkbox"/>
BSBTWK502	Manage team effectiveness	BBTWK502QB	<input checked="" type="checkbox"/>
Elective Units – Choose 6			
BSBFIN501	Manage budgets and financial plans	BBFIN501QB	<input type="checkbox"/>
BSBHRM522	Manage employee and industrial relations	BBHRM522QB	<input type="checkbox"/>
BSBLDR522	Manage people performance	BBLDR522QB	<input type="checkbox"/>
BSBOPS501	Manage business resources	BBOPS501QB	<input type="checkbox"/>
BSBOPS504	Manage business risk	BBOPS504QB	<input type="checkbox"/>
BSBOPS505	Manage organisational customer service	BBOPS505QB	<input type="checkbox"/>
BSBPEF501	Manage personal and professional development	BBPEF501QB	<input type="checkbox"/>
BSBPMG534	Manage project human resources	BBPMG534QB	<input type="checkbox"/>
BSBSTR502	Facilitate continuous improvement	BBSTR502QB	<input type="checkbox"/>
BSBSUS511	Develop workplace policies and procedures for sustainability	BBSUS511QB	<input type="checkbox"/>
BSBTWK501	Lead diversity and inclusion	BBTWK501QB	<input type="checkbox"/>
BSBTWK503	Manage meetings	BBTWK503QB	<input type="checkbox"/>
BSBWHS521	Ensure a safe workplace for a work area	BBWHS521QB	<input type="checkbox"/>
BSBXCM501	Lead communication in the workplace	BBXCM501QB	<input type="checkbox"/>
BSBXDB501	Support staff members with disability in the workplace	BBXDB501QB	<input type="checkbox"/>

Qualification Bundle Order Form

BSB60120 Diploma of Business

Qualification requirement

Total number of units – 10

→ 5 core units

→ 5 elective units, of which:

- 3 elective units must be selected from Group A
- for the remaining 2 elective units, up to 2 units may be selected from Groups A–B

Code	Unit of Competency	Office use	Select
Core Units			
BSBCRT611	Apply critical thinking for complex problem solving	BBCRT601QB	<input checked="" type="checkbox"/>
BSBFIN601	Manage organisational finances	BBFIN601QB	<input checked="" type="checkbox"/>
BSBOPS601	Develop and implement business plans	BBOPS601QB	<input checked="" type="checkbox"/>
BSBSUS601	Lead corporate social responsibility	BBSUS601QB	<input checked="" type="checkbox"/>
BSBTEC601	Review organisational digital strategy	BBTEC601QB	<input checked="" type="checkbox"/>
Group A Elective Units			
BSBHRM614	Contribute to strategic workforce planning	BBHRM614QB	
BSBLDR601	Lead and manage organisational change	BBLDR601QB	
BSBSTR601	Manage innovation and continuous improvement	BBSTR601QB	
BSBSTR602	Develop organisational strategies	BBSTR602QB	
BSBWHS521	Ensure a safe workplace for a work area	BBWHS521QB	
BSBXDB501	Support staff members with disability in the workplace	BBXDB501QB	
Group B Elective Units			
BSBCMM511	Communicate with influence	BBCMM511QB	
BSBCRT511	Develop critical thinking in others	BBCRT511QB	
BSBFIN501	Manage budgets and financial plans	BBFIN501QB	
BSBHRM522	Manage employee and industrial relations	BBHRM522QB	
BSBLDR602	Provide leadership across the organisation	BBLDR602QB	
BSBOPS504	Manage business risk	BBOPS504QB	
BSBOPS505	Manage organisational customer service	BBOPS505QB	
BSBPEF501	Manage personal and professional development	BBPEF501QB	
BSBSTR801	Lead innovative thinking and practice	BBSTR801QB	
BSBSUS511	Develop workplace policies and procedures for sustainability	BBSUS511QB	
BSBXCM501	Lead communication in the workplace	BBXCM501QB	

Qualification Bundle Order Form

BSB60420 Diploma of Leadership and Management

Qualification requirement

Total number of units – 10

→ 5 core units

→ 5 elective units

Code	Unit of Competency	Office use	Select
Core Units			
BSBCRT611	Apply critical thinking for complex problem solving	BBCRT601QB	<input checked="" type="checkbox"/>
BSBLDR601	Lead and manage organisational change	BBLDR601QB	<input checked="" type="checkbox"/>
BSBLDR602	Provide leadership across the organisation	BBLDR602QB	<input checked="" type="checkbox"/>
BSBOPS601	Develop and implement business plans	BBOPS601QB	<input checked="" type="checkbox"/>
BSBSTR601	Manage innovation and continuous improvement	BBSTR601QB	<input checked="" type="checkbox"/>
Elective Units – Choose 5			
BSBCMM511	Communicate with influence	BBCMM511QB	<input type="checkbox"/>
BSBCRT511	Develop critical thinking in others	BBCRT511QB	<input type="checkbox"/>
BSBHRM614	Contribute to strategic workforce planning	BBHRM614QB	<input type="checkbox"/>
BSBHRM615	Contribute to the development of diversity and inclusion strategies	BBHRM615QB	<input type="checkbox"/>
BSBPEF501	Manage personal and professional development	BBPEF501QB	<input type="checkbox"/>
BSBSTR602	Develop organisational strategies	BBSTR602QB	<input type="checkbox"/>
BSBSTR801	Lead innovative thinking and practice	BBSTR801QB	<input type="checkbox"/>
BSBSUS601	Lead corporate social responsibility	BBSUS601QB	<input type="checkbox"/>
BSBTEC601	Review organisational digital strategy	BBTEC601QB	<input type="checkbox"/>
BSBXCM501	Lead communication in the workplace	BBXCM501QB	<input type="checkbox"/>

Qualification Bundle	Select
BSB10120 Certificate I in Workplace Skills	
BSB20120 Certificate II in Workplace Skills	
BSB30120 Certificate III in Business	
BSB40120 Certificate IV in Business	
BSB40520 Certificate IV in Leadership and Management	
BSB50120 Diploma of Business	
BSB50420 Diploma of Leadership and Management	
BSB60120 Advanced Diploma of Business	
BSB60420 Advanced Diploma of Leadership and Management	

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