

PwC's Skills for Australia

*BSB Business Services Training Package
Training Product Recommendations (v 4.0)*

*Business Enterprise Skills project
Technical Skills project*

June 2019

A note on removing training products from the Business Services Training Package:

The Technical Skills and Business Enterprise Skills projects present an exciting opportunity to improve the Business Services Training Package, the most highly enrolled in the VET system. These projects will have the effect of increasing training uptake and improving learner outcomes by ensuring that training is better targeted to current job roles, and better recognised by employers.

As set out in the Cases for Change, an important aim of these projects is to streamline the BSB Training Package by removing duplicative and superfluous training products that have built up over successive reviews. The recommendations in this document take meaningful, industry-driven steps to address this aim.

By way of example, 50% of current BSB units in scope of the Business Enterprise Skills project receive less than 1,500 enrolments each year.

A collection of training products that are present in the current release are recommended for removal from Version 6.0 of the BSB Training Package.

The Business Services IRC (supported by PwC's Skills for Australia) is acutely aware of the burden that may be borne by users where units of competency are deleted from the national register. With the commitment to minimising user disruption at front of mind, it is recommended that these BSB units of competency are superseded as a means of removal, and only to be deleted where there is no suitable alternative product replacing unit content.

The impact of this approach is that the unit will continue to exist on the national register. Other IRCs may continue to list the superseded unit in their own training package qualifications for as long as it continues to serve their industry's needs, and standard transitional arrangements will apply to learners that are enrolled in BSB qualifications at the point of release.

The units that are recommended for removal from the Training Package have been marked 'Supersede' throughout this document.

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Section 1.

Business Enterprise Skills project - Summary of training product recommendations

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Business Enterprise Skills project

Project approach - Transferable Skills Framework

The Business Services Training Package contains units of competency that support the development of transferable skills. These transferable (or ‘business enterprise’) skills underpin all roles in the Business Services sector, as well as roles across other industries.

Following extensive research and consultation this Transferable Skills Framework was developed. The Framework is intended to represent a taxonomy of transferable skills that are becoming increasingly demanded by employers, and therefore essential for learners to participate meaningfully in the workforce.

In the future, having a strong base of these skills will be even more important, across a range of different roles and sectors, as people change jobs more frequently and technology continues to change the nature of work.

1	Business Competence	2	Critical Thinking & Problem Solving	3	Social Competence
	<i>Refer to page 8</i>		<i>Refer to page 17</i>		<i>Refer to page 21</i>
1.1	Financial literacy	2.1	Critical thinking	3.1	Teamwork / Relationships
1.2	Entrepreneurship / Small business skills	2.2	Personal effectiveness	3.2	Verbal communication
1.3	Sustainability	2.3	Business strategy	3.3	Written communication
1.4	Business operations			3.4	Leadership
1.5	Project management				

4	Data Literacy	5	Digital Competence
	<i>Refer to page 26</i>		<i>Refer to page 28</i>
4.1	Data literacy *	5.1	Cyber security *
		5.2	Technology use

Business Enterprise Skills project

Project approach - Heatmap of proposed training

The IRC’s priority when proposing training package updates is the stronger alignment of training to job roles in the Business Services sector. Occupational outcomes are also a key focus of the AISC when prioritising and endorsing training package development work across the system.

As set out on the previous page, the transferable skills that are the subject of this review are increasingly applicable to job roles across the economy. Work to date has focussed on rationalising units of competency in the BSB Training Package. From this point, further consultation will be undertaken to package **qualifications** and **skill sets** that best equip learners to move between job roles, and that support and encourage lifelong learning.

The heatmap below shows the proposed number of units at each level for each competency sub-stream:

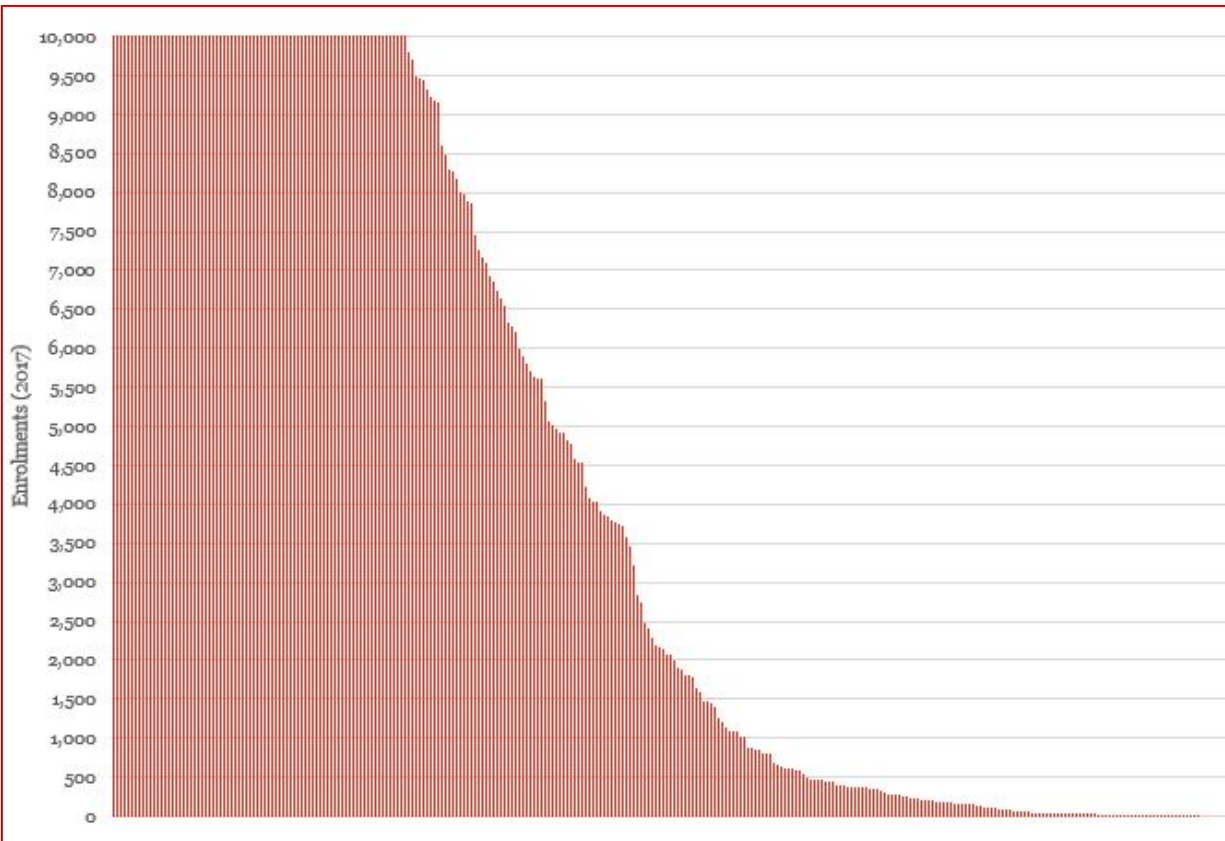
Competency Stream	Sub-stream	Nominal AQF Level						
		1	2	3	4	5	6	8
1. Business Competence	1.1 Financial literacy			2	1	2		
	1.2 Entrepreneurship / Small business skills			3	3			
	1.3 Sustainability		1		3	1	1	
	1.4 Business operations	1	3	3	3	3	2	
	1.5 Project management				3	3	3	3
2. Critical Thinking & Problem Solving	2.1 Critical thinking		1	1	3	2	1	
	2.2 Personal effectiveness	1	2	2	3	2		
	2.3 Business strategy			1	2	3	3	3
3. Social Competence	3.1 Teamwork / Relationships		1	3	2	3	1	
	3.2 Verbal communication	1		1	3	2		
	3.3 Written communication			2	1			
	3.4 Leadership			1	3	3	2	3
4. Data Literacy	4.1 Data literacy		1		3	2		
5. Digital Competence	5.1 Cyber security			3	3			
	5.2 Technology use	1	3	3	3	1	1	

Business Enterprise Skills project

Project approach - Overview of training product enrolments

As can be seen from the graph below, there is a high number of units with relatively low enrolments. It is these units that are the primary focus of the rationalisation work.

'The long tail' - Enrolments (2017*) in existing Business Enterprise units of competency:



341

Units of competency in scope of the Business Enterprise Skills project

2.9 million

Total enrolments (2017) in these units and superseded, equivalent versions

50%

Units in scope with less than 1,500 enrolments (2017)

* Most recent currently available data

Stream 1 - 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. A person with strong business competence is better equipped to move between job roles and industries across the Business Services sector, as well as to plan and build a new business venture.

Business Enterprise Skills project

Sub-stream 1.1 - Financial literacy - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Financial literacy – In a Business Services environment, a person that is financially literate is able to interact effectively with the financial resources of an organisation. These skills and knowledge enable the person to identify, report on, and make strategic decisions relating to financial resources and transactions.

Training products after implementation of recommendations

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	

Business Enterprise Skills project

Sub-stream 1.2 - Entrepreneurship / Small business skills - Summary

1. Business Competence

1.1 Financial literacy

1.2 Entrepreneurship / Small business

1.3 Sustainability

1.4 Business operations

1.5 Project management

2. Critical Thinking & Problem Solving

2.1 Critical thinking

2.2 Personal effectiveness

2.3 Business strategy

3. Social Competence

3.1 Teamwork / Relationships

3.2 Verbal communication

3.3 Written communication

3.4 Leadership

4. Data Literacy

4.1 Data literacy

5. Digital Competence

5.1 Cyber security

5.2 Technology use

Entrepreneurship / Small business skills – A person that is competent in entrepreneurship demonstrates the skills and knowledge to plan, launch and maintain a new business venture. A person that is entrepreneurial will also be able to identify business opportunities and develop strategies to gain advantage for an existing venture.

Training products after implementation of recommendations

BSBESB301 Investigate micro business opportunities	BSBESB302 Develop micro business proposals
BSBESB303 Organise finance for the micro business	BSBESB304 Determine resource requirements for the micro business
BSBESB305 Address compliance requirements for the micro business	BSBESB401 Develop business plans
BSBESB402 Establish legal and risk management requirements of small business	BSBESB403 Plan small business finances
BSBESB404 Market the small business	BSBESB405 Manage compliance for small business
BSBESB406 Evaluate and develop small business operations	BSBESB407 Manage small business finances

Business Enterprise Skills project

Sub-stream 1.3 - Sustainability - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Sustainability – Sustainability practices encourage business activity that meets present needs, without compromising future production. A person that has the skills and knowledge to apply sustainability practices in a Business Services environment manages financial, social and environmental risks, obligations and opportunities.

Training products after implementation of recommendations

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

Business Enterprise Skills project

Sub-stream 1.4 - Business operations - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Business operations – Skills in business operations enable a person to work effectively in a Business Services environment. These operations functions support the administration of an organisation to produce the greatest level of effectiveness and efficiency in its core areas of focus.

Training products after implementation of recommendations

BSBOPS101 Use business resources	BSBOPS201 Work effectively in business environments
BSBOPS202 Conduct customer engagement	BSBOPS203 Deliver a service to customers
BSBOPS301 Maintain business resources	BSBOPS302 Support continuous operational improvement
BSBOPS303 Identify business risk	BSBOPS304 Organise schedules
BSBOPS305 Deliver and monitor a service to customers	BSBOPS306 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 on governance boards

Business Enterprise Skills project

Sub-stream 1.4 - Business operations - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Business operations – Skills in business operations enable a person to work effectively in a Business Services environment. These operations functions support the administration of an organisation to produce the greatest level of effectiveness and efficiency in its core areas of focus.

Training products after implementation of recommendations

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	BSBXDB301 Respond to the service needs of customers and clients with disability
BSBXDB502 Adapt organisations to enhance accessibility for people with disability	

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Project management – A project is a temporary endeavour 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.

Training products after implementation of recommendations

BSB4xxxx Certificate IV in Project Management Practice	BSB5xxxx Diploma of Project Management
BSB6xxxx Advanced Diploma of Program Management	BSB8xxxx Graduate Diploma of Portfolio Management
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

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Project management – A project is a temporary endeavour 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.

Training products after implementation of recommendations

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

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Project management – A project is a temporary endeavour 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.

Training products after implementation of recommendations

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

Stream 2 - Critical Thinking & Problem Solving

Critical thinking and problem solving skills enable a person to interpret and apply information objectively. A person with these skills is better equipped to succeed in the Business Services sector as their thinking is self-monitored and self-corrective, irrespective of the context. They are better equipped to think strategically about work practices, and to be personally effective.

Business Enterprise Skills project

Sub-stream 2.1 - Critical thinking - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Critical thinking – Critical thinking skills enable a person 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.

Training products after implementation of recommendations

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	BSBCRT601 Apply critical thinking for complex problem solving

Business Enterprise Skills project

Sub-stream 2.2 - Personal effectiveness - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

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. These support competent performance and ongoing skill development.

Training products after implementation of recommendations

BSBPEF101 Plan and prepare for work readiness	BSBPEF201 Maintain personal health and wellbeing
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

Business Enterprise Skills project

Sub-stream 2.3 - Business strategy - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

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.

Training products after implementation of recommendations

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

Stream 3 - Social Competence

A socially competent person 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.

Business Enterprise Skills project

Sub-stream 3.1 - Teamwork / Relationships - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Teamwork / Relationships – A person 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. Teamwork can be understood as the combined action of a group, especially where effective and efficient.

Training products after implementation of recommendations

BSBTWK201 Work effectively with others	BSBTWK301 Use inclusive work practices
BSBTWK302 Contribute to team effectiveness	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
BSBXTW301 Work in a team	BSBXTW401 Lead and facilitate a team

Business Enterprise Skills project

Sub-stream 3.2 - Verbal communication - Summary

1. Business Competence 1.1 Financial literacy 1.2 Entrepreneurship / Small business 1.3 Sustainability 1.4 Business operations 1.5 Project management	2. Critical Thinking & Problem Solving 2.1 Critical thinking 2.2 Personal effectiveness 2.3 Business strategy	3. Social Competence 3.1 Teamwork / Relationships 3.2 Verbal communication 3.3 Written communication 3.4 Leadership	4. Data Literacy 4.1 Data literacy	5. Digital Competence 5.1 Cyber security 5.2 Technology use
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Verbal communication – Effective verbal communication is an essential skill in a Business Services environment. Verbal communication may take the form of a conversation, or it may be a speech or presentation. The communication may be direct or indirect.

Training products after implementation of recommendations

BSBCMM111 Apply basic communication skills	BSBCMM411 Make presentations
BSBCMM412 Lead difficult conversations	BSBCMM511 Communicate with influence
BSBXCM301 Engage in workplace communication	BSBXCM401 Apply communication strategies in the workplace
BSBXCM501 Lead communication in the workplace	

Business Enterprise Skills project

Sub-stream 3.3 - Written communication - Summary

1. Business Competence 1.1 Financial literacy 1.2 Entrepreneurship / Small business 1.3 Sustainability 1.4 Business operations 1.5 Project management	2. Critical Thinking & Problem Solving 2.1 Critical thinking 2.2 Personal effectiveness 2.3 Business strategy	3. Social Competence 3.1 Teamwork / Relationships 3.2 Verbal communication 3.3 Written communication 3.4 Leadership	4. Data Literacy 4.1 Data literacy	5. Digital Competence 5.1 Cyber security 5.2 Technology use
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Written communication – Effective written communication is an essential skill in a Business Services environment. Written communication is often formal (e.g. a memo, report, letter), though sometimes may be less formal (e.g. email or instant messenger). Each of these requires understanding of appropriate style and context.

Training products after implementation of recommendations

BSBWRT311 Write simple documents	BSBWRT312 Conduct informal written communication
BSBWRT411 Write complex documents	

Business Enterprise Skills project

Sub-stream 3.4 - Leadership - Summary

1. Business Competence 1.1 Financial literacy 1.2 Entrepreneurship / Small business 1.3 Sustainability 1.4 Business operations 1.5 Project management	2. Critical Thinking & Problem Solving 2.1 Critical thinking 2.2 Personal effectiveness 2.3 Business strategy	3. Social Competence 3.1 Teamwork / Relationships 3.2 Verbal communication 3.3 Written communication 3.4 Leadership	4. Data Literacy 4.1 Data literacy	5. Digital Competence 5.1 Cyber security 5.2 Technology use
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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 job roles across the Business Services sector - not only for people in upper-level management roles.

Training products after implementation of recommendations

BSBLDR301 Contribute to 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	BSBXDB501 Support staff members with disability in the workplace

Stream 4 - 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.

Business Enterprise Skills project

Sub-stream 4.1 - Data literacy - Summary

1. Business Competence 1.1 Financial literacy 1.2 Entrepreneurship / Small business 1.3 Sustainability 1.4 Business operations 1.5 Project management	2. Critical Thinking & Problem Solving 2.1 Critical thinking 2.2 Personal effectiveness 2.3 Business strategy	3. Social Competence 3.1 Teamwork / Relationships 3.2 Verbal communication 3.3 Written communication 3.4 Leadership	4. Data Literacy 4.1 Data literacy	5. Digital Competence 5.1 Cyber security 5.2 Technology use
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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.

Training products after implementation of recommendations

BSBDAT201 Collect data	BSBDAT501 Conduct data analysis
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	

Stream 5 - 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.

Business Enterprise Skills project

Sub-stream 5.1 - Cyber security - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

Cyber security – Exponential growth in the amount of sensitive data being stored calls for new information security skills, particularly data protection and privacy. There are opportunities in the Business Services sector for cyber security professionals that can cope with advanced threat response, risk management and advanced adversaries.

BSBXSC301 Protect own personal profile from cyber security threats	BSBXSC302 Identify and report online security threats
BSBXSC303 Securely manage personally identifiable information and workplace information	BSBXSC401 Maintain security of digital devices
BSBXSC402 Promote workplace cyber security awareness and practices	BSBXSC403 Contribute to cyber security threat assessments
BSBXSC404 Contribute to cyber security risk management	BSBXSC405 Contribute to cyber security incident responses

Business Enterprise Skills project

Sub-stream 5.2 - Technology use - Summary

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

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.

Training products after implementation of recommendations

BSBTEC101 Operate digital devices	BSBTEC201 Use business technology
BSBTEC202 Produce digital text documents	BSBTEC203 Create and use spreadsheets
BSBTEC204 Use digital technologies to communicate in a work environment	BSBTEC301 Design and produce business documents
BSBTEC302 Create electronic presentations	BSBTEC303 Design and produce digital text documents
BSBTEC304 Design and produce spreadsheets	BSBTEC401 Design and develop 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

Section 2.

Business Enterprise Skills project - Detailed training product recommendations

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Business Enterprise Skills project

Sub-stream 1.1 - Financial literacy - Recommendations

1. Business Competence	2. Critical Thinking & Problem Solving	3. Social Competence	4. Data Literacy	5. Digital Competence
1.1 Financial literacy	2.1 Critical thinking	3.1 Teamwork / Relationships	4.1 Data literacy	5.1 Cyber security
1.2 Entrepreneurship / Small business	2.2 Personal effectiveness	3.2 Verbal communication		5.2 Technology use
1.3 Sustainability	2.3 Business strategy	3.3 Written communication		
1.4 Business operations		3.4 Leadership		
1.5 Project management				

#	New training product	Update	Existing training product(s); Enrolments (2017)
1	BSBFIN301 Process financial transactions	Update	BSBFIA303 Process accounts payable and receivable (6,540)
2	BSBFIN302 Maintain financial records	Amalgamate	BSBFIA301 Maintain financial records (10,304) BSBFIA304 Maintain a general ledger (2,411)
3	BSBFIN401 Report on financial activity	Amalgamate	BSBFIA401 Prepare financial reports (26,087) BSBFIA412 Report on financial activity (7,891)
4	BSBFIN501 Manage budgets and financial plans	Update	BSBFIM501 Manage budgets and financial plans (24,077)
5	BSBFIN502 Manage financial compliance	Create	-
6	BSBFIN601 Manage organisational finances	Update	BSBFIM601 Manage finances (13,936)
7	BSBFIN801 Lead financial strategy development	Amalgamate	BSBFIM801 Manage financial resources (245) BSBMGT803 Use financial and economic information for strategic decision making (202)
8	-	Supersede*	BSBGOV403 Analyse financial reports and budgets (171) BSBGOV504 Monitor organisational finances (No data)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 1.2 - Entrepreneurship / Small business skills - Recommendations

1. Business Competence

1.1 Financial literacy

1.2 Entrepreneurship / Small business

1.3 Sustainability

1.4 Business operations

1.5 Project management

2. Critical Thinking & Problem Solving

2.1 Critical thinking

2.2 Personal effectiveness

2.3 Business strategy

3. Social Competence

3.1 Teamwork / Relationships

3.2 Verbal communication

3.3 Written communication

3.4 Leadership

4. Data Literacy

4.1 Data literacy

5. Digital Competence

5.1 Cyber security

5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
9	BSBESB301 Investigate micro business opportunities	Amalgamate	BSBSMB201 Identify suitability for micro business (5,327) BSBSMB301 Investigate micro business opportunities (9,215)
10	BSBESB302 Develop micro business proposals	Update	BSBSMB302 Develop a micro business proposal (4,235)
11	BSBESB303 Organise finance for the micro business	Update	BSBSMB303 Organise finances for the micro business (1,908)
12	BSBESB304 Determine resource requirements for the micro business	Update	BSBSMB304 Determine resource requirements for the micro business (3,847)
13	BSBESB305 Address compliance requirements for the micro business	Update	BSBSMB305 Comply with regulatory, taxation and insurance requirements for the micro business (1,807)
14	BSBESB401 Develop business plans	Update	BSBSMB404 Undertake small business planning (29,116)
15	BSBESB402 Establish legal and risk management requirements of small business	Update	BSBSMB401 Establish legal and risk management requirements of small business (27,116)
16	BSBESB403 Plan small business finances	Update	BSBSMB402 Plan small business finances (9,159)
17	BSBESB404 Market the small business	Update	BSBSMB403 Market the small business (24,867)
18	BSBESB405 Manage compliance for small business	Update	BSBSMB418 Manage compliance for small business (238)

Business Enterprise Skills project

Sub-stream 1.2 - Entrepreneurship / Small business skills - Recommendations

1. Business Competence

1.1 Financial literacy

1.2 Entrepreneurship / Small business

1.3 Sustainability

1.4 Business operations

1.5 Project management

2. Critical Thinking & Problem Solving

2.1 Critical thinking

2.2 Personal effectiveness

2.3 Business strategy

3. Social Competence

3.1 Teamwork / Relationships

3.2 Verbal communication

3.3 Written communication

3.4 Leadership

4. Data Literacy

4.1 Data literacy

5. Digital Competence

5.1 Cyber security

5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
19	BSBESB406 Evaluate and develop small business operations	Update	BSBSMB420 Evaluate and develop small business operations (10,483)
20	BSBESB407 Manage small business finances	Update	BSBSMB421 Manage small business finances (31,773)
21	-	Supersede*	BSBSMB307 Set up information and communications technology for the micro business (191) BSBSMB308 Improve energy efficiency in micro or small business operations (No data) BSBSMB409 Build and maintain relationships with small business stakeholders (159) BSBSMB410 Review and implement energy efficiency in business operations (12) BSBSMB415 Refine and strengthen a small business (296) BSBSMB422 Plan small business growth (26) BSBSMB423 Create a digital technology plan for small business (481)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 1.3 - Sustainability - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
22	BSBSUS211 Participate in sustainable work practices	Update	BSBSUS201 Participate in environmentally sustainable work practices (76,182)
23	BSBSUS411 Implement and monitor environmentally sustainable work practices	Update	BSBSUS401 Implement and monitor environmentally sustainable work practices (33,742)
24	BSBSUS412 Develop and implement workplace sustainability plans	Create	-
25	BSBSUS413 Evaluate and report on workplace sustainability	Create	-
26	BSBSUS511 Develop workplace policies and procedures for sustainability	Update	BSBSUS501 Develop workplace policy and procedures for sustainability (21,457)
27	BSBSUS601 Lead corporate social responsibility	Update	BSBMGT624 Develop and implement corporate social responsibility (609)
28	-	Supersede*	BSBSUS402 Implement an environmental management plan (121) BSBSUS403 Measure, monitor and reduce carbon emissions (46) BSBSUS404 Assess, implement, monitor and report on waste management (49) BSBSUS405 Assess, monitor and reduce water use (No data) BSBSUS406 Identify and apply sustainability rating tools (37)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 1.4 - Business operations - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
29	BSBOPS101 Use business resources	Update	BSBADM101 Use business equipment and resources (5,719)
30	BSBOPS201 Work effectively in business environments	Update	BSBIND201 Work effectively in a business environment (32,618)
31	BSBOPS202 Conduct customer engagement	Update	BSBCUE203 Conduct customer engagement (8,001)
32	BSBOPS203 Deliver a service to customers	Update	BSBCUS201 Deliver a service to customers (35,335)
33	BSBOPS301 Maintain business resources	Update	BSBADM311 Maintain business resources (20,302)
34	BSBOPS302 Support continuous operational improvement	Update	BSBFLM309 Support continuous improvement systems and processes (6,333)
35	BSBOPS303 Identify business risk	Create	-
36	BSBOPS304 Organise schedules	Update	BSBADM307 Organise schedules (20,422)
37	BSBOPS305 Deliver and monitor a service to customers	Update	BSBCUS301 Deliver and monitor a service to customers (62,182)
38	BSBOPS306 Process customer complaints	Update	BSBCMM301 Process customer complaints (27,727)
39	BSBOPS401 Coordinate business resources	Update	BSBADM409 Coordinate business resources (6,205)

Business Enterprise Skills project

Sub-stream 1.4 - Business operations - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
40	BSBOPS402 Coordinate business operational plans	Update	BSBMGT402 Implement operational plan (17,431)
41	BSBOPS403 Apply business risk management processes	Update	BSBRSK401 Identify risk and apply risk management processes (42,119)
42	BSBOPS404 Implement customer service strategies	Update	BSBCUS401 Coordinate implementation of customer service strategies (16,056)
43	BSBOPS405 Organise business meetings	Update	BSBADM405 Organise meetings (16,903)
44	BSBOPS406 Participate on governance boards	Update	BSBGOV405 Undertake the roles and responsibilities of committee or board members (No data)
45	BSBOPS501 Manage business resources	Update	BSBMGT622 Manage resources (1,479)
46	BSBOPS502 Manage business operational plans	Update	BSBMGT517 Manage operational plan (42,763)
47	BSBOPS503 Develop administrative systems	Update	BSBADM504 Plan and implement administrative systems (7,853)
48	BSBOPS504 Manage business risk	Update	BSBRSK501 Manage risk (40,186)
49	BSBOPS505 Manage organisational customer service	Update	BSBCUS501 Manage quality customer service (26,349)
50	BSBOPS601 Develop and implement business plans	Update	BSBMGT617 Develop and implement a business plan (12,421)

Business Enterprise Skills project

Sub-stream 1.4 - Business operations - Recommendations

1. Business Competence	2. Critical Thinking & Problem Solving	3. Social Competence	4. Data Literacy	5. Digital Competence
1.1 Financial literacy	2.1 Critical thinking	3.1 Teamwork / Relationships	4.1 Data literacy	5.1 Cyber security
1.2 Entrepreneurship / Small business	2.2 Personal effectiveness	3.2 Verbal communication		5.2 Technology use
1.3 Sustainability	2.3 Business strategy	3.3 Written communication		
1.4 Business operations		3.4 Leadership		
1.5 Project management				

#	New training product	Update	Existing training product(s); Enrolments (2017)
51	BSBOPS602 Monitor corporate governance activities	Update	BSBMGT623 Monitor corporate governance activities (228)
52	-	Supersede*	BSBCUE601 Optimise customer engagement operations (182) BSBFML305 Support operational plan (1,871) BSBGOV402 Work within organisational structure (10) BSBSLS501 Develop a sales plan (1,403)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
53	BSBPMG420 Apply project scope management techniques	Update	BSBPMG409 Apply project scope management techniques (4,920)
54	BSBPMG421 Apply project time management techniques	Update	BSBPMG410 Apply project time management techniques (4,826)
55	BSBPMG422 Apply project quality management techniques	Update	BSBPMG411 Apply project quality management techniques (4,766)
56	BSBPMG423 Apply project cost management techniques	Update	BSBPMG412 Apply project cost management techniques (3,763)
57	BSBPMG424 Apply project human resources management approaches	Update	BSBPMG413 Apply project human resources management approaches (3,904)
58	BSBPMG425 Apply project information management and communications techniques	Update	BSBPMG414 Apply project information management and communications techniques (3,797)
59	BSBPMG426 Apply project risk management techniques	Update	BSBPMG415 Apply project risk management techniques (4,590)
60	BSBPMG427 Apply project procurement procedures	Update	BSBPMG416 Apply project procurement procedures (2,081)
61	BSBPMG428 Apply project life cycle management processes	Update	BSBPMG417 Apply project life cycle management processes (2,296)
62	BSBPMG429 Apply project stakeholder engagement techniques	Update	BSBPMG418 Apply project stakeholder engagement techniques (2,732)

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
63	BSBPMG430 Undertake project work	Update	BSBPMG522 Undertake project work (43,480)
64	BSBPMG530 Manage project scope	Update	BSBPMG511 Manage project scope (10,358)
65	BSBPMG531 Manage project time	Update	BSBPMG512 Manage project time (9,803)
66	BSBPMG532 Manage project quality	Update	BSBPMG513 Manage project quality (15,428)
67	BSBPMG533 Manage project cost	Update	BSBPMG514 Manage project cost (9,333)
68	BSBPMG534 Manage project human resources	Update	BSBPMG515 Manage project human resources (9,171)
69	BSBPMG535 Manage project information and communication	Update	BSBPMG516 Manage project information and communication (9,430)
70	BSBPMG536 Manage project risk	Update	BSBPMG517 Manage project risk (15,364)
71	BSBPMG537 Manage project procurement	Update	BSBPMG518 Manage project procurement (6,270)
72	BSBPMG538 Manage project stakeholder engagement	Update	BSBPMG519 Manage project stakeholder engagement (6,927)
73	BSBPMG539 Manage project governance	Update	BSBPMG520 Manage project governance (5,600)

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
74	BSBPMG540 Manage project integration	Update	BSBPMG521 Manage project integration (9,471)
75	BSBPMG630 Enable program execution	Update	BSBPMG610 Enable program execution (201)
76	BSBPMG631 Manage program delivery	Update	BSBPMG615 Manage program delivery (327)
77	BSBPMG632 Manage program risk	Update	BSBPMG616 Manage program risk (616)
78	BSBPMG633 Provide leadership for the program	Update	BSBPMG617 Provide leadership for the program (343)
79	BSBPMG634 Facilitate stakeholder engagement	Update	BSBPMG621 Facilitate stakeholder engagement (465)
80	BSBPMG635 Implement program governance	Update	BSBPMG622 Implement program governance (338)
81	BSBPMG636 Manage benefits	Update	BSBPMG623 Manage benefits (372)
82	BSBPMG637 Engage in collaborative alliances	Update	BSBPMG624 Engage in collaborative alliances (115)
83	BSBPMG810 Prioritise projects and programs	Update	BSBPMG801 Prioritise projects and programs (19)
84	BSBPMG811 Select and balance the portfolio	Update	BSBPMG802 Select and balance the portfolio (15)

Business Enterprise Skills project

Sub-stream 1.5 - Project management - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
85	BSBPMG812 Manage and review portfolio performance	Update	BSBPMG803 Manage and review portfolio performance (17)
86	BSBPMG813 Govern the portfolio	Update	BSBPMG804 Govern the portfolio (18)
87	BSBPMG814 Lead the portfolio	Update	BSBPMG805 Lead the portfolio (6)
88	BSBPMG815 Manage portfolio communications and change	Update	BSBPMG806 Manage portfolio communications and change (13)
89	BSBPMG816 Manage portfolio resources	Update	BSBPMG807 Manage portfolio resources (9)
90	BSBPMG817 Manage portfolio risk	Update	BSBPMG808 Manage portfolio risk (9)
91	-	Supersede*	BSBADM407 Administer projects (2,840) BSBPMG601 Direct the integration of projects (118) BSBPMG602 Direct the scope of a project program (33) BSBPMG603 Direct time management of a project program (6) BSBPMG604 Direct cost management of a project program (25) BSBPMG605 Direct quality management of a project program (6) BSBPMG606 Direct human resources management of a project program (39) BSBPMG607 Direct communications management of a project program (0) BSBPMG609 Direct procurement and contracting for a project program (28)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 2.1 - Critical thinking - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
92	BSBCRT201 Develop and apply thinking and problem solving skills	Update	BSBCRT101 Apply critical thinking techniques (4,526)
93	BSBCRT311 Apply critical thinking skills in a team environment	Update	BSBCRT301 Develop and extend critical and creative thinking skills (16,871)
94	BSBCRT411 Apply critical thinking to work practices	Update	BSBCRT404 Apply advanced critical thinking to work processes (No data)
95	BSBCRT412 Articulate, present and debate ideas	Update	BSBCRT401 Articulate, present and debate ideas (9,709)
96	BSBCRT413 Collaborate in creative processes	Update	BSBCRT402 Collaborate in a creative process (3,465)
97	BSBCRT511 Develop critical thinking in others	Update	BSBCRT502 Develop critical thinking in others (No data)
98	BSBCRT512 Originate and develop concepts	Update	BSBCRT501 Originate and develop concepts (8,283)
99	BSBCRT601 Apply critical thinking for complex problem solving	Create	-

Business Enterprise Skills project

Sub-stream 2.2 - Personal effectiveness - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
100	BSBPEF101 Plan and prepare for work readiness	Update	BSBLED101 Plan skills development (5,810)
101	BSBPEF201 Maintain personal health and wellbeing	Update	BSBWOR201 Manage personal stress in the workplace (7,167)
102	BSBPEF202 Plan and apply time management	Update	BSBWOR202 Organise and complete daily work activities (65,735)
103	BSBPEF301 Organise personal work priorities	Update	BSBWOR301 Organise personal work priorities and development (111,271)
104	BSBPEF302 Develop self-awareness	Update	BSBWRK311 Develop self-awareness (No data)
105	BSBPEF401 Manage personal health and wellbeing	Update	BSBWOR403 Manage stress in the workplace (1,773)
106	BSBPEF402 Develop personal work priorities	Update	BSBWOR404 Develop work priorities (24,058)
107	BSBPEF403 Lead personal development	Update	BSBWRK412 Contribute to personal development (No data)
108	BSBPEF501 Manage personal and professional development	Update	BSBWOR501 Manage personal work priorities and professional development (53,339)
109	BSBPEF502 Develop and use emotional intelligence	Update	BSBLDR511 Develop and use emotional intelligence (30,024)
110	-	Supersede*	BSBLED503 Maintain and enhance professional practice (795) BSBWOR424 Develop a time management plan (397)

Business Enterprise Skills project

Sub-stream 2.3 - Business strategy - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
111	BSBSTR301 Contribute to continuous improvement	Update	BSBINN201 Contribute to workplace innovation (11,117)
112	BSBSTR401 Promote innovation in team environments	Update	BSBINN301 Promote innovation in a team environment (29,861)
113	BSBSTR402 Implement continuous improvement	Update	BSBMGT403 Implement continuous improvement (16,386)
114	BSBSTR501 Establish innovative work environments	Amalgamate	BSBINN501 Establish systems that support innovation (853) BSBINN502 Build and sustain an innovative work environment (14,854)
115	BSBSTR502 Facilitate continuous improvement	Update	BSBMGT516 Facilitate continuous improvement (20,516)
116	BSBSTR503 Develop organisational policy	Update	BSBMGT518 Develop organisation policy (812)
117	BSBSTR601 Manage innovation and continuous improvement	Amalgamate	BSBMGT608 Manage innovation and continuous improvement (8,274) BSBMGT619 Identify and implement business innovation (845)
118	BSBSTR602 Develop organisational strategies	Update	BSBMGT616 Develop and implement strategic plans (8,164)
119	BSBSTR603 Develop business continuity plans	Update	BSBCON601 Develop and maintain business continuity plans (267)
120	BSBSTR801 Lead innovative thinking and practice	Update	BSBINN801 Lead innovative thinking and practice (360)

Business Enterprise Skills project

Sub-stream 2.3 - Business strategy - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
121	BSBSTR802 Lead strategic planning processes for an organisation	Update	BSBLDR802 Lead the strategic planning process for an organisation (276)
122	BSBSTR803 Establish business continuity management strategies	Update	BSBCON801 Establish and review the business continuity management framework and strategies (210)
123	-	Supersede*	BSBCON401 Work effectively in a business continuity context (269) BSBCUE501 Develop business continuity strategy (0) BSBDIV803 Develop cross cultural communication and negotiation strategies (0) BSBGOV503 Conduct organisational strategic planning (No data) BSBMGT406 Plan and monitor continuous improvement (368) BSBMGT802 Lead design and review of enterprise systems (62)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 3.1 - Teamwork / Relationships - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
124	BSBTWK201 Work effectively with others	Update	BSBWOR203 Work effectively with others (132,566)
125	BSBTWK301 Use inclusive work practices	Update	BSBDIV301 Work effectively with diversity (36,601)
126	BSBTWK302 Contribute to team effectiveness	Update	BSBFLM312 Contribute to team effectiveness (25,724)
127	BSBTWK401 Build and maintain business relationships	Amalgamate	BSBREL401 Establish networks (12,300) BSBREL402 Build client relationships and business networks (6,645)
128	BSBTWK501 Lead diversity and inclusion	Update	BSBDIV501 Manage diversity in the workplace (21,997)
129	BSBTWK502 Manage team effectiveness	Update	BSBWOR502 Lead and manage team effectiveness (37,093)
130	BSBTWK503 Manage meetings	Update	BSBADM502 Manage meetings (31,106)
131	BSBTWK601 Develop and maintain strategic business networks	Create	-

Business Enterprise Skills project

Sub-stream 3.1 - Teamwork / Relationships - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
132	-	Supersede*	BSBCMM501 Develop and nurture relationships (885) BSBDIV601 Develop and implement diversity policy (3,747) BSBFLM313 Apply language, literacy and numeracy to support others in the workplace (0) BSBFLM314 Mentor others in the workplace to support their language, literacy and numeracy skill development (2) BSBMGT520 Plan and manage the flexible workforce (377) BSBWRK409 Prepare for and participate in dispute resolution (0)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 3.2 - Verbal communication - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
133	BSBCMM111 Apply basic communication skills	Update	BSBCMM101 Apply basic communication skills (11,550)
134	BSBCMM411 Make presentations	Update	BSBCMM401 Make a presentation (64,470)
135	BSBCMM412 Lead difficult conversations	Create	-
136	BSBCMM511 Communicate with influence	Update	BSBLDR513 Communicate with influence (7,264)
137	-	Supersede*	BSBCMM201 Communicate in the workplace (63,073) BSBCMM402 Implement effective communication strategies (659) BSBG0V404 Communicate with community stakeholders (3)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 3.3 - Written communication - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication**
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
138	BSBWRT311 Write simple documents	Update	BSBWRT301 Write simple documents (39,256)
139	BSBWRT312 Conduct informal written communication	Create	-
140	BSBWRT411 Write complex documents	Update	BSBWRT401 Write complex documents (25,207)

Business Enterprise Skills project

Sub-stream 3.4 - Leadership - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
141	BSBLDR301 Contribute to effective workplace relationships	Update	BSBFLM303 Contribute to effective workplace relationships (20,803)
142	BSBLDR411 Demonstrate leadership in the workplace	Update	BSBMGT401 Show leadership in the workplace (24,201)
143	BSBLDR412 Communicate effectively as a workplace leader	Update	BSBLDR401 Communicate effectively as a workplace leader (16,191)
144	BSBLDR413 Lead effective workplace relationships	Update	BSBLDR402 Lead effective workplace relationships (31,551)
145	BSBLDR414 Lead team effectiveness	Update	BSBLDR403 Lead team effectiveness (28,808)
146	BSBLDR521 Lead the development of diverse workforces	Amalgamate	BSBLDR404 Lead a diverse workforce (5,900) BSBLDR504 Implement diversity in the workplace (4,073)
147	BSBLDR522 Manage people performance	Update	BSBMGT502 Manage people performance (31,887)
148	BSBLDR523 Lead and manage effective workplace relationships	Update	BSBLDR502 Lead and manage effective workplace relationships (27,225)
149	BSBLDR601 Lead and manage organisational change	Update	BSBINN601 Lead and manage organisational change (15,402)
150	BSBLDR602 Provide leadership across the organisation	Update	BSBMGT605 Provide leadership across the organisation (13,200)

Business Enterprise Skills project

Sub-stream 3.4 - Leadership - Recommendations

1. Business Competence	2. Critical Thinking & Problem Solving	3. Social Competence	4. Data Literacy	5. Digital Competence
1.1 Financial literacy	2.1 Critical thinking	3.1 Teamwork / Relationships	4.1 Data literacy	5.1 Cyber security
1.2 Entrepreneurship / Small business	2.2 Personal effectiveness	3.2 Verbal communication		5.2 Technology use
1.3 Sustainability	2.3 Business strategy	3.3 Written communication		
1.4 Business operations		3.4 Leadership		
1.5 Project management				

#	New training product	Update	Existing training product(s); Enrolments (2017)
151	BSBLDR811 Lead strategic transformation	Update	BSBLDR801 Lead personal and strategic transformation (610)
152	BSBLDR812 Develop and cultivate collaborative partnerships and relationships	Update	BSBLDR803 Develop and cultivate collaborative partnerships and relationships (406)
153	BSBLDR813 Lead and influence ethical practice	Update	BSBLDR806 Lead and influence ethical practice (335)
154	-	Supersede*	BSBLDR804 Influence and shape diversity management (236) BSBLDR805 Lead and influence change (389) BSBMGT404 Lead and facilitate off-site staff (171) BSBMGT405 Provide personal leadership (2,147) BSBMGT615 Contribute to organisation development (5,986)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 4.1 - Data literacy - Recommendations

1. Business Competence 1.1 Financial literacy 1.2 Entrepreneurship / Small business 1.3 Sustainability 1.4 Business operations 1.5 Project management	2. Critical Thinking & Problem Solving 2.1 Critical thinking 2.2 Personal effectiveness 2.3 Business strategy	3. Social Competence 3.1 Teamwork / Relationships 3.2 Verbal communication 3.3 Written communication 3.4 Leadership	4. Data Literacy 4.1 Data literacy	5. Digital Competence 5.1 Cyber security 5.2 Technology use
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#	New training product	Update	Existing training product(s); Enrolments (2017)
155	BSBDAT201 Collect data	Update	BSBCUE204 Collect data (436)
156	BSBDAT501 Conduct data analysis	Update	BSBITU501 Conduct data analysis (No data)
157	-	Supersede*	BSBCUE404 Collect, analyse and record information (364) BSBCUE503 Manage data interrogation (3)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Business Enterprise Skills project

Sub-stream 5.2 - Technology use - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
158	BSBTEC101 Operate digital devices	Amalgamate	BSBITU111 Operate a personal digital device (15,420) BSBITU112 Develop keyboard skills (8,475)
159	BSBTEC201 Use business technology	Update	BSBWOR204 Use business technology (52,079)
160	BSBTEC202 Produce digital text documents	Update	BSBITU211 Produce digital text documents (53,067)
161	BSBTEC203 Create and use spreadsheets	Update	BSBITU212 Create and use spreadsheets (32,421)
162	BSBTEC204 Use digital technologies to communicate in a work environment	Update	BSBITU213 Use digital technologies to communicate remotely (30,450)
163	BSBTEC301 Design and produce business documents	Update	BSBITU306 Design and produce business documents (57,982)
164	BSBTEC302 Create electronic presentations	Update	BSBITU312 Create electronic presentations (31,158)
165	BSBTEC303 Design and produce digital text documents	Update	BSBITU313 Design and produce digital text documents (31,067)
166	BSBTEC304 Design and produce spreadsheets	Update	BSBITU314 Design and produce spreadsheets (31,914)
167	BSBTEC401 Design and develop complex text documents	Update	BSBITU401 Design and develop complex text documents (6,864)
168	BSBTEC402 Design and produce complex spreadsheets	Update	BSBITU402 Develop and use complex spreadsheets (26,215)

Business Enterprise Skills project

Sub-stream 5.2 - Technology use - Recommendations

1. Business Competence

- 1.1 Financial literacy
- 1.2 Entrepreneurship / Small business
- 1.3 Sustainability
- 1.4 Business operations
- 1.5 Project management

2. Critical Thinking & Problem Solving

- 2.1 Critical thinking
- 2.2 Personal effectiveness
- 2.3 Business strategy

3. Social Competence

- 3.1 Teamwork / Relationships
- 3.2 Verbal communication
- 3.3 Written communication
- 3.4 Leadership

4. Data Literacy

- 4.1 Data literacy

5. Digital Competence

- 5.1 Cyber security
- 5.2 Technology use

#	New training product	Update	Existing training product(s); Enrolments (2017)
169	BSBTEC403 Apply digital solutions to work processes	Amalgamate	BSBITS411 Maintain and implement digital technology (1,098) BSBMGT407 Apply digital solutions to work processes (5,616)
170	BSBTEC404 Use digital technologies to collaborate in a work environment	Update	BSBITU422 Use digital technologies to collaborate in the workplace (1,089)
171	BSBTEC405 Review and maintain organisation’s digital presence	Update	BSBEBU401 Review and maintain a website (3,853)
172	BSBTEC501 Develop and implement an e-commerce strategy	Update	BSBEBU511 Develop and implement an e-business strategy (1,441)
173	BSBTEC601 Review organisational digital strategy	Create	-
174	-	Supersede*	BSBCUE301 Use multiple information systems (7,465) BSBEBU502 Implement e-business solutions (32) BSBITA411 Design and develop relational databases (585) BSBITA611 Configure and optimise customer contact technology (No data) BSBITB511 Establish and maintain a network of digital devices (276) BSBITB801 Implement advanced electronic technologies (7) BSBITU311 Use simple relational databases (3,730) BSBITU315 Purchase goods and services online (12,397) BSBMGT519 Incorporate digital solutions into plans and practices (45)

* Each unit of competency will be superseded by another in this sub-stream. A unit will only be deleted where there is no suitable alternative.

Units to be superseded

Please refer to page 2 of this document ('A note on removing training products from the Business Services Training Package') for further context on this subsection.

In addition to those addressed in previous sections of this document, units of competency have been flagged for removal from the Training Package where one or more of the following criteria were met:

Low enrolments: The unit of competency received less than 1,500 enrolments in 2017 (most recent currently available data), including enrolments in superseded, equivalent versions.

Duplicative content: The unit of competency substantially duplicates the occupational outcome of one or more native BSB units, either currently on Training.gov.au or proposed for development as part of current project work.

Superfluous content: A unit of competency is not required for this skill. It may be that the skill is no longer required by industry employers, that the skill is not applicable to the nominal level at which it sits (e.g. not appropriate for vocational training), or that training in the skill is better addressed as a sub-component of another training product (e.g. as an Element of another unit of competency).

Non-compliance with policy: The Training Package Products Policy requires all native units of competency to be packaged in one or more native qualifications. A number of current BSB units are not packaged in any BSB qualifications. For this reason, they are not compliant with the Training Package Products Policy.

Business Enterprise Skills project

Units to be superseded

	Training product to be superseded	Enrolments	Duplicative	Superfluous	Non-compliant
1	BSBADM301 Produce texts from shorthand notes	0			
2	BSBADM302 Produce texts from notes	1,997			
3	BSBADM303 Produce texts from audio transcription	444			
4	BSBADM401 Produce complex texts from shorthand notes	2			
5	BSBADM406 Organise business travel	5,063			
6	BSBADM411 Produce complex texts from audio transcription	70			
7	BSBADM503 Plan and manage conferences	4,910			
8	BSBADM506 Manage business document design and development	12,855	BSBTEC401**		
9	BSBCRT403 Explore the history and social impact of creativity	674			
10	BSBCRT601 Research and apply concepts and theories of creativity	462			
11	BSBCUE205 Prepare for work in a customer engagement environment	1,264			
12	BSBCUE302 Deploy customer service field staff	17			
13	BSBCUE303 Conduct a telemarketing campaign	43			
14	BSBCUE304 Provide sales solutions to customers	1,007	BSBOPS305**		
15	BSBCUE305 Process credit applications	3			
16	BSBCUE306 Process complex accounts	66			
17	BSBCUE307 Work effectively in customer engagement	6,738	BSBOPS305**		
18	BSBCUE308 Conduct outbound customer engagement	156			
19	BSBCUE309 Develop product and service knowledge for customer engagement operation	8,599	BSBOPS305**		
20	BSBCUE403 Schedule customer engagement activity	152			
21	BSBCUE405 Survey stakeholders to gather and record information	196			
22	BSBCUE406 Run a multicentre	0			
23	BSBCUE407 Administer customer engagement technology	7			
24	BSBCUE502 Establish a multicentre	No data*			
25	BSBCUE504 Integrate customer engagement within the organisation	9			
26	BSBCUE602 Manage customer engagement information	581			

* Although there is no unit-level enrolment data available, applicable qualification data suggests that enrolments are extremely low.

** Unit to be developed as part of current project work. See applicable subsection of this document for further detail.

Business Enterprise Skills project

Units to be superseded

	Training product to be superseded	Enrolments	Duplicative	Superfluous	Non-compliant
27	BSBCUE603 Design and launch new customer engagement facilities	11			
28	BSBCUE604 Develop and maintain a service level strategy	158			
29	BSBCUE606 Forecast and plan using customer engagement traffic information analysis	10			
30	BSBCUE607 Manage customer engagement centre staffing	12			
31	BSBCUE608 Manage customer engagement operational costs	87			
32	BSBCUS402 Address customer needs	21,048	BSBOPS404**		
33	BSBCUS403 Implement customer service standards	11,713	BSBOPS404**		
34	BSBDES201 Follow a design process	11,769			
35	BSBDES202 Evaluate the nature of design in a specific industry context	2,179			
36	BSBDES301 Explore the use of colour	7,976			
37	BSBDES302 Explore and apply the creative design process to 2D forms	9,478			
38	BSBDES303 Explore and apply the creative design process to 3D forms	7,090			
39	BSBDES304 Source and apply design industry knowledge	3,577			
40	BSBDES305 Source and apply information on the history and theory of design	4,035			
41	BSBDES401 Generate design solutions	4,025			
42	BSBDES402 Interpret and respond to a design brief	5,013			
43	BSBDES403 Develop and extend design skills and practice	3,217			
44	BSBDES501 Implement design solutions	1,812			
45	BSBDES502 Establish, negotiate and refine a design brief	2,080			
46	BSBDES601 Manage design realisation	538			
47	BSBDES602 Research global design trends	627			
48	BSBDES801 Research and apply design theory	27			
49	BSBEDU301 Assist with monitoring compliance in international education services	No data*			
50	BSBEDU302 Assist in resolution of issues and incidents in an international education environment	No data*			
51	BSBEDU303 Assist with the provision of international education information	No data*			
52	BSBEDU304 Assist with the provision of pastoral care services to international students	No data*			

* Although there is no unit-level enrolment data available, applicable qualification data suggests that enrolments are extremely low.

** Unit to be developed as part of current project work. See applicable subsection of this document for further detail.

Business Enterprise Skills project

Units to be superseded

	Training product to be superseded	Enrolments	Duplicative	Superfluous	Non-compliant
53	BSBEDU305 Assist with international education events and programs	No data*			
54	BSBEMS401 Develop and implement business development strategies to expand client base	34			
55	BSBEMS403 Develop and provide employment management services to candidates	41	BSBHRM415**		
56	BSBFIA501 Report on finances related to international business	1,463			
57	BSBFLM306 Provide workplace information and resourcing plans	803	BSBHRM414**		
58	BSBFLM311 Support a workplace learning environment	1,145	BSBHRM413**		
59	BSBFRA301 Work within a franchise	371			
60	BSBFRA401 Manage compliance with franchisee obligations and legislative requirements	29			
61	BSBFRA402 Establish a franchise	170			
62	BSBFRA403 Manage relationship with franchisor	33			
63	BSBFRA404 Manage a multiple-site franchise	0			
64	BSBFRA501 Establish a franchise operation	10			
65	BSBFRA502 Manage a franchise operation	26			
66	BSBFRA503 Manage establishment of new sites or regions	103			
67	BSBFRA504 Manage relationships with franchisees	16			
68	BSBFRA505 Manage closure of a franchise	11			
69	BSBGOV401 Implement board member responsibilities	25	BSBOPS406**		
70	BSBGOV501 Review and apply the organisation's constitution	No data*	BSBOPS602**		
71	BSBGOV502 Recruit and coordinate committee members	No data*	BSBOPS602**		
72	BSBGOV505 Seek and apply for funding opportunities	No data*			
73	BSBGOV506 Manage advocacy for your organisation	No data*			
74	BSBGOV507 Manage board or committee and organisational conflict	No data*	BSBOPS602**		
75	BSBIND301 Work effectively in an educational environment	261			
76	BSBIND302 Work effectively in the international education services industry	27			
77	BSBINT301 Apply knowledge of the international trade environment to complete work	118			
78	BSBINT302 Apply knowledge of legislation relevant to international trade to complete work	76			

* Although there is no unit-level enrolment data available, applicable qualification data suggests that enrolments are extremely low.
 ** Unit to be developed as part of current project work. See applicable subsection of this document for further detail.

Business Enterprise Skills project

Units to be superseded

	Training product to be superseded	Enrolments	Duplicative	Superfluous	Non-compliant
79	BSBINT303 Organise the importing and exporting of goods	81			
80	BSBINT304 Assist in the international transfer of services	0			
81	BSBINT305 Prepare business documents for the international trade of goods	878			
82	BSBINT306 Apply knowledge of international finance and insurance to complete work requirements	76			
83	BSBINT401 Research international business opportunities	1,209			
84	BSBINT405 Apply knowledge of import and export international conventions, laws and finance	1,028			
85	BSBINT407 Prepare business advice on export Free-on-Board Value	61			
86	BSBINT408 Prepare business advice on the taxes and duties for international trade transactions	152			
87	BSBINT409 Plan for international trade	1,089			
88	BSBIPR301 Comply with organisational requirements for protection and use of intellectual property	187			
89	BSBIPR402 Protect and use new inventions and innovations	29			
90	BSBIPR403 Protect and use brands and business identity	170			
91	BSBIPR404 Protect and use innovative designs	2			
92	BSBIPR405 Protect and use intangible assets in small business	196			
93	BSBIPR501 Manage intellectual property to protect and grow business	463			
94	BSBIPR601 Develop and implement strategies for intellectual property management	309			
95	BSBITU307 Develop keyboarding speed and accuracy	23,715			
96	BSBITU309 Produce desktop published documents	13,892	BSBTEC301**		
97	BSBITU404 Produce complex desktop published documents	4,543	BSBTEC401**		
98	BSBMGT618 Develop an engagement centre business plan	0			
99	BSBPRO301 Recommend products and services	11,230	BSBOPS305**		
100	BSBPRO401 Develop product knowledge	2,480			
101	BSBREL403 Implement international client relationship strategies	158			
102	BSBREL501 Build international client relationships	451	BSBTWK401**		
103	BSBREL502 Build international business networks	2,177	BSBTWK601**		
104	BSBSLS407 Identify and plan sales prospects	1,603			

* Although there is no unit-level enrolment data available, applicable qualification data suggests that enrolments are extremely low.

** Unit to be developed as part of current project work. See applicable subsection of this document for further detail.

Business Enterprise Skills project

Units to be superseded

	Training product to be superseded	Enrolments	Duplicative	Superfluous	Non-compliant
105	BSBSLS408 Present, secure and support sales solutions	5,638			
106	BSBSLS502 Lead and manage a sales team	459	BSBXTW401		
107	BSBSMB306 Plan a home based business	4,954	BSBESB302**		
108	BSBSMB407 Manage a small team	1,628	BSBXTW401		
109	BSBSMB408 Manage personal, family, cultural and business obligations	471			
110	BSBSMB411 Manage specialist external advisory services	2			
111	BSBSMB417 Recruit staff	No data	BSBHRM415**		
112	BSBWOR302 Work effectively as an off-site worker	133			

* Although there is no unit-level enrolment data available, applicable qualification data suggests that enrolments are extremely low.

** Unit to be developed as part of current project work. See applicable subsection of this document for further detail.

Section 3.

Technical Skills project - Training product recommendations

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- <i>Human Resources</i>	<i>75</i>
- <i>Audit and Compliance</i>	<i>84</i>
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Stream 1 - Legal Services

Technical Skills project

Stream 1 - Legal Services - Summary

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

Key insights from industry consultation...

<p>Need to better target the existing training products – Paralegal roles in many law firms (particularly large and commercial law firms) are occupied by learners completing a Bachelor’s degree. For this reason, VET qualifications could be better targeted at small law firms and the community legal sector. Paralegals in these practices are required to perform tasks that may otherwise be done by a lawyer – presenting a greater need for technical skills.</p>	<p>Emergence of legal project management – Routine and administrative tasks that are performed by many legal services workers are prone to digitisation / automation. Many consultees see this as an opportunity for Legal Administrative Assistants and Paralegals to better support in the delivery of legal project management (an emerging discipline). Legal project management equips learners with skills that enables them to explore legal practice management as a pathway.</p>	<p>Raising the status of the qualifications – Rebranding the Certificate III qualification (currently labelled as a subset of business administration) and adding entry requirements to the Diploma are seen as ‘simple fixes’ that could contribute to raising the status of vocational training in this profession. Some consultees suggested that there is a perception that these vocational qualifications lack technical depth.</p>
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Training products after implementation of recommendations

BSB3xxxx Certificate III in Legal Services	BSB4xxxx Certificate IV in Legal Services	BSB5xxxx Diploma of Paralegal Services	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	

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

BSB3xxx Certificate III in Legal Services - Proposed qualification packaging

Packaging Rules

Total units - 10

6 core units plus

4 elective units

Electives:

- 1 from Group A
- 1 from Group B
- 2 from Group A / Group B / other

Entry Requirements

None

Core units

BSBLEG311 Work in a legal services environment

BSBLEG312 Carry out search of the public record

BSBLEG314 Protect information in a legal services environment

BSBLEG421 Apply understanding of the Australian legal system

BSBTEC201 Use business technology

BSBXCM301 Engage in workplace communication

Group A - Legal Services skills

BSBLEG313 Lodge documents in a legal services environment

BSBLEG315 Assist in planning activities in a legal services environment

BSBLEG423 Conduct simple legal research

Group B - Transferable skills

BSBCRT311 Apply critical thinking skills in a team environment

BSBDAT201 Collect data

BSBFIN302 Maintain financial records

BSBPEF301 Organise personal work priorities

BSBWHS211 Contribute to the health and safety of self and others

BSBWRT311 Write simple documents

BSBXTW301 Work in a team

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

BSB4xxxx Certificate IV in Legal Services - Proposed qualification packaging

Packaging Rules

Total units - 10

4 core units plus
6 elective units

Electives:

- 2 from Group A
- 2 from Group B
- 2 from Group A / Group B / other

Entry Requirements

None

Core units

BSBLEG314 Protect information in a legal services environment

BSBLEG421 Apply understanding of the Australian legal system

BSBLEG423 Conduct simple legal research

BSBXCM401 Apply communication strategies in the workplace

Group A - Legal Services skills

BSBLEG422 Maintain a file in a legal services environment

BSBLEG424 Support the drafting of complex legal documents

BSBLEG425 Apply the principles of legal project management

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

Group B - Transferable skills

BSBCRT412 Articulate, present and debate ideas

BSBOPS403 Apply business risk management processes

BSBPEF402 Develop personal work priorities

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBTWK401 Build and maintain business relationships

BSBWRT411 Write complex documents

BSBXSC401 Maintain security of digital devices

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

BSB5xxx Diploma of Paralegal Services - Proposed qualification packaging

Packaging Rules

Total units - 12

6 core units plus
6 elective units

Electives:

- 3 from Group A
- 2 from Group B
- 1 from Group A / Group B / other

Entry Requirements

- Complete the following Level 3 and 4 units: 'Protect information in a legal services environment'; 'Conduct simple legal research'; and 'Support the drafting of complex legal documents'; or
- Two years equivalent full-time relevant work experience.

Core units

BSBLEG421 Apply understanding of the Australian legal system

BSBLEG422 Maintain a file in a legal services environment

BSBLEG521 Conduct and apply legal research

BSBLEG522 Apply legal principles in contract law matters

BSBLEG523 Apply legal principles in tort law matters

BSBLEG534 Take instructions in a legal services environment

Group A - Legal Services skills

BSBLEG425 Apply principles of legal project management

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

Group B - Transferable skills

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBDAT501 Conduct data analysis

BSBOPS403 Apply business risk management processes

BSBPEF501 Manage personal and professional development

BSBTWK401 Build and maintain business relationships

BSBWRT411 Write complex documents

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
1	BSB3xxxx Certificate III in Legal Services	Update	BSB31015 Certificate III in Business Administration (Legal) (1,012)
2	BSB4xxxx Certificate IV in Legal Services	Update	BSB42215 Certificate IV in Legal Services (1,040)
3	BSB5xxxx Diploma of Paralegal Services	Update	BSB52215 Diploma of Legal Services (1,029)
4	BSBLEG311 Work in a legal services environment	Amalgamate	BSBLEG301 Apply knowledge of the legal system to complete tasks (612) BSBLEG305 Use legal terminology in order to carry out tasks (1,649)
5	BSBLEG312 Carry out search of the public record	Update	BSBLEG302 Carry out search of the public record (449)
6	BSBLEG313 Lodge documents in a legal services environment	Update	BSBLEG303 Deliver court documentation (381)
7	BSBLEG314 Protect information in a legal services environment	Update	BSBLEG304 Apply the principles of confidentiality and security within the legal environment (740)
8	BSBLEG315 Assist in planning activities in a legal services environment	Update	BSBLEG308 Assist in prioritising and planning activities in a legal practice (323)
9	BSBLEG421 Apply understanding of the Australian legal system	Update	BSBLEG413 Identify and apply the legal framework (2,028)
10	BSBLEG422 Maintain a file in a legal services environment	Update	BSBLEG414 Establish and maintain a file in legal services (499)
11	BSBLEG423 Conduct simple legal research	Update	BSBRES404 Research legal information using primary sources (857)
12	BSBLEG424 Support the drafting of complex legal documents	Update	BSBLEG418 Produce complex legal documents (836)

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
13	BSBLEG425 Apply principles of legal project management	Create	-
14	BSBLEG521 Conduct and apply legal research	Update	BSBRES502 Research legal information using secondary sources (531)
15	BSBLEG522 Apply legal principles in contract law matters	Update	BSBLEG415 Apply the principles of contract law (1,389)
16	BSBLEG523 Apply legal principles in tort law matters	Update	BSBLEG416 Apply the principles of the law of torts (1,175)
17	BSBLEG524 Apply principles of evidence law in matters under litigation	Update	BSBLEG417 Apply the principles of evidence law (683)
18	BSBLEG525 Apply legal principles in intellectual property law matters	Update	BSBIPR401 Use and respect copyright (1,925)
19	BSBLEG526 Apply legal principles in criminal law matters	Update	BSBLEG511 Apply legal principles in criminal law matters (557)
20	BSBLEG527 Apply legal principles in family law matters	Update	BSBLEG510 Apply legal principles in family law matters (534)
21	BSBLEG528 Apply legal principles in property law matters	Update	BSBLEG512 Apply legal principles in property law matters (639)
22	BSBLEG529 Apply legal principles in corporation law matters	Update	BSBLEG513 Apply legal principles in corporation law matters (229)
23	BSBLEG530 Apply legal principles in wills and probate matters	Update	BSBLEG515 Apply legal principles in wills and probate matters (399)
24	BSBLEG531 Apply legal principles in administrative law matters	Create	-

Technical Skills project

Stream 1 - Legal Services - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
25	BSBLEG532 Assist with court procedure	Update	BSBLEG514 Assist with civil procedure (453)
26	BSBLEG533 Support alternative dispute resolution processes	Create	-
27	BSBLEG534 Take instructions in a legal services environment	Create	-
28	-	Supersede*	BSBLEG306 Maintain records for time and disbursements in a legal practice (172) BSBLEG403 Maintain trust accounts (229)

* Each unit of competency will be superseded by another in this stream. A unit will only be deleted where there is no suitable alternative.

Stream 1 - Conveyancing

Technical Skills project

Stream 1 - Conveyancing - Summary

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

Key insights from industry consultation...

<p>Jurisdictional licensing and regulation – Separate state and territory licensing requirements makes the development of a national qualification challenging. Licensing requirements change periodically. There is a strong trend among the states and territories towards stipulating the Advanced Diploma of Conveyancing as the qualification requirement for licensing.</p>	<p>Conveyancing is a small business industry – With the exception of South Australia (where many law firms provide conveyancing services), the conveyancing industry is made up largely of small businesses and sole proprietors. Small business management skills are therefore very important for licensees. Qualification packaging can address this skill need.</p>	<p>Raising the status of the profession is a priority – Many consultees are concerned by the perceived ‘dumbing down’ of the profession. These individuals would like to see higher emphasis on technical skills and entry requirements to the qualifications, particularly as the role of conveyancers becomes increasingly complex (e.g. withholding and remitting taxes).</p>
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Training products after implementation of recommendations

BSB6xxxx Advanced Diploma of Conveyancing	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 in relation to a conveyancing transaction	BSBCNV615 Interpret search results for a conveyancing transaction
BSBCNV616 Comply with tax obligations in a conveyancing transaction			

Technical Skills project

Stream 1 - Conveyancing - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

BSB6xxx Advanced Diploma of Conveyancing - Proposed qualification packaging

Packaging Rules

Total units - 15
9 core units plus
6 elective units

Electives:

- 3 from Group A
- 1 from Group B
- 2 from Group A / Group B / other

Entry Requirements

None

Core units

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 in relation to a conveyancing transaction

BSBCNV615 Interpret search results for a conveyancing transaction

BSBCNV616 Comply with tax obligations in a conveyancing transaction

BSBLEG522 Apply legal principles in contract law matters

Group A - Conveyancing skills

BSBLEG421 Apply understanding of the Australian legal system

BSBLEG523 Apply legal principles in tort law matters

BSBLEG528 Apply legal principles in property law matters

BSBLEG529 Apply legal principles in corporation law matters

FNSACC413 Make decisions in a legal context

FNSINC401 Apply principles of professional practice to work in the financial services industry

Group B - Transferable skills

BSBAUD601 Plan and establish compliance management systems

BSBESB402 Establish legal and risk management requirements of small business

BSBFIN501 Manage budgets and financial plans

BSBOPS504 Manage business risk

FNSORG601 Negotiate to achieve goals and manage disputes

FNSORG602 Develop and manage financial systems

FNSPRM601 Establish, supervise and monitor practice systems to conform with legislation and regulation

Technical Skills project

Stream 1 - Conveyancing - Recommendations

1. Legal Services

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1. Conveyancing

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Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
29	BSB6xxxx Advanced Diploma of Conveyancing	Update	BSB61115 Advanced Diploma of Conveyancing (404)
30	BSBCNV511 Take instructions in relation to a conveyancing transaction	Update	BSBCNV501 Take instructions in relation to a transaction (351)
31	BSBCNV512 Finalise the conveyancing transaction	Update	BSBCNV505 Finalise the conveyancing transaction (281)
32	BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction	Update	BSBCNV502 Read and interpret a legal document and provide advice (355)
33	BSBCNV612 Identify and apply legal requirements for a conveyancing transaction	Update	BSBCNV503 Analyse and interpret legal requirements for a transaction (339)
34	BSBCNV613 Prepare legal documents for a conveyancing transaction	Update	BSBCNV504 Prepare legal documents (330)
35	BSBCNV614 Apply principles of trust accounting in relation to a conveyancing transaction	Update	BSBCNV506 Establish and manage a trust account (357)
36	BSBCNV615 Interpret search results for a conveyancing transaction	Update	BSBCNV601 Identify and conduct searches (313)
37	BSBCNV616 Comply with tax obligations in a conveyancing transaction	Create	-
38	-	Supersede	BSB52015 Diploma of Conveyancing (534)

Stream 2 - Human Resources

Technical Skills project

Stream 2 - Human Resources - Summary

1. Legal Services

Summary
Recommendations

1. Conveyancing

Summary
Recommendations

2. Human Resources

Summary
Recommendations

3. Audit and Compliance

Summary
Recommendations

4. Information Services

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5. Marketing

Summary
Recommendations

Key insights from industry consultation...

<p>Human Resources qualifications need better skill development pathways – Specialisation in human resources roles may begin at Level 5 (and is increasingly prevalent at Level 6). At higher levels, individuals may be either managing a team or managing a technical process. The qualification packaging rules do not adequately reflect this, and many existing units of competency are not targeted at the right level.</p>	<p>Industry support for scaffolded development – Industry consultees see it as important that learners progress through the competency levels, developing foundational human resources skills (at Level 4) before gaining specialist skills. Completion of lower-level HR qualifications and recognised prior industry experience are both seen as acceptable mechanisms for ensuring that these essential skills are developed before progressing to higher-level qualifications.</p>	<p>Broadening the human resources function – The human resources profession increasingly sees its role as a strategic management function. Practitioner consultees feel that it is important that learners are equipped with broad commercial acumen to enable this progression. This may be served by updating existing strategic HR units of competency, as well as by packaging more transferable business skill units into the qualifications.</p>
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Training products after implementation of recommendations

BSB4xxxx Certificate IV in Human Resource Management	BSB5xxxx Diploma of Human Resource Management	BSB6xxxx Advanced Diploma of Human Resource Management	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	BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability	

Technical Skills project

Stream 2 - Human Resources - Summary

1. Legal Services Summary Recommendations	1. Conveyancing Summary Recommendations	2. Human Resources Summary Recommendations	3. Audit and Compliance Summary Recommendations	4. Information Services Summary Recommendations	5. Marketing Summary Recommendations
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Level Four			Level Five			Level Six		
HR Officer / HR Coordinator			HR Consultant / HR Advisor / HR Business Partner			HR Manager / Senior HR Business Partner		
4.1	Administer performance development processes	➔	5.1	Facilitate performance development processes	➔	6.1	Contribute to organisational performance development	
4.2	Support employee and industrial relations	➔	5.2	Manage employee and industrial relations	➔	6.2	Contribute to the development of employee and industrial relations strategies	
4.3	Support the learning and development of teams and individuals	➔	5.3	Coordinate the learning and development of teams and individuals	➔	6.3	Contribute to the development of learning and development strategies	
4.4	Use human resources information systems	➔	5.4	Coordinate workforce plan implementation	➔	6.4	Contribute to strategic workforce planning	
4.5	Coordinate recruitment and onboarding	➔	5.5	Manage recruitment and onboarding	➔	(6.4 Contribute to strategic workforce planning)		
4.6	Process payroll	➔	5.6	Manage payroll	✘			
4.7	Support human resource functions and processes	➔	5.7	Coordinate human resource functions and processes	✘			
		✘	5.8	Coordinate remuneration and employee benefits	➔	(6.4 Contribute to strategic workforce planning)		
	(4.1 Administer performance development processes)	➔	5.9	Coordinate separation or termination processes	➔	(6.1 Support organisational performance development)		
		✘	5.10	Coordinate rehabilitation and return to work programs	➔	(6.4 Contribute to strategic workforce planning)		
		✘	5.11	Coordinate health and wellness programs	➔	(6.4 Contribute to strategic workforce planning)		

➔ Direct progression
 ➔ General progression
 ✘ No progression

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services Summary Recommendations	1. Conveyancing Summary Recommendations	2. Human Resources Summary Recommendations	3. Audit and Compliance Summary Recommendations	4. Information Services Summary Recommendations	5. Marketing Summary Recommendations
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BSB4xxx Certificate IV in Human Resource Management - Proposed qualification packaging

Packaging Rules

Total units - 12
7 core units plus
5 elective units

Electives:
- 2 from Group A
- 2 from Group B
- 1 from Group A / Group B / other

Entry Requirements

None

Core units

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

BSBHRM417 Support human resource functions and processes

BSBWHS411 Implement and monitor WHS policies, procedures and programs

Group A - Human Resources skills

BSBHRM416 Process payroll

BSBHRM528 Coordinate remuneration and employee benefits

BSBHRM529 Coordinate separation and termination processes

BSBHRM530 Coordinate rehabilitation or return to work programs

BSBHRM531 Coordinate health and wellness programs

Group B - Transferable skills

BSBCMM411 Make presentations

BSBCMM412 Lead difficult conversations

BSBCRT412 Articulate, present and debate ideas

BSBOPS403 Apply business risk management processes

BSBPEF403 Lead personal development

BSBPMG430 Undertake project work

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBTWK401 Build and maintain business relationships

BSBWRT411 Write complex documents

BSBXBD403 Analyse big data

BSBXCM401 Apply communication strategies in the workplace

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services
Summary
Recommendations

1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

BSB5xxx Diploma of Human Resource Management - Proposed qualification packaging

Packaging Rules

Total units - 12
7 core units plus
5 elective units

Electives:
- 2 from Group A
- 2 from Group B
- 1 from Group A / Group B / other

Entry Requirements

- Complete the following Level 4 units: 'Administer performance development processes', 'Support employee and industrial relations', 'Coordinate recruitment and onboarding' and 'Support human resource functions and processes'; or
- Two years equivalent full-time relevant work experience.

Core units

BSBHRM414 Use human resources information systems

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

BSBHRM527 Coordinate human resource functions and processes

BSBWHS411 Implement and monitor WHS policies, procedures and programs

Group A - Human Resources skills

BSBHRM525 Manage recruitment and onboarding

BSBHRM526 Manage payroll

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

BSBWHS513 Lead WHS risk management

BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability

Group B - Transferable skills

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBDAT501 Conduct data analysis

BSBFIN501 Manage budgets and financial plans

BSBLDR523 Lead and manage effective workplace relationships

BSBOPS504 Manage business risk

BSBPEF501 Manage personal and professional development

BSBPMG430 Undertake project work

BSBSTR503 Develop organisational policy

BSBTWK501 Lead diversity and inclusion

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services
Summary
Recommendations

1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

BSB6xxx Advanced Diploma of Human Resource Management - Proposed qualification packaging

Packaging Rules

Total units - 10
6 core units plus
4 elective units

Electives:
- 3 from Elective units
- 1 from Elective units / other

Entry Requirements

- Complete the Diploma of Human Resource Management; or
- Four years equivalent full-time relevant work experience.

Core units

- BSBCRT601 Apply critical thinking for complex problem solving
- BSBFIN601 Manage organisational finances
- BSBHRM611 Contribute to organisational performance development
- BSBHRM612 Contribute to the development of employee and industrial relations strategies
- BSBHRM614 Contribute to strategic workforce planning
- BSBLDR601 Lead and manage organisational change

Elective units

- BSBHRM613 Contribute to the development of learning and development strategies
- BSBHRM615 Contribute to the development of diversity and inclusion strategies
- BSBLDR602 Provide leadership across the organisation
- BSBOPS504 Manage business risk
- BSBOPS601 Develop and implement business plans
- BSBSTR601 Manage innovation and continuous improvement
- BSBTEC601 Review organisational digital strategy
- BSBTWK601 Develop and maintain strategic business networks
- BSBWHS612 Develop and implement a strategy to support a positive WHS culture
- BSBXDB502 Adapt organisations to enhance accessibility for people with disability

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
39	BSB4xxxx Certificate IV in Human Resource Management	Update	BSB41015 Certificate IV in Human Resources (3,778)
40	BSB5xxxx Diploma of Human Resource Management	Update	BSB50618 Diploma of Human Resources Management (7,119)
41	BSB6xxxx Advanced Diploma of Human Resource Management	Update	BSB60915 Advanced Diploma of Management (Human Resources) (912)
42	BSBHRM411 Administer performance development processes	Update	BSBHRM403 Support performance management process (2,149)
43	BSBHRM412 Support employee and industrial relations	Update	BSBWRK411 Support employee and industrial relations procedures (2,079)
44	BSBHRM413 Support the learning and development of teams and individuals	Update	BSBLED401 Develop teams and individuals (34,290)
45	BSBHRM414 Use human resources information systems	Update	BSBHRM502 Manage human resource management information systems (285)
46	BSBHRM415 Coordinate recruitment and onboarding	Amalgamate	BSBEMS402 Develop and implement strategies to source and assess candidates (169) BSBHRM405 Support the recruitment, selection and induction of staff (14,637)
47	BSBHRM416 Process payroll	Update	BSBFIA302 Process payroll (7,708)
48	BSBHRM417 Support human resources functions and processes	Update	BSBHRM404 Review human resource functions (2,694)
49	BSBHRM521 Facilitate performance development processes	Update	BSBHRM512 Develop and manage performance management processes (6,993)
50	BSBHRM522 Manage employee and industrial relations	Update	BSBWRK520 Manage employee relations (6,284)

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
51	BSBHRM523 Coordinate the learning and development of teams and individuals	Update	BSBLED501 Develop a workplace learning environment (5,357)
52	BSBHRM524 Coordinate workforce plan implementation	Update	BSBHRM513 Manage workforce planning (11,663)
53	BSBHRM525 Manage recruitment and onboarding	Update	BSBHRM506 Manage recruitment selection and induction processes (19,030)
54	BSBHRM526 Manage payroll	Update	BSBFIM502 Manage payroll (4,484)
55	BSBHRM527 Coordinate human resource functions and processes	Update	BSBHRM501 Manage human resource services (8,152)
56	BSBHRM528 Coordinate remuneration and employee benefits	Update	BSBHRM505 Manage remuneration and employee benefits (2,279)
57	BSBHRM529 Coordinate separation and termination processes	Update	BSBHRM507 Manage separation or termination (1,903)
58	BSBHRM530 Coordinate rehabilitation and return to work programs	Update	BSBHRM509 Manage rehabilitation or return to work programs (745)
59	BSBHRM531 Coordinate health and wellness programs	Update	BSBLED502 Manage programs that promote personal effectiveness (3,007)
60	BSBHRM611 Contribute to organisational performance development	Amalgamate	BSBLED805 Plan and implement a mentoring program (156) BSBLED806 Plan and implement a coaching strategy (86) BSBLED807 Establish career development services (54)
61	BSBHRM612 Contribute to the development of employee and industrial relations strategies	Update	BSBHRM604 Manage employee relations (2,242)

Technical Skills project

Stream 2 - Human Resources - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
62	BSBHRM613 Contribute to the development of learning and development strategies	Update	BSBLED802 Lead learning strategy implementation (75)
63	BSBHRM614 Contribute to strategic workforce planning	Update	BSBHRM602 Manage human resources strategic planning (5,988)
64	BSBHRM615 Contribute to the development of diversity and inclusion strategies	Update	BSBDIV801 Conduct strategic diversity workforce planning (37)
65	-	Supersede*	BSBDIV802 Conduct strategic planning for diversity learning practices (41) BSBEMS404 Manage the recruitment process for client organisations (68) BSBHRM510 Manage mediation processes (402) BSBHRM511 Manage expatriate staff (73) BSBLED301 Undertake e-learning (2,236) BSBLED803 Implement improved learning practice (No data) BSBLED804 Review enterprise e-learning systems and solutions implementation (No data) BSBLED808 Conduct a career development session (27) BSBLED809 Identify and communicate trends in career development (23) BSBLED810 Develop human capital (9)

* Each unit of competency will be superseded by another in this stream. A unit will only be deleted where there is no suitable alternative.

Stream 3 - Audit and Compliance

Technical Skills project

Stream 3 - Audit and Compliance - Summary

1. Legal Services Summary Recommendations	1. Conveyancing Summary Recommendations	2. Human Resources Summary Recommendations	3. Audit and Compliance Summary Recommendations	4. Information Services Summary Recommendations	5. Marketing Summary Recommendations
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Key insights from industry consultation...

<p>Lack of alignment between job roles and the vocational training sector – Industry recognition of training package qualifications is low. The vast majority of practitioners are university qualified, and will have spent 5+ years in the workforce prior to entering audit or compliance job roles. Upskilling is generally done through short, non-accredited training (ref. right).</p>	<p>‘Lead Auditor’ training – There are low enrolments in the BSB Diploma of Quality Auditing, however many industry practitioners are undertaking nonaccredited ‘Lead Auditor’ training courses (containing four existing BSB units of competency).</p>
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Training products after implementation of recommendations

BSB5xxxx Diploma of Quality Auditing	BSBAUD411 Participate in quality audits	BSBAUD412 Conduct 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 processes for the management of breaches in compliance requirements	BSBAUD601 Plan and establish compliance management systems	BSBAUD602 Design and manage the enterprise quality management system	

Technical Skills project

Stream 3 - Audit and Compliance - Recommendations

1. Legal Services
Summary
Recommendations

1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
66	BSB5xxxx Diploma of Quality Auditing	Update	BSB51615 Diploma of Quality Auditing (881)
67	BSBAUD411 Participate in quality audits	Update	BSBAUD402 Participate in a quality audit (3,193)
68	BSBAUD412 Conduct work within compliance frameworks	Update	BSBCOM406 Conduct work within a compliance framework (1,611)
69	BSBAUD511 Initiate quality audits	Update	BSBAUD501 Initiate a quality audit (2,752)
70	BSBAUD512 Lead quality audits	Update	BSBAUD503 Lead a quality audit (2,650)
71	BSBAUD513 Report on quality audits	Update	BSBAUD504 Report on a quality audit (3,042)
72	BSBAUD514 Interpret compliance requirements	Update	BSBCOM501 Identify and interpret compliance requirements (1,427)
73	BSBAUD515 Evaluate and review compliance	Update	BSBCOM502 Evaluate and review compliance (233)
74	BSBAUD516 Develop processes for the management of breaches in compliance requirements	Update	BSBCOM503 Develop processes for the management of breaches in compliance requirements (408)
75	BSBAUD601 Plan and establish compliance management systems	Update	BSBCOM603 Plan and establish compliance management systems (1,667)
76	BSBAUD602 Design and manage the enterprise quality management system	Update	BSBMGT621 Design and manage the enterprise quality management system (230)

Technical Skills project

Stream 3 - Audit and Compliance - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
77	-	Supersede*	BSBCOM401 Organise and monitor the operation of compliance management system (159) BSBCOM402 Implement processes for the management of a breach in compliance requirements (85) BSBCOM403 Provide education and training on compliance requirements and systems (59) BSBCOM404 Promote and liaise on compliance requirements, systems and related issues (48) BSBCOM405 Promote compliance with legislation (227) BSBCOM601 Research compliance requirements and issues (54) BSBCOM602 Develop and create compliance requirements (148) BSBMGT521 Plan, implement and review a quality assurance program (120)

* Each unit of competency will be superseded by another in this stream. A unit will only be deleted where there is no suitable alternative.

Stream 4 - Information Services

Technical Skills project

Stream 4 - Information Services - Summary

1. Legal Services Summary Recommendations	1. Conveyancing Summary Recommendations	2. Human Resources Summary Recommendations	3. Audit and Compliance Summary Recommendations	4. Information Services Summary Recommendations	5. Marketing Summary Recommendations
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Key insights from industry consultation...

<p>Convergence of skills – There is a notable convergence in many of the skills required across Records, Libraries and Archives. This presents an opportunity for learners to transfer more easily between jobs and to have more ‘all-rounder’ roles.</p>	<p>Little difference in job roles – CIII and CIV in Library and Information Services both lead to Library Assistant job role. Industry does require completion of a qualification before entering the role.</p> <p>The same is applicable at CIII and CIV level in Records (Records Administrator, Records Officer).</p>	<p>Outdated terminology – The term ‘recordkeeping’ has become outdated in industry, replaced in favour of ‘records management’; ‘information services’ is gaining relevance as an umbrella term for Libraries, Records and Archives.</p>	<p>Low enrolments – Low enrolments across all seven qualifications; most evident in Records e.g. 9 enrolments in Diploma of Recordkeeping, 17 enrolments in Advanced Diploma of Recordkeeping (2017).</p>
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Training products after implementation of recommendations

BSB3xxxx Certificate III in Information Services	BSB4xxxx Certificate IV in Information Services	BSB5xxxx Diploma of Library and Information Services	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 Undertake 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 records in an online environment
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 library 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

Technical Skills project

Stream 4 - Information Services - Summary

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

Key insights from industry consultation...

<p>Convergence of skills – There is a notable convergence in many of the skills required across Records, Libraries and Archives. This presents an opportunity for learners to transfer more easily between jobs and to have more ‘all-rounder’ roles.</p>	<p>Little difference in job roles – CIII and CIV in Library and Information Services both lead to Library Assistant job role. Industry does require completion of a qualification before entering the role.</p> <p>The same is applicable at CIII and CIV level in Records (Records Administrator, Records Officer).</p>	<p>Outdated terminology – The term ‘recordkeeping’ has become outdated in industry, replaced in favour of ‘records management’; ‘information services’ is gaining relevance as an umbrella term for Libraries, Records and Archives.</p>	<p>Low enrolments – Low enrolments across all seven qualifications; most evident in Records e.g. 9 enrolments in Diploma of Recordkeeping, 17 enrolments in Advanced Diploma of Recordkeeping (2017).</p>
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Training products after implementation of recommendations

BSBINS512 Monitor business records systems	BSBINS513 Contribute to records management framework	BSBINS514 Contribute to records retention and disposal schedule	BSBINS515 Participate in archiving activities
BSBINS601 Manage knowledge and information	BSBINS602 Extend own information literacy skills to locate information	BSBINS603 Initiate and lead applied research	

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services
Summary
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1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
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Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

BSB3xxx Certificate III in Information Services - Proposed qualification packaging

Packaging Rules

Total units - 12
6 core units plus
6 elective units

Electives:
- 2 from Group A
- 2 from Group B
- 2 from Group A / Group B / other

Entry Requirements

None

Core units

BSBINS202 Handle receipt and dispatch of information
BSBINS301 Develop and use information literacy skills
BSBINS302 Organise workplace information
BSBINS303 Use knowledge management systems
BSBWHS311 Assist with maintaining workplace safety
BSBXTW301 Work in a team

Group A - Information Services skills

BSBINS201 Process and maintain workplace information
BSBINS203 Assist with circulation services
BSBINS304 Process and maintain information resources
BSBINS305 Undertake cataloguing activities
BSBINS306 Provide multimedia support
BSBINS307 Retrieve information from records
BSBINS308 Control records
BSBINS309 Maintain business records

Group B - Transferable skills

BSBCRT311 Apply critical thinking skills in a team environment
BSBOPS305 Deliver and monitor a service to customers
BSBOPS306 Process customer complaints
BSBPEF301 Organise personal work priorities
BSBTEC201 Use business technology
BSBTWK301 Use inclusive work practices
BSBXCM301 Engage in workplace communication
BSBXDB301 Respond to the service needs of customers and clients with disability
BSBXSC303 Securely manage personally identifiable information and workplace information

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services
Summary
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1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

BSB4xxx Certificate IV in Information Services - Proposed qualification packaging

Packaging Rules

Total units - 13
4 core units plus
9 elective units

Electives:
- 3 from Group A or 3 from Group B
- 3 from Group C
- 3 from Group A / B / C / other

Entry Requirements

None

Core units

BSBINS401 Analyse and present research information
BSBINS402 Coordinate workplace information systems
BSBINS403 Obtain information from external and networked sources
BSBWHS411 Implement and monitor WHS policies, procedures and programs

Group A - Library Services (*specialisation*)

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

Group B - Records Management (*specialisation*)

BSBINS408 Provide information from and about records
BSBINS409 Maintain and monitor records in an online environment
BSBINS410 Implement records systems for small business
BSBINS512 Monitor business records systems

Group C - Transferable skills

BSBCRT411 Apply critical thinking to work practices
BSBLDR411 Demonstrate leadership in the workplace
BSBOPS404 Implement customer service strategies
BSBPEF402 Develop personal work priorities
BSBPMG430 Undertake project work
BSBWRT311 Write simple documents
BSBXCM401 Apply communication strategies in the workplace
BSBXSC401 Maintain security of digital devices

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

BSB5xxx Diploma of Library and Information Services - Proposed qualification packaging

Packaging Rules Total units - 14 6 core units plus 8 elective units		Electives: - 3 from Group A or 3 from Group B - 1 from Group C - 2 from Group D - 2 from Group A / B / C / D / other		Entry Requirements None	
Core units BSBINS501 Implement information and knowledge management systems BSBINS503 Monitor compliance with copyright and licence requirements BSBINS504 Maintain digital repositories BSBLDR414 Lead team effectiveness BSBOPS404 Implement customer service strategies ICTSAS410 Identify and resolve client ICT problems		Group A - Library Services (specialisation) BSBINS506 Implement lending and borrowing processes for library 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 Group B - Records Management (specialisation) BSBINS512 Monitor business records systems BSBINS513 Contribute to records management framework BSBINS514 Contribute to records retention and disposal schedule		Group C - Information Services skills BSBINS502 Coordinate data management BSBINS505 Provide subject access and classify material BSBINS515 Participate in archiving activities BSBINS601 Manage knowledge and information BSBINS602 Extend own information literacy skills to locate information BSBINS603 Initiate and lead applied research Group D - Transferable skills BSBDAT501 Conduct data analysis BSBOPS503 Develop administrative systems BSBPEF501 Manage personal and professional development BSBPMG430 Undertake project work BSBTEC403 Apply digital solutions to work processes BSBWRT411 Write complex documents BSBXSC402 Promote workplace cyber security awareness and practices	

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services
Summary
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1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
Summary
Recommendations

5. Marketing
Summary
Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
78	BSB3xxxx Certificate III in Information Services	Amalgamate	BSB30815 Certificate III in Recordkeeping (14) BSB31215 Certificate III in Library and Information Services (571)
79	BSB4xxxx Certificate IV in Information Services	Amalgamate	BSB41715 Certificate IV in Recordkeeping (97) BSB42115 Certificate IV in Library and Information Services (552)
80	BSB5xxxx Diploma of Library and Information Services	Amalgamate	BSB51715 Diploma of Recordkeeping (9) BSB52115 Diploma of Library and Information Services (1,181)
81	BSBINS201 Process and maintain workplace information	Update	BSBINM201 Process and maintain workplace information (21,713)
82	BSBINS202 Handle receipt and dispatch of information	Amalgamate	BSBINM202 Handle mail (19,952) BSBINM303 Handle receipt and dispatch of information (327)
83	BSBINS203 Assist with circulation services	Update	BSBLIB201 Assist with circulation services (572)
84	BSBINS301 Develop and use information literacy skills	Update	BSBLIB304 Develop and use information literacy skills (474)
85	BSBINS302 Organise workplace information	Update	BSBINM301 Organise workplace information (31,924)
86	BSBINS303 Use knowledge management systems	Update	BSBINM302 Utilise a knowledge management system (1,217)
87	BSBINS304 Process and maintain information resources	Update	BSBLIB306 Process and maintain information resources (456)
88	BSBINS305 Undertake cataloguing activities	Amalgamate	BSBLIB305 Use established cataloguing tools (740) BSBLIB403 Complete a range of cataloguing activities (615)

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services

Summary

Recommendations

1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
89	BSBINS306 Provide multimedia support	Update	BSBLIB303 Provide multimedia support (741)
90	BSBINS307 Retrieve information from records	Update	BSBRKG303 Retrieve information from records (3,620)
91	BSBINS308 Control records	Update	BSBRKG301 Control records (135)
92	BSBINS309 Maintain business records	Update	BSBRKG304 Maintain business records (8,585)
93	BSBINS401 Analyse and present research information	Update	BSBRES411 Analyse and present research information (22,002)
94	BSBINS402 Coordinate workplace information systems	Update	BSBINM401 Implement workplace information system (2,304)
95	BSBINS403 Obtain information from external and networked sources	Update	BSBLIB406 Obtain information from external and networked sources (653)
96	BSBINS404 Search library and information databases	Update	BSBLIB407 Search library and information databases (777)
97	BSBINS405 Use integrated library management systems	Update	BSBLIB404 Use integrated library management systems (199)
98	BSBINS406 Assist customers to access information	Update	BSBLIB405 Assist customers to access information (362)
99	BSBINS407 Consolidate and maintain library industry knowledge	Update	BSBLIB402 Consolidate and maintain industry knowledge (850)
100	BSBINS408 Provide information from and about records	Update	BSBRKG402 Provide information from and about records (462)

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services

Summary

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1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
101	BSBINS409 Maintain and monitor records in an online environment	Update	BSBRKG404 Monitor and maintain records in an online environment (436)
102	BSBINS410 Implement records systems for small business	Update	BSBRKG403 Set up a business or records system for a small business (247)
103	BSBINS501 Implement information and knowledge management systems	Update	BSBINM501 Manage an information or knowledge management system (4,852)
104	BSBINS502 Coordinate data management	Create	-
105	BSBINS503 Monitor compliance with copyright and licence requirements	Update	BSBLIB513 Monitor compliance with copyright and licence requirements (580)
106	BSBINS504 Maintain digital repositories	Update	BSBLIB506 Maintain digital repositories (320)
107	BSBINS505 Provide subject access and classify material	Update	BSBLIB509 Provide subject access and classify material (270)
108	BSBINS506 Implement lending and borrowing processes for library collections	Update	BSBLIB501 Manage lending and borrowing processes for collections (No data)
109	BSBINS507 Use advanced functions of integrated library management systems	Update	BSBLIB510 Use and monitor advanced functions of integrated library management systems (364)
110	BSBINS508 Research and analyse information to meet library customer needs	Update	BSBLIB511 Research and analyse information to meet customer needs (532)
111	BSBINS509 Promote literature and reading	Update	BSBLIB507 Promote literature and reading (486)

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services

Summary

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1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
112	BSBINS510 Develop community and stakeholder relationships in a library environment	Update	BSBLIB512 Develop and maintain community and stakeholder relationships (131)
113	BSBINS511 Develop and promote library activities, events and public programs	Update	BSBLIB503 Develop and promote activities, events and public programs (707)
114	BSBINS512 Monitor business records systems	Update	BSBRKG502 Manage and monitor business or records systems (318)
115	BSBINS513 Contribute to records management framework	Update	BSBRKG601 Define recordkeeping framework (142)
116	BSBINS514 Contribute to records retention and disposal schedule	Update	BSBRKG606 Design a records retention and disposal schedule (15)
117	BSBINS515 Participate in archiving activities	Create	-
118	BSBINS601 Manage knowledge and information	Update	BSBINM601 Manage knowledge and information (5,600)
119	BSBINS602 Extend own information literacy skills to locate information	Update	BSBLIB604 Extend own information literacy skills to locate information (483)
120	BSBINS603 Initiate and lead applied research	Update	BSBRES801 Initiate and lead applied research (377)

Technical Skills project

Stream 4 - Information Services - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

#	New training product	Update	Existing training product(s); Enrolments (2017)
121	-	Supersede*	BSB60815 Advanced Diploma of Recordkeeping (17) BSBLIB202 Process information resource orders (43) BSBLIB301 Catalogue objects into collections (30) BSBLIB302 Develop and apply knowledge of archives (0) BSBLIB401 Record and maintain collection information (28) BSBLIB502 Manage the development of collections (2) BSBLIB504 Develop exhibition concepts (79) BSBLIB505 Develop disaster management plans (No data) BSBLIB508 Analyse and describe information resources (1) BSBLIB601 Research and document collection material (No data) BSBLIB602 Develop and monitor procedures for the movement and storage of collection material (No data) BSBLIB603 Contribute to collection management (513) BSBLIB605 Analyse and describe specialist and complex material (0) BSBMGT801 Direct the development of a knowledge management strategy for a business (108) BSBRKG302 Undertake disposal (13) BSBRKG305 Review recordkeeping functions (34) BSBRKG401 Review the status of a record (78) BSBRKG505 Document or reconstruct a business or records system (7) BSBRKG506 Develop and maintain terminology and classification schemes (4) BSBRKG603 Prepare a functional analysis for an organisation (335) BSBRKG604 Determine security and access rules and procedures (4) BSBRKG605 Determine records requirements to document a function (4) BSBRKG607 Document and monitor the record creating context (8) BSBRKG608 Plan management of records over time (8)

* Each unit of competency will be superseded by another in this stream. A unit will only be deleted where there is no suitable alternative.

Stream 5 - Marketing

Technical Skills project

Stream 5 - Marketing - Summary

1. Legal Services Summary Recommendations	1. Conveyancing Summary Recommendations	2. Human Resources Summary Recommendations	3. Audit and Compliance Summary Recommendations	4. Information Services Summary Recommendations	5. Marketing Summary Recommendations
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Key insights from industry consultation...

Qualifications do not lead to full-time entry-level roles – Learners undertaking vocational qualifications are not seen to be candidates for full-time entry-level roles in Marketing. As such, there is little distinguishable difference between occupational outcomes for Certificate IV, Diploma, and Advanced Diploma qualifications.	Diploma, Advanced Diploma act as articulation pathway – Learners often complete the Diploma or Advanced Diploma to achieve access to, and credit towards, a Bachelor’s degree in Marketing. These qualifications are therefore important as articulation pathways onto further tertiary education.	Public Relations underrepresented – The public relations discipline is seen by some to be underrepresented in the existing suite of units of competency. Some consultees expressed the view that the existing public relations units are outdated and require thorough revision to address fitness for purpose.
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Training products after implementation of recommendations

BSB4xxxx Certificate IV in Marketing and Communication	BSB5xxxx Diploma of Marketing and Communication	BSB6xxxx Advanced Diploma of Marketing and Communication	BSBMKG431 Identify and evaluate 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		

Technical Skills project

Stream 5 - Marketing - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

BSB4xxx Certificate IV in Marketing and Communication - Proposed qualification packaging

Packaging Rules

Total units - 12
6 core units plus
6 elective units

Electives:

- 2 from Group A
- 2 from Group B
- 2 from Group A / Group B / other

Entry Requirements

None

Core units

- 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
- BSBWRT411 Write complex documents

Group A - Marketing skills

- BSBMKG431 Identify and evaluate marketing opportunities
- BSBMKG432 Research international markets
- BSBMKG434 Promote products and services
- BSBMKG436 Design and test direct marketing activities
- BSBMKG437 Create and optimise digital media
- BSBMKG438 Implement and monitor advertising production
- BSBMKG440 Apply marketing communication across a convergent industry
- BSBMKG441 Develop public relations documents
- BSBMKG442 Conduct e-marketing communications

Group B - Transferable skills

- BSBCRT411 Apply critical thinking to work practices
- BSBCRT413 Collaborate in creative processes
- BSBESB404 Market the small business
- BSBFIN401 Report on financial activity
- BSBOPS403 Apply business risk management processes
- BSBOPS404 Implement customer service strategies
- BSBPEF402 Develop personal work priorities
- BSBTEC302 Create electronic presentations
- BSBTWK401 Build and maintain business relationships
- BSBXCM401 Apply communication strategies in the workplace
- BSBXBD403 Analyse big data

Technical Skills project

Stream 5 - Marketing - Recommendations

1. Legal Services

Summary

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1. Conveyancing

Summary

Recommendations

2. Human Resources

Summary

Recommendations

3. Audit and Compliance

Summary

Recommendations

4. Information Services

Summary

Recommendations

5. Marketing

Summary

Recommendations

BSB5xxxx Diploma of Marketing and Communication - Proposed qualification packaging

Packaging Rules

Total units - 12

5 core units plus
7 elective units

Electives:

- 3 from Group A
- 2 from Group B
- 2 from Group A / Group B / other

Entry Requirements

- Complete all core units in BSB4xxxx Certificate IV in Marketing and Communication; or
- Two years equivalent full-time relevant work experience.

Core units

BSBMKG541 Identify and evaluate marketing opportunities

BSBMKG542 Establish and monitor the marketing mix

BSBMKG552 Design and develop marketing communication plans

BSBMKG555 Write persuasive copy

BSBPMPG430 Undertake project work

Group A - Marketing skills

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

BSBMKG553 Develop public relations campaigns

BSBMKG554 Plan and develop public relations publications

Group B - Transferable skills

BSBCMM511 Communicate with influence

BSBCRT512 Originate and develop concepts

BSBDAT501 Conduct data analysis

BSBFIN501 Manage budgets and financial plans

BSBOPS504 Manage business risk

BSBOPS505 Manage organisational customer service

BSBPEF501 Manage personal and professional development

BSBST501 Establish innovative work environments

BSBTEC404 Use digital technologies to collaborate in a work environment

Technical Skills project

Stream 5 - Marketing - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
Summary	Summary	Summary	Summary	Summary	Summary
Recommendations	Recommendations	Recommendations	Recommendations	Recommendations	Recommendations

BSB6xxxx Advanced Diploma of Marketing and Communication - Proposed qualification packaging

Packaging Rules

Total units - 12
4 core units plus
8 elective units

Electives:

- 2 from Group A
- 3 from Group B
- 3 from Group A / Group B / other

Entry Requirements

- Complete all core units in BSB5xxxx Diploma of Marketing and Communication; or
- Four years equivalent full-time relevant work experience.

Core units

BSBMKG621 Develop organisational marketing strategy
BSBMKG622 Manage organisational marketing processes
BSBMKG623 Develop marketing plans
BSBTWK601 Develop and maintain strategic business networks

Group A - Marketing skills

BSBMKG624 Manage market research
BSBMKG625 Implement and manage international marketing programs
BSBMKG626 Develop advertising campaigns
BSBMKG627 Execute advertising campaigns
BSBMKG628 Lead organisational public relations

Group B - Transferable skills

BSBCRT512 Originate and develop concepts
BSBCRT601 Apply critical thinking for complex problem solving
BSBFIN501 Manage budgets and financial plans
BSBLDR601 Lead and manage organisational change
BSBOPS601 Develop and implement business plans
BSBSTR601 Manage innovation and continuous improvement
BSBTEC601 Review organisational digital strategy

Technical Skills project

Stream 5 - Marketing - Recommendations

1. Legal Services
Summary
Recommendations

1. Conveyancing
Summary
Recommendations

2. Human Resources
Summary
Recommendations

3. Audit and Compliance
Summary
Recommendations

4. Information Services
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#	New training product	Update	Existing training product(s); Enrolments (2017)
122	BSB4xxxx Certificate IV in Marketing and Communication	Update	BSB42415 Certificate IV in Marketing and Communication (5,088)
123	BSB5xxxx Diploma of Marketing and Communication	Update	BSB52415 Diploma of Marketing and Communication (2,457)
124	BSB6xxxx Advanced Diploma of Marketing and Communication	Update	BSB61315 Advanced Diploma of Marketing and Communication (989)
125	BSBMKG431 Identify and evaluate marketing opportunities	Update	BSBMKG401 Profile the market (6,777)
126	BSBMKG432 Research international markets	Update	BSBMKG415 Research international markets (1,232)
127	BSBMKG433 Undertake marketing activities	Update	BSBMKG414 Undertake marketing activities (8,256)
128	BSBMKG434 Promote products and services	Update	BSBMKG413 Promote products and services (14,051)
129	BSBMKG435 Analyse consumer behaviour	Update	BSBMKG419 Analyse consumer behaviour (5,023)
130	BSBMKG436 Design and test direct marketing activities	Update	BSBMKG409 Design direct response offers (807)
131	BSBMKG437 Create and optimise digital media	Update	BSBMKG421 Optimise digital media impact (431)
132	BSBMKG438 Implement and monitor advertising production	Amalgamate	BSBADV404 Schedule advertisements (178) BSBADV408 Review advertising media options (190)
133	BSBMKG439 Develop and apply knowledge of communications industry	Amalgamate	BSBMKG418 Develop and apply knowledge of marketing communication industry (5,363) BSBPUB401 Develop and apply knowledge of public relations industry (335)

Technical Skills project

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1. Legal Services
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1. Conveyancing
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#	New training product	Update	Existing training product(s); Enrolments (2017)
134	BSBMKG440 Apply marketing communication across a convergent industry	Update	BSBMKG417 Apply marketing communication across a convergent industry (5,150)
135	BSBMKG441 Develop public relations documents	Update	BSBPUB403 Develop public relations documents (203)
136	BSBMKG442 Conduct e-marketing communications	Update	BSBMKG412 Conduct e-marketing communications (421)
137	BSBMKG541 Identify and evaluate marketing opportunities	Update	BSBMKG501 Identify and evaluate marketing opportunities (13,879)
138	BSBMKG542 Establish and monitor the marketing mix	Amalgamate	BSBMKG502 Establish and adjust the marketing mix (8,425) BSBMKG514 Implement and monitor marketing activities (3,604)
139	BSBMKG543 Plan and interpret market research	Amalgamate	BSBMKG506 Plan market research (3,472) BSBMKG507 Interpret market trends and developments (5,206)
140	BSBMKG544 Plan and monitor direct marketing activities	Amalgamate	BSBMKG508 Plan direct marketing activities (1,084) BSBMKG509 Implement and monitor direct marketing activities (358)
141	BSBMKG545 Conduct marketing audits	Update	BSBMKG515 Conduct a marketing audit (2,173)
142	BSBMKG546 Develop social media engagement plans	Update	BSBMKG536 Develop strategies to monetise digital engagement (245)
143	BSBMKG547 Develop strategies to monetise digital engagement	Update	BSBMKG537 Develop a social media engagement plan (1,452)
144	BSBMKG548 Forecast international market and business needs	Amalgamate	BSBMKG511 Analyse data from international markets (2,403) BSBMKG512 Forecast international market and business needs (2,776)

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Stream 5 - Marketing - Recommendations

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#	New training product	Update	Existing training product(s); Enrolments (2017)
145	BSBMKG549 Profile and analyse consumer behaviour for international markets	Amalgamate	BSBMKG516 Profile international markets (4,030) BSBMKG517 Analyse consumer behaviour for specific international markets (3,358)
146	BSBMKG550 Promote products and services to international markets	Amalgamate	BSBMKG416 Market goods and services internationally (2,088) BSBMKG513 Promote products and services to international markets (2,519)
147	BSBMKG551 Create multiplatform advertisements for mass media	Amalgamate	BSBADV509 Create mass print media advertisements (1,322) BSBADV510 Create mass electronic media advertisements (314)
148	BSBMKG552 Design and develop marketing communication plans	Amalgamate	BSBADV507 Develop a media plan (2,605) BSBMKG510 Plan e-marketing communications (2,276) BSBMKG523 Design and develop an integrated marketing communication plan (3,627)
149	BSBMKG553 Develop public relations campaigns	Update	BSBPUB502 Develop and manage complex public relations campaigns (257)
150	BSBMKG554 Plan and develop public relations publications	Update	BSBPUB501 Manage the public relations publication process (250)
151	BSBMKG555 Write persuasive copy	Update	BSBWRT501 Write persuasive copy (1,752)
152	BSBMKG621 Develop organisational marketing strategy	Update	BSBMKG608 Develop organisational marketing objectives (3,216)
153	BSBMKG622 Manage organisational marketing processes	Update	BSBMKG603 Manage the marketing process (2,820)
154	BSBMKG623 Develop marketing plans	Update	BSBMKG609 Develop a marketing plan (8,435)

Technical Skills project

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#	New training product	Update	Existing training product(s); Enrolments (2017)
155	BSBMKG624 Manage market research	Update	BSBMKG607 Manage market research (2,502)
156	BSBMKG625 Implement and manage international marketing programs	Amalgamate	BSBMKG605 Evaluate international marketing opportunities (1,950) BSBMKG606 Manage international marketing programs (1,255)
157	BSBMKG626 Develop advertising campaigns	Update	BSBADV602 Develop an advertising campaign (2,442)
158	BSBMKG627 Execute advertising campaigns	Amalgamate	BSBADV604 Execute an advertising campaign (377) BSBADV605 Evaluate campaign effectiveness (465)
159	BSBMKG628 Lead organisational public relations	Create	-

Technical Skills project

Stream 5 - Marketing - Recommendations

1. Legal Services	1. Conveyancing	2. Human Resources	3. Audit and Compliance	4. Information Services	5. Marketing
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#	New training product	Update	Existing training product(s); Enrolments (2017)
160	-	Supersede*	BSBADV402 Conduct pre-campaign testing (6) BSBADV403 Monitor advertising production (23) BSBADV405 Perform media calculations (10) BSBADV406 Buy and monitor media (163) BSBADV407 Apply media analysis and processing tools (5) BSBADV503 Coordinate advertising research (197) BSBADV603 Manage advertising production (196) BSBCUE605 Develop and maintain a customer engagement marketing strategy (112) BSBMKG408 Conduct market research (3,526) BSBMKG410 Test direct marketing activities (57) BSBMKG411 Analyse direct marketing databases (184) BSBMKG420 Create digital media user experiences (98) BSBMKG518 Plan and implement services marketing (74) BSBMKG519 Plan and implement business-to-business marketing (92) BSBMKG520 Manage compliance within the marketing legislative framework (37) BSBMKG521 Plan and implement sponsorship and event marketing (149) BSBMKG522 Plan measurement of marketing effectiveness (137) BSBMKG528 Mine data to identify industry directions (123) BSBMKG529 Manage client account (98) BSBMKG530 Create distributed multiplatform digital advertisements (102) BSBMKG534 Design effective digital user experiences (46) BSBMKG535 Devise a search engine optimisation strategy (36) BSBMKG610 Develop, implement and monitor a marketing campaign (2) BSBMKG611 Manage measurement of marketing effectiveness (70) BSBPUB402 Develop public relations campaigns (794) BSBPUB503 Manage fundraising and sponsorship activities (60) BSBPUB504 Develop and implement crisis management plans (417)

* Each unit of competency will be superseded by another in this stream. A unit will only be deleted where there is no suitable alternative.

Section 4.

Appendix A -

Full list of proposed units of competency in BSB Training Package Version 6.0

Appendix A

Full list of proposed units of competency in BSB Training Package Version 6.0

BSBATSIC411 Communicate with the community	BSBCRT411 Apply critical thinking to work practices
BSBATSIC412 Maintain and protect cultural values in the organisation	BSBCRT412 Articulate, present and debate ideas
BSBATSIC511 Plan and conduct a community meeting	BSBCRT413 Collaborate in creative processes
BSBATSIL408 Manage a board meeting	BSBCRT511 Develop critical thinking in others
BSBATSIL411 Undertake the roles and responsibilities of a board member	BSBCRT512 Originate and develop concepts
BSBATSIL412 Participate effectively as a board member	BSBCRT601 Apply critical thinking for complex problem solving
BSBATSIL413 Review and apply the constitution	BSBDAT201 Collect data
BSBATSIL503 Manage conflict	BSBDAT501 Conduct data analysis
BSBATSIL510 Appoint and work with a manager	BSBESB301 Investigate micro business opportunities
BSBATSIL511 Lead the organisation's strategic planning cycle	BSBESB302 Develop micro business proposals
BSBATSIL512 Be a leader in the community	BSBESB303 Organise finance for the micro business
BSBATSIM412 Implement a businesslike approach	BSBESB304 Determine resource requirements for the micro business
BSBATSIM414 Oversee the organisation's annual budget	BSBESB305 Address compliance requirements for the micro business
BSBATSIM416 Oversee organisational planning	BSBESB401 Develop business plans
BSBATSIM417 Implement organisational plans	BSBESB402 Establish legal and risk management requirements of small business
BSBATSIM418 Oversee financial management	BSBESB403 Plan small business finances
BSBATSIM419 Contribute to the development and implementation of organisational policies	BSBESB404 Market the small business
BSBATSIM420 Oversee asset management	BSBESB405 Manage compliance for small business
BSBATSIM421 Support a positive and culturally appropriate workplace culture	BSBESB406 Evaluate and develop small business operations
BSBATSIM505 Control organisational finances	BSBESB407 Manage small business finances
BSBATSIM506 Develop employment policies	BSBFIN301 Process financial transactions
BSBATSIM511 Develop enterprise opportunities	BSBFIN302 Maintain financial records
BSBATSIM514 Recruit and induct staff	BSBFIN401 Report on financial activity
BSBATSIW416 Obtain and manage consultancy services	BSBFIN501 Manage budgets and financial plans
BSBATSIW417 Select and use technology	BSBFIN502 Manage financial compliance
BSBATSIW514 Represent your organisation	BSBFIN601 Manage organisational finances
BSBATSIW515 Secure funding	BSBFIN801 Lead financial strategy development
BSBAUD411 Participate in quality audits	BSBHRM411 Administer performance development processes
BSBAUD412 Conduct work within compliance frameworks	BSBHRM412 Support employee and industrial relations
BSBAUD511 Initiate quality audits	BSBHRM413 Support the learning and development of teams and individuals
BSBAUD512 Lead quality audits	BSBHRM414 Use human resources information systems
BSBAUD513 Report on quality audits	BSBHRM415 Coordinate recruitment and onboarding
BSBAUD514 Interpret compliance requirements	BSBHRM416 Process payroll
BSBAUD515 Evaluate and review compliance	BSBHRM417 Support human resources functions and processes
BSBAUD516 Develop processes for the management of breaches in compliance requirements	BSBHRM521 Facilitate performance development processes
BSBAUD601 Plan and establish compliance management systems	BSBHRM522 Manage employee and industrial relations
BSBAUD602 Design and manage the enterprise quality management system	BSBHRM523 Coordinate the learning and development of teams and individuals
BSBCMM111 Apply basic communication skills	BSBHRM524 Coordinate workforce plan implementation
BSBCMM411 Make presentations	BSBHRM525 Manage recruitment and onboarding
BSBCMM412 Lead difficult conversations	BSBHRM526 Manage payroll
BSBCMM511 Communicate with influence	BSBHRM527 Coordinate human resource functions and processes
BSBCNV511 Take instructions in relation to a conveyancing transaction	BSBHRM528 Coordinate remuneration and employee benefits
BSBCNV512 Finalise the conveyancing transaction	BSBHRM529 Coordinate separation and termination processes
BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction	BSBHRM530 Coordinate rehabilitation and return to work programs
BSBCNV612 Identify and apply legal requirements for a conveyancing transaction	BSBHRM531 Coordinate health and wellness programs
BSBCNV613 Prepare legal documents for a conveyancing transaction	BSBHRM611 Contribute to organisational performance development
BSBCNV614 Apply principles of trust accounting in relation to a conveyancing transaction	BSBHRM612 Contribute to the development of employee and industrial relations strategies
BSBCNV615 Interpret search results for a conveyancing transaction	BSBHRM613 Contribute to the development of learning and development strategies
BSBCNV616 Comply with tax obligations in a conveyancing transaction	BSBHRM614 Contribute to strategic workforce planning
BSBCRT201 Develop and apply thinking and problem solving skills	BSBHRM615 Contribute to the development of diversity and inclusion strategies
BSBCRT311 Apply critical thinking skills in a team environment	BSBINS201 Process and maintain workplace information

Appendix A

Full list of proposed units of competency in BSB Training Package Version 6.0

BSBINS202 Handle receipt and dispatch of information	BSBLDR813 Lead and influence ethical practice
BSBINS203 Assist with circulation services	BSBLEG311 Work in a legal services environment
BSBINS301 Develop and use information literacy skills	BSBLEG312 Carry out search of the public record
BSBINS302 Organise workplace information	BSBLEG313 Lodge documents in a legal services environment
BSBINS303 Use knowledge management systems	BSBLEG314 Protect information in a legal services environment
BSBINS304 Process and maintain information resources	BSBLEG315 Assist in planning activities in a legal services environment
BSBINS305 Undertake cataloguing activities	BSBLEG421 Apply understanding of the Australian legal system
BSBINS306 Provide multimedia support	BSBLEG422 Maintain a file in a legal services environment
BSBINS307 Retrieve information from records	BSBLEG423 Conduct simple legal research
BSBINS308 Control records	BSBLEG424 Support the drafting of complex legal documents
BSBINS309 Maintain business records	BSBLEG425 Apply principles of legal project management
BSBINS401 Analyse and present research information	BSBLEG521 Conduct and apply legal research
BSBINS402 Coordinate workplace information systems	BSBLEG522 Apply legal principles in contract law matters
BSBINS403 Obtain information from external and networked sources	BSBLEG523 Apply legal principles in tort law matters
BSBINS404 Search library and information databases	BSBLEG524 Apply principles of evidence law in matters under litigation
BSBINS405 Use integrated library management systems	BSBLEG525 Apply legal principles in intellectual property law matters
BSBINS406 Assist customers to access information	BSBLEG526 Apply legal principles in criminal law matters
BSBINS407 Consolidate and maintain library industry knowledge	BSBLEG527 Apply legal principles in family law matters
BSBINS408 Provide information from and about records	BSBLEG528 Apply legal principles in property law matters
BSBINS409 Maintain and monitor records in an online environment	BSBLEG529 Apply legal principles in corporation law matters
BSBINS410 Implement records systems for small business	BSBLEG530 Apply legal principles in wills and probate matters
BSBINS501 Implement information and knowledge management systems	BSBLEG531 Apply legal principles in administrative law matters
BSBINS502 Coordinate data management	BSBLEG532 Assist with court procedure
BSBINS503 Monitor compliance with copyright and licence requirements	BSBLEG533 Support alternative dispute resolution processes
BSBINS504 Maintain digital repositories	BSBLEG534 Take instructions in a legal services environment
BSBINS505 Provide subject access and classify material	BSBMED301 Interpret and apply medical terminology appropriately
BSBINS506 Implement lending and borrowing processes for library collections	BSBMED302 Prepare and process medical accounts
BSBINS507 Use advanced functions of integrated library management systems	BSBMED303 Maintain patient records
BSBINS508 Research and analyse information to meet library customer needs	BSBMED304 Assist in controlling stocks and supplies
BSBINS509 Promote literature and reading	BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment
BSBINS510 Develop community and stakeholder relationships in a library environment	BSBMED401 Manage patient recordkeeping system
BSBINS511 Develop and promote library activities, events and public programs	BSBMKG431 Identify and evaluate marketing opportunities
BSBINS512 Monitor business records systems	BSBMKG432 Research international markets
BSBINS513 Contribute to records management framework	BSBMKG433 Undertake marketing activities
BSBINS514 Contribute to records retention and disposal schedule	BSBMKG434 Promote products and services
BSBINS515 Participate in archiving activities	BSBMKG435 Analyse consumer behaviour
BSBINS601 Manage knowledge and information	BSBMKG436 Design and test direct marketing activities
BSBINS602 Extend own information literacy skills to locate information	BSBMKG437 Create and optimise digital media
BSBINS603 Initiate and lead applied research	BSBMKG438 Implement and monitor advertising production
BSBLDR301 Contribute to effective workplace relationships	BSBMKG439 Develop and apply knowledge of communications industry
BSBLDR411 Demonstrate leadership in the workplace	BSBMKG440 Apply marketing communication across a convergent industry
BSBLDR412 Communicate effectively as a workplace leader	BSBMKG441 Develop public relations documents
BSBLDR413 Lead effective workplace relationships	BSBMKG442 Conduct e-marketing communications
BSBLDR414 Lead team effectiveness	BSBMKG541 Identify and evaluate marketing opportunities
BSBLDR521 Lead the development of diverse workforces	BSBMKG542 Establish and monitor the marketing mix
BSBLDR522 Manage people performance	BSBMKG543 Plan and interpret market research
BSBLDR523 Lead and manage effective workplace relationships	BSBMKG544 Plan and monitor direct marketing activities
BSBLDR601 Lead and manage organisational change	BSBMKG545 Conduct marketing audits
BSBLDR602 Provide leadership across the organisation	BSBMKG546 Develop social media engagement plans
BSBLDR811 Lead strategic transformation	BSBMKG547 Develop strategies to monetise digital engagement
BSBLDR812 Develop and cultivate collaborative partnerships and relationships	BSBMKG548 Forecast international market and business needs

Appendix A

Full list of proposed units of competency in BSB Training Package Version 6.0

BSBMKG549 Profile and analyse consumer behaviour for international markets	BSBPMG423 Apply project cost management techniques
BSBMKG550 Promote products and services to international markets	BSBPMG424 Apply project human resources management approaches
BSBMKG551 Create multiplatform advertisements for mass media	BSBPMG425 Apply project information management and communications techniques
BSBMKG552 Design and develop marketing communication plans	BSBPMG426 Apply project risk management techniques
BSBMKG553 Develop public relations campaigns	BSBPMG427 Apply project procurement procedures
BSBMKG554 Plan and develop public relations publications	BSBPMG428 Apply project life cycle management processes
BSBMKG555 Write persuasive copy	BSBPMG429 Apply project stakeholder engagement techniques
BSBMKG621 Develop organisational marketing strategy	BSBPMG430 Undertake project work
BSBMKG622 Manage organisational marketing processes	BSBPMG530 Manage project scope
BSBMKG623 Develop marketing plans	BSBPMG531 Manage project time
BSBMKG624 Manage market research	BSBPMG532 Manage project quality
BSBMKG625 Implement and manage international marketing programs	BSBPMG533 Manage project cost
BSBMKG626 Develop advertising campaigns	BSBPMG534 Manage project human resources
BSBMKG627 Execute advertising campaigns	BSBPMG535 Manage project information and communication
BSBMKG628 Lead organisational public relations	BSBPMG536 Manage project risk
BSBOPS101 Use business resources	BSBPMG537 Manage project procurement
BSBOPS201 Work effectively in business environments	BSBPMG538 Manage project stakeholder engagement
BSBOPS202 Conduct customer engagement	BSBPMG539 Manage project governance
BSBOPS203 Deliver a service to customers	BSBPMG540 Manage project integration
BSBOPS301 Maintain business resources	BSBPMG630 Enable program execution
BSBOPS302 Support continuous operational improvement	BSBPMG631 Manage program delivery
BSBOPS303 Identify business risk	BSBPMG632 Manage program risk
BSBOPS304 Organise schedules	BSBPMG633 Provide leadership for the program
BSBOPS305 Deliver and monitor a service to customers	BSBPMG634 Facilitate stakeholder engagement
BSBOPS306 Process customer complaints	BSBPMG635 Implement program governance
BSBOPS401 Coordinate business resources	BSBPMG636 Manage benefits
BSBOPS402 Coordinate business operational plans	BSBPMG637 Engage in collaborative alliances
BSBOPS403 Apply business risk management processes	BSBPMG810 Prioritise projects and programs
BSBOPS404 Implement customer service strategies	BSBPMG811 Select and balance the portfolio
BSBOPS405 Organise business meetings	BSBPMG812 Manage and review portfolio performance
BSBOPS406 Participate on governance boards	BSBPMG813 Govern the portfolio
BSBOPS501 Manage business resources	BSBPMG814 Lead the portfolio
BSBOPS502 Manage business operational plans	BSBPMG815 Manage portfolio communications and change
BSBOPS503 Develop administrative systems	BSBPMG816 Manage portfolio resources
BSBOPS504 Manage business risk	BSBPMG817 Manage portfolio risk
BSBOPS505 Manage organisational customer service	BSBPRC401 Plan procurement
BSBOPS601 Develop and implement business plans	BSBPRC402 Negotiate contracts
BSBOPS602 Monitor corporate governance activities	BSBPRC403 Conduct international procurement
BSBPEF101 Plan and prepare for work readiness	BSBPRC406 Conduct e-procurement
BSBPEF201 Maintain personal health and wellbeing	BSBPRC501 Manage procurement strategies
BSBPEF202 Plan and apply time management	BSBPRC502 Manage supplier relationships
BSBPEF301 Organise personal work priorities	BSBPRC503 Manage international procurement
BSBPEF302 Develop self-awareness	BSBPRC504 Manage a supply chain
BSBPEF401 Manage personal health and wellbeing	BSBPRC505 Manage ethical procurement strategy
BSBPEF402 Develop personal work priorities	BSBPUR301 Purchase goods and services
BSBPEF403 Lead personal development	ESBSTR301 Contribute to continuous improvement
BSBPEF501 Manage personal and professional development	ESBSTR401 Promote innovation in team environments
BSBPEF502 Develop and use emotional intelligence	ESBSTR402 Implement continuous improvement
BSBPMG420 Apply project scope management techniques	ESBSTR501 Establish innovative work environments
BSBPMG421 Apply project time management techniques	ESBSTR502 Facilitate continuous improvement
BSBPMG422 Apply project quality management techniques	ESBSTR503 Develop organisational policy

Appendix A

Full list of proposed units of competency in BSB Training Package Version 6.0

BSBSTR601 Manage innovation and continuous improvement	BSBWHS419 Contribute to implementing WHS monitoring processes
BSBSTR602 Develop organisational strategies	BSBWHS431 Develop processes and procedures for controlling hazardous chemicals in the workplace
BSBSTR603 Develop business continuity plans	BSBWHS512 Contribute to managing work-related psychological health and safety
BSBSTR801 Lead innovative thinking and practice	BSBWHS513 Lead WHS risk management
BSBSTR802 Lead strategic planning processes for an organisation	BSBWHS514 Manage WHS compliance of contractors
BSBSTR803 Establish business continuity management strategies	BSBWHS515 Lead initial response to and investigate WHS incidents
BSBSUS211 Participate in sustainable work practices	BSBWHS516 Contribute to developing, implementing and maintaining an organisation's WHS management system
BSBSUS411 Implement and monitor environmentally sustainable work practices	BSBWHS517 Contribute to managing a WHS information system
BSBSUS412 Develop and implement workplace sustainability plans	BSBWHS518 Manage WHS hazards associated with maintenance and use of plant
BSBSUS413 Evaluate and report on workplace sustainability	BSBWHS519 Lead the development and use of WHS risk management tools
BSBSUS511 Develop workplace policies and procedures for sustainability	BSBWHS520 Manage implementation of emergency procedures
BSBSUS601 Lead corporate social responsibility	BSBWHS521 Ensure a safe workplace for a work area
BSBTEC101 Operate digital devices	BSBWHS522 Manage WHS consultation and participation processes
BSBTEC201 Use business technology	BSBWHS531 Implement and evaluate system of work for managing hazardous chemicals
BSBTEC202 Produce digital text documents	BSBWHS611 Develop and implement strategies that support work-related psychological health and safety
BSBTEC203 Create and use spreadsheets	BSBWHS612 Develop and implement a strategy to support a positive WHS culture
BSBTEC204 Use digital technologies to communicate in a work environment	BSBWHS613 Evaluate the WHS performance of an organisation
BSBTEC301 Design and produce business documents	BSBWHS614 Conduct a WHS audit under the guidance of a lead auditor
BSBTEC302 Create electronic presentations	BSBWHS616 Apply safe design principles to control WHS risks
BSBTEC303 Design and produce digital text documents	BSBWHS617 Apply ergonomics to manage WHS risks
BSBTEC304 Design and produce spreadsheets	BSBWHS631 Apply occupational hygiene principles to manage WHS risks
BSBTEC401 Design and develop complex text documents	BSBWRT311 Write simple documents
BSBTEC402 Design and produce complex spreadsheets	BSBWRT312 Conduct informal written communication
BSBTEC403 Apply digital solutions to work processes	BSBWRT411 Write complex documents
BSBTEC404 Use digital technologies to collaborate in a work environment	BSBXBD401 Capture and store big data
BSBTEC405 Review and maintain organisation's digital presence	BSBXBD402 Test big data samples
BSBTEC501 Develop and implement an e-commerce strategy	BSBXBD403 Analyse big data
BSBTEC601 Review organisational digital strategy	BSBXBD404 Use big data for operational decision making
BSBTWK201 Work effectively with others	BSBXBD405 Develop procedures for managing big data
BSBTWK301 Use inclusive work practices	BSBXBD406 Present big data insights
BSBTWK302 Contribute to team effectiveness	BSBXBD407 Protect big data integrity
BSBTWK401 Build and maintain business relationships	BSBXBD408 Implement and review procedures for managing big data
BSBTWK501 Lead diversity and inclusion	BSBXBD501 Develop big data strategy
BSBTWK502 Manage team effectiveness	BSBXC301 Engage in workplace communication
BSBTWK503 Manage meetings	BSBXC401 Apply communication strategies in the workplace
BSBTWK601 Develop and maintain strategic business networks	BSBXC501 Lead communication in the workplace
BSBWHS211 Contribute to the health and safety of self and others	BSBXC301 Protect own personal online profile from cyber security threats
BSBWHS307 Apply knowledge of WHS laws in the workplace	BSBXC302 Identify and report online security threats
BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes	BSBXC303 Securely manage personally identifiable information and workplace information
BSBWHS309 Contribute effectively to WHS communication and consultation processes	BSBXC3401 Maintain security of digital devices
BSBWHS310 Contribute to WHS issue-resolution processes	BSBXC402 Promote workplace cyber security awareness and practices
BSBWHS311 Assist with maintaining workplace safety	BSBXC403 Contribute to cyber security threat assessments
BSBWHS331 Participate in identifying and controlling hazardous chemicals	BSBXC404 Contribute to cyber security risk management
BSBWHS411 Implement and monitor WHS policies, procedures and programs	BSBXC405 Contribute to cyber security incident responses
BSBWHS412 Assist with workplace compliance with WHS laws	BSBXDB301 Respond to the service needs of customers and clients with disability
BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes	BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability
BSBWHS414 Contribute to WHS risk management	BSBXDB501 Support staff members with disability in the workplace
BSBWHS415 Contribute to implementing WHS management systems	BSBXDB502 Adapt organisations to enhance accessibility for people with disability
BSBWHS416 Contribute to workplace incident response	BSBXTW301 Work in a team
BSBWHS417 Assist with managing WHS implications of return to work	BSBXTW401 Lead and facilitate a team
BSBWHS418 Assist with managing WHS compliance of contractors	

If you have any further questions, please contact PwC's Skills for Australia on:



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