

Summary of draft training product changes

BSB Business Services Training Package

Business Enterprise Skills Project

Technical Skills Project

11 November 2019

1. Introduction

The Business Services (BSB) Industry Reference Committee (IRC) has identified an opportunity to improve the Business Services Training Package by addressing training product gaps for job roles and skills across industry sectors.

In response, PwC's Skills for Australia and the BSB IRC are leading two projects to ensure that BSB training products are fit for purpose and reflect industry's needs: the **Business Enterprise Skills** and **Technical Skills** projects. These projects are addressing identified future skills and knowledge needs in the workforce. The identified needs are translated into learning requirements set out in training products.

2. How to provide feedback

We want to hear from you. We will be accepting feedback on the draft training products until **COB Friday 31 January 2020**.

Please provide your feedback by accessing the relevant Google Form (*links below*). You are invited to provide feedback on as many of the qualifications and units of competency as you wish.

Business Enterprise Skills Project

Qualifications – 19 qualifications – [Provide feedback](#)

Units of competency – 158 units of competency – [Provide feedback](#)

Technical Skills Project

Audit and Compliance – 9 units of competency, 1 qualification – [Provide feedback](#)

Conveyancing – 8 units of competency, 1 qualification – [Provide feedback](#)

Human Resources – 23 units of competency, 3 qualifications – [Provide feedback](#)

Information Services – 42 units of competency, 3 qualifications – [Provide feedback](#)

Legal Services – 24 units of competency, 3 qualifications – [Provide feedback](#)

Marketing – 35 units of competency, 3 qualifications – [Provide feedback](#)

In order to submit your feedback, please progress to the end of the survey and click the 'Submit' button.

All feedback provided via the specified means prior to the due date will be considered. Feedback provided in other formats (e.g. position paper) may not be considered. We cannot guarantee that feedback received after the closing date will be considered.

Please note that feedback will only be considered where it relates to the draft training products included in the scope of these projects.

3. About the projects

The Business Enterprise Skills and Technical 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. These draft training product changes take meaningful, industry-driven steps to address this aim.

Business Enterprise Skills Project

The Business Services Training Package contains units of competency and qualifications 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.

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.

This Transferable Skills Framework was developed following extensive research and consultation:

Transferable Skills Framework					
1	Business Competence	2	Critical Thinking & Problem Solving	3	Social Competence
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
		4.1	Data literacy	5.1	Cyber security
				5.2	Technology use

The Framework is intended to represent a taxonomy of transferable skills that are becoming increasingly demanded by employers, and therefore essential for learners to be able to participate meaningfully in the workforce.

Technical Skills Project

This project aims to update qualifications and units of competency in discrete, 'technical' skill areas across the Business Services Training package to reflect current industry needs. These technical skill areas include:

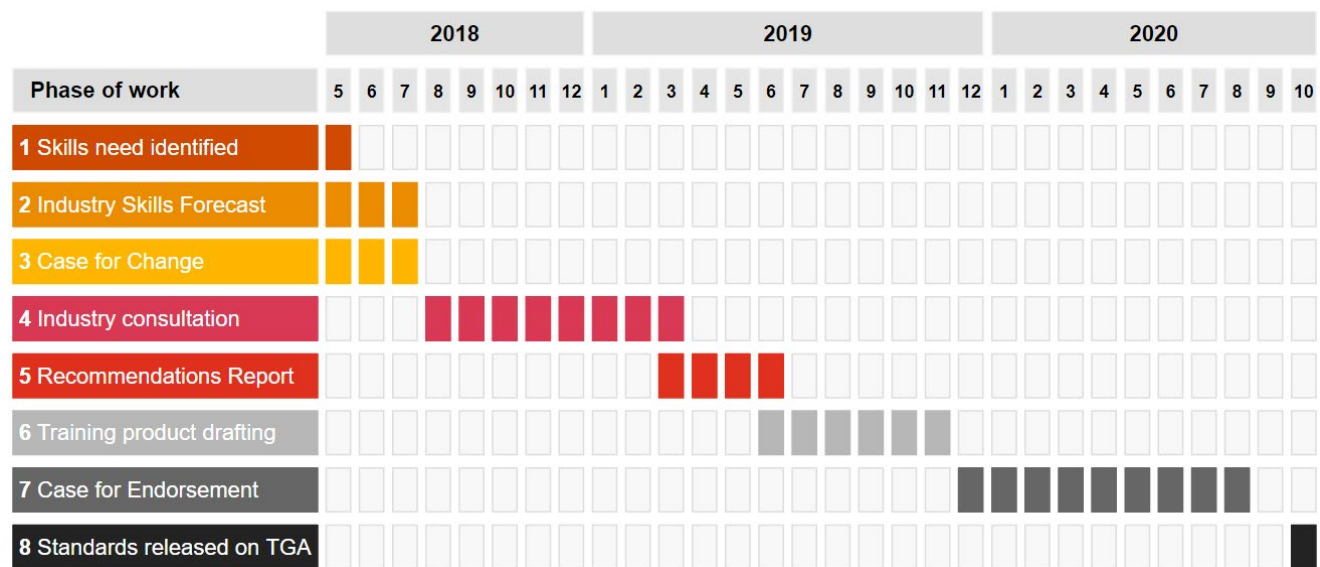
- Audit and Compliance,
- Conveyancing,
- Human Resources,
- Information Services,
- Legal Services, and
- Marketing.

Project timeline

The Cases for Change for these projects were outlined in the 2018 Industry Skills Forecast and Proposed Schedule of Work. The Cases for Change were prepared by PwC's Skills for Australia on behalf of the BSB IRC and endorsed by the Australian Industry and Skills Committee (AISC) in August 2018.

From August 2018 to October 2019, PwC's Skills for Australia conducted industry consultations for the Business Enterprise Skills and Technical Skills projects to identify the required changes to training products, including individual and group consultations with employees, peak bodies, unions, registered training organisations and government. Following BSB IRC member reviews of the key findings from consultation and proposed recommendations, we have drafted training products that aim to reflect the changes required by industry.

An indicative project timeline is set out below:



Once we have received public feedback and addressed it accordingly, the training products will be provided to the BSB IRC for approval and submission to the AISC in August 2020. **We anticipate that the updated qualifications and units of competency will appear on training.gov.au in late 2020. We expect that standard transition periods will apply.**

4. Draft training products available for review

Please refer to the **unit mapping document** included in this .zip file for detailed mapping information relating to units of competency.

Detailed mapping information relating to qualifications is included in the Business Enterprise Skills and Technical Skills **draft qualification documents**.