

**Victorian Purchasing Guide**  
**for**  
**BSB Business Services**  
**Training Package**  
**Release 8**

**March 2022**

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## Victorian Purchasing Guide — Release History

**Note:** RTOs should refer to the National Register for the detail of changes made in each Release. (See [National Register](#) for more information)

Training Package Release	Date VPG Approved	Comments
BSB Business Services Training Package Release No 8	22 March 2022	<p>This Victorian Purchasing Guide reflects a major release for the BSB Business Services Package and includes:</p> <ul style="list-style-type: none"> <li>BSB41021 Certificate IV in Aboriginal and Torres Strait Islander Governance - not equivalent</li> <li>11 new units of competency – organisational disruption (3), Cyber security awareness (7), Aboriginal and Torres Strait Islander Governance (1)</li> <li>Review of 28 units to 8 revised units</li> </ul> <p>Further details available <a href="#">at VETNET</a>.</p>
BSB Business Services Training Package Release No 7.2	5 August 2021	<p>This Victorian Purchasing Guide reflects a minor release for the BSB Business Services Package and consisted of the addition of the:</p> <ul style="list-style-type: none"> <li>Unit of competency - BSBWHS432X Contribute to organisational mental health response in the context of disruptive events, and</li> <li>Skill set - BSBSS00129 Cross-Sector Mental Health and Organisational Disruption</li> </ul> <p>Further details available <a href="#">at VETNET</a>.</p>
BSB Business Services Training Package Release 7	1 February 2021	<p>This Victorian Purchasing Guide reflects a major release for the BSB Business Services Package and consisted of:</p> <p>Qualifications:</p> <ul style="list-style-type: none"> <li>Fifty five (55) updated qualifications - Ten (10) equivalent and forty five (45) not equivalent. The not equivalent qualifications were reduced from forty five (45) to twenty three (23) qualifications by the merging of qualifications.</li> <li>Seven (7) deleted qualifications</li> </ul> <p>Units of competency</p> <ul style="list-style-type: none"> <li>Fourteen (14) new.</li> <li>Five hundred and forty four (544) were updated of which two hundred and forty one (241) were equivalent and three hundred and three (303) were not equivalent. Of those updated, three hundred and eighty (380) were merged down to one hundred and twenty six (126).</li> <li>Sixteen (16) deleted</li> </ul> <p>Skill sets</p> <ul style="list-style-type: none"> <li>*Twenty six new and fifty one (51) deleted skill sets.</li> </ul> <p>Further details available <a href="#">at VETNET</a>.</p>

Training Package Release	Date VPG Approved	Comments
BSB Business Services Training Package Release 6.1	15 July 2020	This Victorian Purchasing Guide reflects a minor release for the BSB Business Services Package. A new infection control unit, BSBWHS332X, has been developed and included as an elective in the qualifications BSB30115 and BSB30719.
BSB Business Services Training Package Release 6	20 April 2020	This Victorian Purchasing Guide reflects a minor release for the BSB Business Services Package and consists of seventeen (17) new cross-sector units of competency which relate to Big Data and Cyber Security. These new units are included as electives in nine (9) of the existing BSB qualifications.  Further details available <a href="#">at VETNET</a> .
BSB Business Services Training Package Release 5	15 November 2019	BSB Release 5 includes four updated and recoded qualifications: <ul style="list-style-type: none"> <li>• BSB30719 - Certificate III in Work Health and Safety</li> <li>• BSB41419 - Certificate IV in Work Health and Safety</li> <li>• BSB51319 - Diploma of Work Health and Safety</li> <li>• BSB60619 - Advanced Diploma of Work Health and Safety</li> </ul> 14 existing qualifications were updated with an updated Work Health and Safety elective unit.  Changes to units of competency are: <ul style="list-style-type: none"> <li>• 7 new units</li> <li>• 26 updated units</li> <li>• 3 deleted.</li> </ul> Further details available <a href="#">at VETNET</a> .
BSB Business Services Training Package Release 4	4 April 2019	This release includes nine new Cross-sector <i>Teamwork and Communication</i> units, and the <i>inclusion for people with a disability</i> common units: <ul style="list-style-type: none"> <li>▪ BSBXCM301 Engage in workplace communication</li> <li>▪ BSBXCM401 Apply communication strategies in the workplace</li> <li>▪ BSBXCM501 Lead communication in the workplace</li> <li>▪ BSBXDB301 Respond to the service needs of customers and clients with disability</li> <li>▪ BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability</li> <li>▪ BSBXDB501 Support staff members with disability in the workplace</li> <li>▪ BSBXDB502 Adapt organisations to enhance accessibility for people with disability</li> <li>▪ BSBXTW301 Work in a team</li> <li>▪ BSBXTW401 Lead and facilitate a team</li> </ul> These units are embedded as electives in selected qualifications.  Further details available <a href="#">at VETNET</a> .
BSB Business Services Training Package Release 3	26 November 2018	Two new qualifications in Procurement: <ul style="list-style-type: none"> <li>• BSB41618 Certificate IV in Business (Procurement)</li> <li>• BSB51518 Diploma of Business (Procurement)</li> </ul> Update to core units within six qualifications:

Training Package Release	Date VPG Approved	Comments
		<ul style="list-style-type: none"> <li>• BSB42518 Certificate IV in Small Business Management</li> <li>• BSB42618 Certificate IV in New Small Business</li> <li>• BSB50618 Diploma of Human Resources Management</li> <li>• BSB51918 Diploma of Leadership and Management</li> <li>• BSB52318 Diploma of Governance</li> <li>• BSB61218 Advanced Diploma of Program Management</li> </ul> <p>Seven new units of competency:</p> <ul style="list-style-type: none"> <li>• BSBCRT404 Apply advanced critical thinking to work processes</li> <li>• BSBCRT502 Develop critical thinking in others</li> <li>• BSBITU501 Conduct data analysis</li> <li>• BSBPRC406 Conduct e-procurement</li> <li>• BSBPRC505 Manage ethical procurement</li> <li>• BSBWRK311 Develop self-awareness</li> <li>• BSBWRK412 Contribute to personal development</li> </ul> <p>Update to 41 units of competency to align content with industry skills needs and standards. Further details available <a href="#">at VETNET</a>.</p>
BSB Business Services Training Package Release 2	14 April 2016	<p>Includes:</p> <ul style="list-style-type: none"> <li>• Sustainability (1 new qualification and 6 new units)</li> <li>• Governance (1 new qualification and 9 new units)</li> <li>• Marketing and Communications (3 new qualifications and 12 new units) (replacing existing Marketing &amp; Advertising qualifications)</li> <li>• Small Business (2 new qualifications and 6 new units).</li> </ul> <p>The following qualifications have been moved from <i>CUL11 Library, Information and Cultural Services Training Package</i> version 1.0 to <i>BSB Business Services Training Package</i> version 2.0. and have been recoded and updated to meet the standards for training packages:</p> <ul style="list-style-type: none"> <li>• <i>CUL30111 Certificate III in Information and Cultural Services</i></li> <li>• <i>CUL40111 Certificate IV in Library, Information and Cultural Services</i></li> <li>• <i>CUL50111 Diploma of Library and Information Services.</i></li> </ul> <p>The following qualifications have been moved from <i>TAE10 Training and Education Training Package</i> version 3.4 to <i>BSB Business Services Training Package</i> version 2.0. and have been recoded and updated to meet the standards for training packages.</p> <ul style="list-style-type: none"> <li>• <i>TAE70210 Graduate Certificate in Management (Learning)</i></li> <li>• <i>TAE80210 Graduate Diploma of Management (Learning).</i></li> </ul> <p>Industry Skills Council (ISC) upgrade to update unit lists and correct typographical errors.</p>
BSB Business Services Training Package Release 1	07/07/2015	

# **BSB Business Services Training Package Release 8**

## **Victorian Purchasing Guide**

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## INTRODUCTION

### ***What is a Victorian Purchasing Guide?***

The Victorian Purchasing Guide provides information for use by Registered Training Organisations (RTOs) in the provision of Victorian government subsidised training.

Specifically the Victorian Purchasing Guide provides the following information related to the delivery of nationally endorsed Training Packages in Victoria:

- The maximum and minimum payable hours available for each qualification.
- Nominal hours for each unit of competency within the Training Package.

### ***Registration***

RTOs must be registered by either the Victorian Registration and Qualifications Authority (VRQA) or the Australian Skills Qualification Authority (ASQA) regulatory body to be eligible to issue qualifications and Statements of Attainment under the Australian Qualifications Framework (AQF).

The VRQA is the regulatory authority in Victoria responsible for the registration of Vocational Education and Training (VET) providers who offer courses to domestic students in Victoria only.

ASQA is the regulatory authority responsible for the registration of VET providers who offer training in Victoria, nationally and / or internationally.

### ***Transition***

The relationship between new units and any superseded or replaced units from the previous version of **BSB Business Services Training Package Release 8** is provided in the Training Package Companion Volume Implementation Guide. (See [Companion Volumes](#) for more information).

Information regarding transition arrangements can be obtained from the state or national VET Regulatory Authority (see Contacts and Links section).

RTOs must ensure that all training and assessment leading to issuance of qualifications or Statements of Attainment from the **BSB Business Services Training Package Release 8** is conducted against the Training Package units of competency and complies with the assessment requirements.

## QUALIFICATIONS

Code	Title	Minimum Payable Hours	Maximum Payable Hours
BSB10120	Certificate I in Workplace Skills	195	205
BSB20120	Certificate II in Workplace Skills	314	330
BSB30120	Certificate III in Business	466	490
BSB30220	Certificate III in Entrepreneurship and New Business	366	385
BSB30320	Certificate III in Legal Services	375	395
BSB30420	Certificate III in Library and Information Services	437	460
BSB30719	Certificate III in Work Health and Safety	345	363
BSB40120	Certificate IV in Business	594	625
BSB40320	Certificate IV in Entrepreneurship and New Business	542	570
BSB40420	Certificate IV in Human Resource Management	499	525
BSB40520	Certificate IV in Leadership and Management	551	580
BSB40620	Certificate IV in Legal Services	494	520
BSB40720	Certificate IV in Library and Information Services	513	540
BSB40820	Certificate IV in Marketing and Communication	580	610
BSB40920	Certificate IV in Project Management Practice	342	360
BSB41021	Certificate IV in Aboriginal and Torres Strait Islander Governance	546	575
BSB41419	Certificate IV in Work Health and Safety	437	460
BSB50120	Diploma of Business	722	760
BSB50320	Diploma of Human Resource Management	684	720
BSB50420	Diploma of Leadership and Management	722	760
BSB50520	Diploma of Library and Information Services	808	850
BSB50620	Diploma of Marketing and Communication	589	620
BSB50720	Diploma of Paralegal Services	551	580
BSB50820	Diploma of Project Management	542	570
BSB50920	Diploma of Quality Auditing	618	650
BSB51319	Diploma of Work Health and Safety	447	470



Code	Title	Minimum Payable Hours	Maximum Payable Hours
BSB60120	Advanced Diploma of Business	665	700
BSB60220	Advanced Diploma of Conveyancing	893	940
BSB60320	Advanced Diploma of Human Resource Management	627	660
BSB60420	Advanced Diploma of Leadership and Management	580	610
BSB60520	Advanced Diploma of Marketing and Communication	656	690
BSB60619	Advanced Diploma of Work Health and Safety	551	580
BSB60720	Advanced Diploma of Program Management	798	840
BSB80120	Graduate Diploma of Management (Learning)	580	610
BSB80220	Graduate Diploma of Portfolio Management	627	660
BSB80320	Graduate Diploma of Strategic Leadership	675	710

## UNITS OF COMPETENCY AND NOMINAL HOURS

Unit Code	Unit Title	Nominal Hours
BSBAUD411	Participate in quality audits	40
BSBAUD412	Work within compliance frameworks	30
BSBAUD511	Initiate quality audits	60
BSBAUD512	Lead quality audits	60
BSBAUD513	Report on quality audits	60
BSBAUD514	Interpret compliance requirements	20
BSBAUD515	Evaluate and review compliance	25
BSBAUD516	Develop and monitor processes for the management of breaches in compliance requirements	30
BSBAUD601	Establish and manage compliance management systems	50
BSBCMM211	Apply communication skills	40
BSBCMM411	Make presentations	30
BSBCMM412	Lead difficult conversations	40
BSBCMM511	Communicate with influence	60
BSBCNV511	Take instructions in relation to a conveyancing transaction	120
BSBCNV512	Finalise the conveyancing transaction	30
BSBCNV611	Interpret a legal document and provide advice in a conveyancing transaction	80
BSBCNV612	Identify and apply legal requirements for a conveyancing transaction	50
BSBCNV613	Prepare legal documents for a conveyancing transaction	80

Unit Code	Unit Title	Nominal Hours
BSBCNV614	Apply principles of trust accounting	60
BSBCNV615	Interpret search results for a conveyancing transaction	60
BSBCNV616	Comply with tax obligations in a conveyancing transaction	60
BSBCRT201	Develop and apply thinking and problem solving skills	30
BSBCRT311	Apply critical thinking skills in a team environment	40
BSBCRT411	Apply critical thinking to work practices	50
BSBCRT412	Articulate, present and debate ideas	40
BSBCRT413	Collaborate in creative processes	40
BSBCRT511	Develop critical thinking in others	50
BSBCRT512	Originate and develop concepts	30
BSBCRT611	Apply critical thinking for complex problem solving	60
BSBDAT201	Collect and record data	40
BSBDAT501	Analyse data	60
BSBESB301	Investigate business opportunities	25
BSBESB302	Develop and present business proposals	30
BSBESB303	Organise finances for new business ventures	50
BSBESB304	Determine resource requirements for new business ventures	30
BSBESB305	Address compliance requirements for new business ventures	45
BSBESB401	Research and develop business plans	50
BSBESB402	Establish legal and risk management requirements of new business ventures	60
BSBESB403	Plan finances for new business ventures	50

Unit Code	Unit Title	Nominal Hours
BSBESB404	Market new business ventures	50
BSBESB405	Manage compliance for small businesses	60
BSBESB406	Establish operational strategies and procedures for new business ventures	45
BSBESB407	Manage finances for new business ventures	60
BSBFIN301	Process financial transactions	30
BSBFIN302	Maintain financial records	60
BSBFIN401	Report on financial activity	50
BSBFIN501	Manage budgets and financial plans	70
BSBFIN502	Manage financial compliance	60
BSBFIN601	Manage organisational finances	80
BSBFIN801	Lead financial strategy development	100
BSBFNG401	Plan and chair Aboriginal and Torres Strait Islander organisation board meetings	60
BSBFNG402	Interact with Aboriginal and Torres Strait Islander organisation members and the community	30
BSBFNG403	Participate as a board member of an Aboriginal and Torres Strait Islander organisation	60
BSBFNG404	Maintain and protect cultural values in an Aboriginal and Torres Strait Islander organisation	60
BSBFNG405	Review and apply the constitution in an Aboriginal and Torres Strait Islander organisation	40
BSBFNG406	Assist in developing and implementing Aboriginal and Torres Strait Islander organisational policies	40
BSBFNG407	Oversee asset management in an Aboriginal and Torres Strait Islander organisation	40

Unit Code	Unit Title	Nominal Hours
BSBFNG408	Represent an Aboriginal and Torres Strait Islander organisation	40
BSBFNG409	Comply with Aboriginal and Torres Strait Islander organisation director obligations	55
BSBHRM411	Administer performance development processes	40
BSBHRM412	Support employee and industrial relations	50
BSBHRM413	Support the learning and development of teams and individuals	40
BSBHRM414	Use human resources information systems	60
BSBHRM415	Coordinate recruitment and onboarding	50
BSBHRM416	Process payroll	30
BSBHRM417	Support human resources functions and processes	50
BSBHRM521	Facilitate performance development processes	60
BSBHRM522	Manage employee and industrial relations	80
BSBHRM523	Coordinate the learning and development of teams and individuals	60
BSBHRM524	Coordinate workforce plan implementation	60
BSBHRM525	Manage recruitment and onboarding	60
BSBHRM526	Manage payroll	30
BSBHRM527	Coordinate human resource functions and processes	60
BSBHRM528	Coordinate remuneration and employee benefits	60
BSBHRM529	Coordinate separation and termination processes	60
BSBHRM530	Coordinate rehabilitation and return to work programs	50
BSBHRM531	Coordinate health and wellness programs	60
BSBHRM611	Contribute to organisational performance development	70

Unit Code	Unit Title	Nominal Hours
BSBHRM612	Contribute to the development of employee and industrial relations strategies	60
BSBHRM613	Contribute to the development of learning and development strategies	80
BSBHRM614	Contribute to strategic workforce planning	60
BSBHRM615	Contribute to the development of diversity and inclusion strategies	80
BSBINS201	Process and maintain workplace information	30
BSBINS202	Handle receipt and dispatch of information	15
BSBINS203	Assist with circulation services	15
BSBINS301	Develop and use information literacy skills	40
BSBINS302	Organise workplace information	30
BSBINS303	Use knowledge management systems	50
BSBINS304	Process and maintain information resources	30
BSBINS305	Participate in cataloguing activities	40
BSBINS306	Provide multimedia support	30
BSBINS307	Retrieve information from records	25
BSBINS308	Control records	40
BSBINS309	Maintain business records	30
BSBINS401	Analyse and present research information	40
BSBINS402	Coordinate workplace information systems	40
BSBINS403	Obtain information from external and networked sources	20
BSBINS404	Search library and information databases	30

Unit Code	Unit Title	Nominal Hours
BSBINS405	Use integrated library management systems	30
BSBINS406	Assist customers to access information	40
BSBINS407	Consolidate and maintain library industry knowledge	60
BSBINS408	Provide information from and about records	20
BSBINS409	Maintain and monitor digital information and records	50
BSBINS410	Implement records systems for small business	40
BSBINS501	Implement information and knowledge management systems	50
BSBINS502	Coordinate data management	50
BSBINS503	Monitor compliance with copyright and licence requirements	20
BSBINS504	Maintain digital repositories	45
BSBINS505	Provide subject access and classify material	100
BSBINS506	Implement lending and borrowing processes for collections	20
BSBINS507	Use advanced functions of integrated library management systems	35
BSBINS508	Research and analyse information to meet library customer needs	80
BSBINS509	Promote literature and reading	50
BSBINS510	Develop community and stakeholder relationships in a library environment	50
BSBINS511	Develop and promote library activities, events and public programs	60
BSBINS512	Monitor business records systems	40
BSBINS513	Contribute to records management framework	30
BSBINS514	Contribute to records retention and disposal schedule	40
BSBINS515	Participate in archiving activities	60

Unit Code	Unit Title	Nominal Hours
BSBINS516	Undertake cataloguing activities	100
BSBINS601	Manage knowledge and information	80
BSBINS602	Extend own information literacy skills to locate information	50
BSBINS603	Initiate and lead applied research	150
BSBINS604	Contribute to collection management	50
BSBLDR301	Support effective workplace relationships	40
BSBLDR411	Demonstrate leadership in the workplace	50
BSBLDR412	Communicate effectively as a workplace leader	40
BSBLDR413	Lead effective workplace relationships	50
BSBLDR414	Lead team effectiveness	50
BSBLDR521	Lead the development of diverse workforces	60
BSBLDR522	Manage people performance	70
BSBLDR523	Lead and manage effective workplace relationships	50
BSBLDR601	Lead and manage organisational change	60
BSBLDR602	Provide leadership across the organisation	60
BSBLDR811	Lead strategic transformation	80
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	40
BSBLDR813	Lead and influence ethical practice	80
BSBLEG311	Work in a legal services environment	60
BSBLEG312	Carry out search of the public record	25
BSBLEG313	Lodge documents in a legal services environment	10



Unit Code	Unit Title	Nominal Hours
BSBLEG314	Protect information in a legal services environment	20
BSBLEG315	Assist in planning activities in a legal services environment	10
BSBLEG421	Apply understanding of the Australian legal system	60
BSBLEG422	Maintain a file in a legal services environment	50
BSBLEG423	Conduct simple legal research	40
BSBLEG424	Support the drafting of complex legal documents	80
BSBLEG425	Apply principles of legal project management	50
BSBLEG521	Conduct and apply legal research	40
BSBLEG522	Apply legal principles in contract law matters	60
BSBLEG523	Apply legal principles in tort law matters	60
BSBLEG524	Apply principles of evidence law in matters under litigation	60
BSBLEG525	Apply legal principles in intellectual property law matters	50
BSBLEG526	Apply legal principles in criminal law matters	60
BSBLEG527	Apply legal principles in family law matters	60
BSBLEG528	Apply legal principles in property law matters	60
BSBLEG529	Apply legal principles in corporation law matters	60
BSBLEG530	Apply legal principles in wills and probate matters	60
BSBLEG531	Apply legal principles in administrative law matters	50
BSBLEG532	Assist with court procedure	60
BSBLEG533	Support alternative dispute resolution processes	50
BSBLEG534	Take instructions in a legal services environment	40

Unit Code	Unit Title	Nominal Hours
BSBMED301	Interpret and apply medical terminology appropriately	60
BSBMED302	Prepare and process medical accounts	30
BSBMED303	Maintain patient records	20
BSBMED304	Assist in controlling stocks and supplies	20
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment	20
BSBMED401	Manage patient recordkeeping system	50
BSBMKG431	Assess marketing opportunities	50
BSBMKG432	Research international markets	50
BSBMKG433	Undertake marketing activities	50
BSBMKG434	Promote products and services	40
BSBMKG435	Analyse consumer behaviour	60
BSBMKG436	Design and test direct marketing activities	60
BSBMKG437	Create and optimise digital media	50
BSBMKG438	Implement and monitor advertising production	40
BSBMKG439	Develop and apply knowledge of communications industry	40
BSBMKG440	Apply marketing communication across a convergent industry	70
BSBMKG441	Develop public relations documents	80
BSBMKG442	Conduct e-marketing communications	30
BSBMKG541	Identify and evaluate marketing opportunities	70
BSBMKG542	Establish and monitor the marketing mix	60
BSBMKG543	Plan and interpret market research	50

Unit Code	Unit Title	Nominal Hours
BSBMKG544	Plan and monitor direct marketing activities	50
BSBMKG545	Conduct marketing audits	40
BSBMKG546	Develop social media engagement plans	50
BSBMKG547	Develop strategies to monetise digital engagement	60
BSBMKG548	Forecast international market and business needs	50
BSBMKG549	Profile and analyse consumer behaviour for international markets	55
BSBMKG550	Promote products and services to international markets	70
BSBMKG551	Create multiplatform advertisements for mass media	40
BSBMKG552	Design and develop marketing communication plans	60
BSBMKG553	Develop public relations campaigns	50
BSBMKG554	Plan and develop public relations publications	45
BSBMKG555	Write persuasive copy	50
BSBMKG621	Develop organisational marketing strategy	60
BSBMKG622	Manage organisational marketing processes	50
BSBMKG623	Develop marketing plans	50
BSBMKG624	Manage market research	50
BSBMKG625	Implement and manage international marketing programs	50
BSBMKG626	Develop advertising campaigns	60
BSBMKG627	Execute advertising campaigns	70
BSBMKG628	Lead organisational public relations	60
BSBOPS101	Use business resources	15

Unit Code	Unit Title	Nominal Hours
BSBOPS201	Work effectively in business environments	30
BSBOPS202	Engage with customers	100
BSBOPS203	Deliver a service to customers	40
BSBOPS301	Maintain business resources	15
BSBOPS302	Identify business risk	40
BSBOPS303	Organise schedules	15
BSBOPS304	Deliver and monitor a service to customers	35
BSBOPS305	Process customer complaints	30
BSBOPS306	Record stakeholder interactions	30
BSBOPS401	Coordinate business resources	30
BSBOPS402	Coordinate business operational plans	40
BSBOPS403	Apply business risk management processes	50
BSBOPS404	Implement customer service strategies	40
BSBOPS405	Organise business meetings	20
BSBOPS406	Participate in organisational governance	40
BSBOPS407X	Support organisational response to disruption	50
BSBOPS501	Manage business resources	80
BSBOPS502	Manage business operational plans	70
BSBOPS503	Develop administrative systems	50
BSBOPS504	Manage business risk	60
BSBOPS505	Manage organisational customer service	40

Unit Code	Unit Title	Nominal Hours
BSBOPS506X	Plan for organisational disruption	60
BSBOPS507X	Manage organisational response to disruption	80
BSBOPS601	Develop and implement business plans	60
BSBOPS602	Monitor corporate governance activities	50
BSBPEF101	Plan and prepare for work readiness	20
BSBPEF201	Support personal wellbeing in the workplace	50
BSBPEF202	Plan and apply time management	20
BSBPEF301	Organise personal work priorities	30
BSBPEF302	Develop self-awareness	30
BSBPEF401	Manage personal health and wellbeing	60
BSBPEF402	Develop personal work priorities	40
BSBPEF403	Lead personal development	40
BSBPEF501	Manage personal and professional development	60
BSBPEF502	Develop and use emotional intelligence	60
BSBPMG420	Apply project scope management techniques	40
BSBPMG421	Apply project time management techniques	40
BSBPMG422	Apply project quality management techniques	40
BSBPMG423	Apply project cost management techniques	40
BSBPMG424	Apply project human resources management approaches	40
BSBPMG425	Apply project information management and communications techniques	40
BSBPMG426	Apply project risk management techniques	40

Unit Code	Unit Title	Nominal Hours
BSBPMG427	Apply project procurement procedures	40
BSBPMG428	Apply project life cycle management processes	40
BSBPMG429	Apply project stakeholder engagement techniques	40
BSBPMG430	Undertake project work	60
BSBPMG530	Manage project scope	40
BSBPMG531	Manage project time	40
BSBPMG532	Manage project quality	40
BSBPMG533	Manage project cost	40
BSBPMG534	Manage project human resources	40
BSBPMG535	Manage project information and communication	40
BSBPMG536	Manage project risk	40
BSBPMG537	Manage project procurement	40
BSBPMG538	Manage project stakeholder engagement	40
BSBPMG539	Manage project governance	40
BSBPMG540	Manage project integration	60
BSBPMG541	Manage complex projects	60
BSBPMG630	Enable program execution	50
BSBPMG631	Manage program delivery	60
BSBPMG632	Manage program risk	60
BSBPMG633	Provide leadership for the program	70
BSBPMG634	Facilitate stakeholder engagement	40

Unit Code	Unit Title	Nominal Hours
BSBPMG635	Implement program governance	60
BSBPMG636	Manage benefits	40
BSBPMG637	Engage in collaborative alliances	50
BSBPMG810	Prioritise projects and programs	80
BSBPMG811	Select and balance the portfolio	100
BSBPMG812	Manage and review portfolio performance	80
BSBPMG813	Govern the portfolio	100
BSBPMG814	Lead the portfolio	60
BSBPMG815	Manage portfolio communications and change	80
BSBPMG816	Manage portfolio resources	90
BSBPMG817	Manage portfolio risk	60
BSBPRC401	Plan procurement	40
BSBPRC402	Negotiate contracts	50
BSBPRC403	Conduct international procurement	60
BSBPRC406	Conduct e-procurement	40
BSBPRC501	Manage procurement strategies	60
BSBPRC502	Manage supplier relationships	40
BSBPRC503	Manage international procurement	50
BSBPRC504	Manage a supply chain	60
BSBPRC505	Manage ethical procurement strategy	60
BSBPUR301	Purchase goods and services	60

Unit Code	Unit Title	Nominal Hours
BSBSTR301	Contribute to continuous improvement	40
BSBSTR401	Promote innovation in team environments	40
BSBSTR402	Implement continuous improvement	40
BSBSTR501	Establish innovative work environments	50
BSBSTR502	Facilitate continuous improvement	60
BSBSTR503	Develop organisational policy	60
BSBSTR601	Manage innovation and continuous improvement	70
BSBSTR602	Develop organisational strategies	80
BSBSTR603	Develop business continuity plans	60
BSBSTR801	Lead innovative thinking and practice	80
BSBSTR802	Lead strategic planning processes for an organisation	100
BSBSTR803	Establish business continuity management strategies	80
BSBSUS211	Participate in sustainable work practices	20
BSBSUS411	Implement and monitor environmentally sustainable work practices	40
BSBSUS412	Develop and implement workplace sustainability plans	50
BSBSUS413	Evaluate and report on workplace sustainability	45
BSBSUS511	Develop workplace policies and procedures for sustainability	50
BSBSUS601	Lead corporate social responsibility	50
BSBTEC101	Operate digital devices	20
BSBTEC201	Use business software applications	60
BSBTEC202	Use digital technologies to communicate in a work environment	20



Unit Code	Unit Title	Nominal Hours
BSBTEC203	Research using the internet	30
BSBTEC301	Design and produce business documents	80
BSBTEC302	Design and produce spreadsheets	35
BSBTEC303	Create electronic presentations	20
BSBTEC401	Design and produce complex text documents	100
BSBTEC402	Design and produce complex spreadsheets	50
BSBTEC403	Apply digital solutions to work processes	50
BSBTEC404	Use digital technologies to collaborate in a work environment	50
BSBTEC405	Review and maintain organisation's digital presence	50
BSBTEC501	Develop and implement an e-commerce strategy	50
BSBTEC601	Review organisational digital strategy	60
BSBTWK201	Work effectively with others	40
BSBTWK301	Use inclusive work practices	30
BSBTWK401	Build and maintain business relationships	35
BSBTWK501	Lead diversity and inclusion	60
BSBTWK502	Manage team effectiveness	60
BSBTWK503	Manage meetings	30
BSBTWK601	Develop and maintain strategic business networks	50
BSBWHS211	Contribute to the health and safety of self and others	20
BSBWHS307	Apply knowledge of WHS laws in the workplace	20
BSBWHS308	Participate in WHS hazard identification, risk assessment and risk control processes	50

Unit Code	Unit Title	Nominal Hours
BSBWHS309	Contribute effectively to WHS communication and consultation processes	30
BSBWHS310	Contribute to WHS issue-resolution processes	30
BSBWHS311	Assist with maintaining workplace safety	40
BSBWHS331	Participate in identifying and controlling hazardous chemicals	40
BSBWHS332X	Apply infection prevention and control procedures to own work activities	30
BSBWHS411	Implement and monitor WHS policies, procedures and programs	50
BSBWHS412	Assist with workplace compliance with WHS laws	40
BSBWHS413	Contribute to implementation and maintenance of WHS consultation and participation processes	40
BSBWHS414	Contribute to WHS risk management	60
BSBWHS415	Contribute to implementing WHS management systems	50
BSBWHS416	Contribute to workplace incident response	40
BSBWHS417	Assist with managing WHS implications of return to work	50
BSBWHS418	Assist with managing WHS compliance of contractors	40
BSBWHS419	Contribute to implementing WHS monitoring processes	60
BSBWHS431	Develop processes and procedures for controlling hazardous chemicals in the workplace	50
BSBWHS432X	Contribute to organisational mental health response in the context of disruptive events	70
BSBWHS504	Manage WHS risks	50
BSBWHS512	Contribute to managing work-related psychological health and safety	50
BSBWHS513	Lead WHS risk management	40

Unit Code	Unit Title	Nominal Hours
BSBWHS514	Manage WHS compliance of contractors	40
BSBWHS515	Lead initial response to and investigate WHS incidents	50
BSBWHS516	Contribute to developing, implementing and maintaining an organisation's WHS management system	50
BSBWHS517	Contribute to managing a WHS information system	50
BSBWHS518	Manage WHS hazards associated with maintenance and use of plant	60
BSBWHS519	Lead the development and use of WHS risk management tools	40
BSBWHS520	Manage implementation of emergency procedures	40
BSBWHS521	Ensure a safe workplace for a work area	60
BSBWHS522	Manage WHS consultation and participation processes	40
BSBWHS531	Implement and evaluate system of work for managing hazardous chemicals	40
BSBWHS603	Implement WHS risk management	50
BSBWHS605	Develop, implement and maintain WHS management systems	50
BSBWHS611	Develop and implement strategies that support work-related psychological health and safety	40
BSBWHS612	Develop and implement a strategy to support a positive WHS culture	60
BSBWHS613	Evaluate the WHS performance of an organisation	50
BSBWHS614	Conduct a WHS audit under the guidance of a lead auditor	40
BSBWHS616	Apply safe design principles to control WHS risks	40
BSBWHS617	Apply ergonomics to manage WHS risks	60
BSBWHS631	Apply occupational hygiene principles to manage WHS risks	50

Unit Code	Unit Title	Nominal Hours
BSBWRT311	Write simple documents	30
BSBWRT411	Write complex documents	50
BSBXBD401	Capture and store big data	80
BSBXBD402	Test big data samples	40
BSBXBD403	Analyse big data	40
BSBXBD404	Use big data for operational decision making	40
BSBXBD405	Develop procedures for managing big data	40
BSBXBD406	Present big data insights	30
BSBXBD407	Protect big data integrity	60
BSBXBD408	Implement and review procedures for managing big data	30
BSBXBD501	Develop big data strategy	60
BSBXCM301	Engage in workplace communication	40
BSBXCM401	Apply communication strategies in the workplace	50
BSBXCM501	Lead communication in the workplace	50
BSBXCS301	Protect own personal online profile from cyber security threats	30
BSBXCS302	Identify and report online security threats	30
BSBXCS303	Securely manage personally identifiable information and workplace information	40
BSBXCS304	Apply cyber hygiene best practices	45
BSBXCS305	Identify and assess cyber security insider threats and risks	45
BSBXCS306	Apply own techniques to prevent cyber security insider threats	50
BSBXCS401	Maintain security of digital devices	40

Unit Code	Unit Title	Nominal Hours
BSBXCS402	Promote workplace cyber security awareness and best practices	40
BSBXCS403	Contribute to cyber security threat assessments	30
BSBXCS404	Contribute to cyber security risk management	30
BSBXCS405	Contribute to cyber security incident responses	30
BSBXCS406	Develop cyber security insider threat and risk response plans	50
BSBXCS407	Develop cyber hygiene best practice plan	60
BSBXCS408	Develop employee cyber security risk profiles	50
BSBXCS409	Plan and implement organisational cyber security insider threat prevention strategies	60
BSBXDB301	Respond to the service needs of customers and clients with disability	40
BSBXDB401	Develop and implement recruitment processes that are inclusive of people with disability	60
BSBXDB501	Support staff members with disability in the workplace	40
BSBXDB502	Adapt organisations to enhance accessibility for people with disability	40
BSBXTW301	Work in a team	40
BSBXTW401	Lead and facilitate a team	50

## CONTACTS AND LINKS

Curriculum Maintenance Manager (CMM)		
CMM Business Industries	<p>The CMM Service is provided on behalf of Higher Education and Skills.</p> <p>CMM Service Executive Officers can assist with questions on payable and nominal hours.</p>	<p>Jennifer Fleischer Executive Officer C/- Chisholm Institute PO Box 684 Dandenong VIC 3175 Ph: (03) 9238 8501 Email: <a href="mailto:jennifer.fleischer@chisholm.edu.au">jennifer.fleischer@chisholm.edu.au</a></p>
Service Skills Organisation (SSO)		
PwC's Skills for Australia	<p>This SSO is responsible for developing this <b>BSB Business Services Training Package</b> and can be contacted for further information.</p>	<p>Phone: 1800 714 819 Email: <a href="mailto:info@skillsforaustralia.com">info@skillsforaustralia.com</a> SSO website can be found <a href="#">here</a>.</p>
National Register for VET in Australia		
Training.gov.au (TGA)	<p>TGA is the Australian government's official National Register of information on Training Packages, qualifications, courses, units of competency and RTOs.</p>	<p>See the <a href="#">National Register</a> for more information.</p>
Australian Government		
Department of Education, Skills and Employment	<p>The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training.</p>	<p>See the <a href="#">Commonwealth Department of Education, Skills and Employment website</a> for more information.</p>
State Government		
Department of Education and Training (DET)	<p>DET is the State Training Authority responsible for supporting implementation of Vocational Education and Training (VET) in Victoria.</p>	<p>(03) 9637 2000 See the <a href="#">Victorian Department of Education and Training website</a> for more information.</p>
National VET Regulatory Authority		
Australian Skills Quality Authority (ASQA)	<p>ASQA is the national regulator for Australia's VET sector.</p>	<p>Info line: 1300 701 801 See the <a href="#">ASQA website</a> for more information.</p>
Victorian State VET Regulatory Authority		
Victorian Registration and Qualifications Authority (VRQA)	<p>The VRQA is a statutory authority responsible for the registration and regulation of Victorian RTOs and for the regulation of apprenticeships and traineeships in Victoria.</p>	<p>(03) 9637 2806 See the <a href="#">VRQA website</a> for more information.</p>

## GLOSSARY

<b>Code</b>	Nationally endorsed Training Package qualification code.
<b>Title</b>	Nationally endorsed Training Package qualification title.
<b>Unit Code</b>	Nationally endorsed Training Package unit code.
<b>Unit Title</b>	Nationally endorsed Training Package unit title.
<b>Maximum Payable Hours</b>	<p>The maximum number of hours the Victorian Government will subsidise under Skills First funding for the achievement of the minimum realistic vocational outcome of the qualification, as determined by the qualification packaging rules. The Maximum Payable Hours do not cover every possible combination of core and elective units available for a specific qualification.</p> <p>Minimum payable hours reflect a calculated minimum number of hours that could deliver a minimum realistic vocational outcome, based on efficiencies of contextualisation and integration.</p>
<b>Scope of Registration</b>	Scope of registration specifies the AQF qualifications and/or units of competency the training organisation is registered to issue and the industry training and/or assessment services it is registered to provide.
<b>Nominal Hours</b>	Nominal hours reflect the anticipated time taken to deliver and assess the outcomes of a unit of competency excluding unsupervised delivery or the time taken for repeated practical application of skills. Nominal hours are determined by the Victorian State Training Authority (DET) and are primarily developed for funding purposes in Victoria.