**Victorian Purchasing Guide**

**for**

**BSB Business Services  
Training Package**

**Release 7.2**

**August 2021**

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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](https://training.gov.au/Home/Tga) for more information)

| Training Package Release | **Date VPG Approved** | | Comments |
| --- | --- | --- | --- |
| BSB Business Services Training Package  Release No 7.2 | | 5 August 2021 | This Victorian Purchasing Guide reflects a minor release for the BSB Business Services Package and consisted of the addition of the:   * Unit of competency - BSBWHS432X Contribute to organisational mental health response in the context of disruptive events, and * Skill set - BSBSS00129 Cross-Sector Mental Health and Organisational Disruption   Further details available [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| BSB Business Services Training Package  Release 7 | | 1 February 2021 | This Victorian Purchasing Guide reflects a major release for the BSB Business Services Package and consisted of:  Qualifications:   * 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. * Seven (7) deleted qualifications   Units of competency   * Fourteen (14) new. * 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). * Sixteen (16) deleted   Skill sets   * \*Twenty six new and fifty one (51) deleted skill sets.   Further details available [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| 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 [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| BSB Business Services Training Package Release 5 | | 15 November 2019 | BSB Release 5 includes four updated and recoded qualifications:   * BSB30719 - Certificate III in Work Health and Safety * BSB41419 - Certificate IV in Work Health and Safety * BSB51319 - Diploma of Work Health and Safety * BSB60619 - Advanced Diploma of Work Health and Safety   14 existing qualifications were updated with an updated Work Health and Safety elective unit.  Changes to units of competency are:   * 7 new units * 26 updated units * 3 deleted.   Further details available [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| BSB Business Services Training Package Release 4 | | 4 April 2019 | This release includes nine new Cross-sector *Teamwork and Communication* units, and the *inclusion for people with a disability* common units:   * BSBXCM301 Engage in workplace communication * BSBXCM401 Apply communication strategies in the workplace * BSBXCM501 Lead communication in the workplace * BSBXDB301 Respond to the service needs of customers and clients with disability * BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability * BSBXDB501 Support staff members with disability in the workplace * BSBXDB502 Adapt organisations to enhance accessibility for people with disability * BSBXTW301 Work in a team * BSBXTW401 Lead and facilitate a team   These units are embedded as electives in selected qualifications.  Further details available [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| BSB Business Services Training Package Release 3 | | 26 November 2018 | Two new qualifications in Procurement:   * BSB41618 Certificate IV in Business (Procurement) * BSB51518 Diploma of Business (Procurement)   Update to core units within six qualifications:   * BSB42518 Certificate IV in Small Business Management * BSB42618 Certificate IV in New Small Business * BSB50618 Diploma of Human Resources Management * BSB51918 Diploma of Leadership and Management * BSB52318 Diploma of Governance * BSB61218 Advanced Diploma of Program Management   Seven new units of competency:   * BSBCRT404 Apply advanced critical thinking to work processes * BSBCRT502 Develop critical thinking in others * BSBITU501 Conduct data analysis * BSBPRC406 Conduct e-procurement * BSBPRC505 Manage ethical procurement * BSBWRK311 Develop self-awareness * BSBWRK412 Contribute to personal development   Update to 41 units of competency to align content with industry skills needs and standards. Further details available [at VETNET.](https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10) |
| BSB Business Services Training Package Release 2 | | 14 April 2016 | Includes:   * Sustainability (1 new qualification and 6 new units) * Governance (1 new qualification and 9 new units) * Marketing and Communications (3 new qualifications and 12 new units) (replacing existing Marketing & Advertising qualifications) * Small Business (2 new qualifications and 6 new units).   The following qualifications have been moved from *CUL11 Library, Information and Cultural Services Training Package* version 1.0 to *BSB Business Services Training Package* version 2.0. and have been recoded and updated to meet the standards for training packages:   * *CUL30111 Certificate III in Information and Cultural Services* * *CUL40111 Certificate IV in Library, Information and Cultural Services* * *CUL50111 Diploma of Library and Information Services*.   The following qualifications have been moved from *TAE10 Training and Education Training Package* version 3.4 to *BSB Business Services Training Package* version 2.0. and have been recoded and updated to meet the standards for training packages.   * *TAE70210 Graduate Certificate in Management (Learning)* * *TAE80210 Graduate Diploma of Management (Learning).*   Industry Skills Council (ISC) upgrade to update unit lists and correct typographical errors. |
| BSB Business Services Training Package Release 1 | | 07/07/2015 |  |

**BSB Business Services Training Package Release 7.2   
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 7.2** is provided in theTraining PackageCompanionVolume Implementation Guide. (See [Companion Volumes](https://vetnet.education.gov.au/Pages/default.aspx) 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 7.2** 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 |
| BSB40220 | Certificate IV in Aboriginal and Torres Strait Islander Governance | 542 | 570 |
| 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 |
| BSB41419 | Certificate IV in Work Health and Safety | 437 | 460 |
| BSB50120 | Diploma of Business | 722 | 760 |
| BSB50220 | Diploma of Aboriginal and Torres Strait Islander Governance | 646 | 680 |
| 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 |
| 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 |
| --- | --- | --- |
| BSBATSIC411 | Communicate with the community | 30 |
| BSBATSIC412 | Maintain and protect cultural values in the organisation | 60 |
| BSBATSIC511 | Plan and conduct a community meeting | 60 |
| BSBATSIL408 | Manage a board meeting | 40 |
| BSBATSIL411 | Undertake the roles and responsibilities of a board member | 60 |
| BSBATSIL412 | Participate effectively as a board member | 35 |
| BSBATSIL413 | Review and apply the constitution | 40 |
| BSBATSIL503 | Manage conflict | 60 |
| BSBATSIL510 | Appoint and work with a manager | 50 |
| BSBATSIL511 | Lead the organisation's strategic planning cycle | 80 |
| BSBATSIL512 | Be a leader in the community | 60 |
| BSBATSIM412 | Implement a businesslike approach | 30 |
| BSBATSIM414 | Oversee the organisation's annual budget | 40 |
| BSBATSIM416 | Oversee organisational planning | 60 |
| BSBATSIM417 | Implement organisational plans | 50 |
| BSBATSIM418 | Oversee financial management | 50 |
| BSBATSIM419 | Contribute to the development and implementation of organisational policies | 40 |
| BSBATSIM420 | Oversee asset management | 20 |
| BSBATSIM421 | Support a positive and culturally appropriate workplace culture | 50 |
| BSBATSIM505 | Control organisational finances | 60 |
| BSBATSIM506 | Develop employment policies | 40 |
| BSBATSIM511 | Develop enterprise opportunities | 70 |
| BSBATSIM514 | Recruit and induct staff | 30 |
| BSBATSIW416 | Obtain and Manage consultancy services | 50 |
| BSBATSIW417 | Select and use technology | 30 |
| BSBATSIW514 | Represent your organisation | 40 |
| BSBATSIW515 | Secure funding | 40 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| BSBXCS401 | Maintain security of digital devices | 40 |
| 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 |
| 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

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| **Curriculum Maintenance Manager (CMM)** | | |
| CMM Business Industries | The CMM Service is provided on behalf of Higher Education and Skills.  CMM Service Executive Officers can assist with questions on payable and nominal hours. | Alan Daniel  Executive Officer  C/- Chisholm Institute  PO Box 684  Dandenong VIC 3175  Ph: (03) 9238 8501  Email: [Alan Daniel](mailto:Alan.Daniel@chisholm.edu.au) |
| **Service Skills Organisation (SSO)** | | |
| PwC’s Skills for Australia | This SSO is responsible for developing this **BSB Business Services Training Package** and can be contacted for further information. | Phone: 1800 714 819  Email: [info@skillsforaustralia.com](mailto:info@skillsforaustralia.com)  SSO website can be found [here](https://www.skillsforaustralia.com/contact-us/). |
| **National Register for VET in Australia** | | |
| Training.gov.au (TGA) | TGA is the Australian government’s official National Register of information on Training Packages, qualifications, courses, units of competency and RTOs. | See the [National Register](http://training.gov.au/) for more information. |
| **Australian Government** | | |
| Department of Employment, Skills, Small and Family Business | The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training. | See the [Commonwealth Department of Employment, Skills, Small and Family Business website](https://www.jobs.gov.au/) for more information. |
| **State Government** | | |
| Department of Education and Training (DET) | DET is the State Training Authority responsible for supporting implementation of Vocational Education and Training (VET) in Victoria. | (03) 9637 2000  See the [Victorian Department of Education and Training website](http://www.education.vic.gov.au/) for more information. |
| **National VET Regulatory Authority** | | |
| Australian Skills Quality Authority (ASQA) | ASQA is the national regulator for Australia’s VET sector. | Info line: 1300 701 801  See the [ASQA website](http://www.asqa.gov.au/) for more information. |
| **Victorian State VET Regulatory Authority** | | |
| Victorian Registration and Qualifications Authority (VRQA) | 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. | (03) 9637 2806  See the [VRQA website](http://www.vrqa.vic.gov.au/) for more information. |
| **Industry Regulatory Bodies** | | |

GLOSSARY

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| --- | --- |
| **Code** | Nationally endorsed Training Package qualification code. |
| **Title** | Nationally endorsed Training Package qualification title. |
| **Unit Code** | Nationally endorsed Training Package unit code. |
| **Unit Title** | Nationally endorsed Training Package unit title. |
| **Maximum Payable Hours** | 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.  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. |
| **Scope of Registration** | 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. |
| **Nominal Hours** | 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. |