

Victorian Purchasing Guide
for
BSB Business Services
Training Package
Release 6

April 2020

© State of Victoria (Department of Education and Training) 2020.

Copyright of this material is reserved to the Crown in the right of the State of Victoria. This work is licensed under a Creative Commons Attribution-NoDerivs 3.0 Australia licence (See [Creative Commons](#) for more information). You are free to use, copy and distribute to anyone in its original form as long as you attribute Higher Education and Skills, Department of Education and Training (DET) as the author, and you license any derivative work you make available under the same licence.

Disclaimer

In compiling the information contained in and accessed through this resource, the Department of Education and Training has used its best endeavours to ensure that the information is correct and current at the time of publication but takes no responsibility for any error, omission or defect therein.

To the extent permitted by law, DET, its employees, agents and consultants exclude all liability for any loss or damage (including indirect, special or consequential loss or damage) arising from the use of, or reliance on the information contained herein, whether caused or not by any negligent act or omission. If any law prohibits the exclusion of such liability, DET limits its liability to the extent permitted by law, for the resupply of the information.

Third party sites

This resource may contain links to third party websites and resources. DET is not responsible for the condition or content of these sites or resources as they are not under its control.

Third party material linked from this resource is subject to the copyright conditions of the third party. Users will need to consult the copyright notice of the third party sites for conditions of usage.

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 6	20 April 2020	<p>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.</p> <p>Further details available at VETNET.</p>
BSB Business Services Training Package Release 5	15 November 2019	<p>BSB Release 5 includes four updated and recoded qualifications:</p> <ul style="list-style-type: none"> • 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 <p>14 existing qualifications were updated with an updated Work Health and Safety elective unit.</p> <p>Changes to units of competency are:</p> <ul style="list-style-type: none"> • 7 new units • 26 updated units • 3 deleted. <p>Further details available at VETNET.</p>
BSB Business Services Training Package Release 4	4 April 2019	<p>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:</p> <ul style="list-style-type: none"> ▪ 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 <p>These units are embedded as electives in selected qualifications.</p> <p>Further details available at VETNET.</p>
BSB Business Services Training Package Release 3	26 November 2018	<p>Two new qualifications in Procurement:</p> <ul style="list-style-type: none"> • BSB41618 Certificate IV in Business (Procurement) • BSB51518 Diploma of Business (Procurement) <p>Update to core units within six qualifications:</p> <ul style="list-style-type: none"> • BSB42518 Certificate IV in Small Business Management • BSB42618 Certificate IV in New Small Business • BSB50618 Diploma of Human Resources Management

Training Package Release	Date VPG Approved	Comments
		<ul style="list-style-type: none"> • BSB51918 Diploma of Leadership and Management • BSB52318 Diploma of Governance • BSB61218 Advanced Diploma of Program Management <p>Seven new units of competency:</p> <ul style="list-style-type: none"> • 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 <p>Update to 41 units of competency to align content with industry skills needs and standards. Further details available at VETNET.</p>
BSB Business Services Training Package Release 2	14 April 2016	<p>Includes:</p> <ul style="list-style-type: none"> • 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). <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"> • <i>CUL30111 Certificate III in Information and Cultural Services</i> • <i>CUL40111 Certificate IV in Library, Information and Cultural Services</i> • <i>CUL50111 Diploma of Library and Information Services.</i> <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"> • <i>TAE70210 Graduate Certificate in Management (Learning)</i> • <i>TAE80210 Graduate Diploma of Management (Learning).</i> <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	

BAB Business Services Training Package Release 6 Victorian Purchasing Guide

CONTENTS

INTRODUCTION	2
What is a Victorian Purchasing Guide?	2
Registration	2
Transition	2
QUALIFICATIONS	3
UNITS OF COMPETENCY AND NOMINAL HOURS	6
CONTACTS AND LINKS	39
GLOSSARY	40

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 6** 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 6** is conducted against the Training Package units of competency and complies with the assessment requirements.

QUALIFICATIONS

Code	Title	Minimum Payable Hours	Maximum Payable Hours
BSB10115	Certificate I in Business	133	140
BSB20115	Certificate II in Business	342	360
BSB20215	Certificate II in Customer Engagement	356	375
BSB30115	Certificate III in Business	523	550
BSB30215	Certificate III in Customer Engagement	494	520
BSB30315	Certificate III in Micro Business Operations	366	385
BSB30415	Certificate III in Business Administration	603	635
BSB30515	Certificate III in Business Administration (International Education)	456	480
BSB30615	Certificate III in International Trade	466	490
BSB30719	Certificate III in Work Health and Safety	345	363
BSB30815	Certificate III in Recordkeeping	342	360
BSB30915	Certificate III in Business Administration (Education)	470	495
BSB31015	Certificate III in Business Administration (Legal)	480	505
BSB31115	Certificate III in Business Administration (Medical)	594	625
BSB31215	Certificate III in Library and Information Services	447	470
BSB40215	Certificate IV in Business	523	550
BSB40315	Certificate IV in Customer Engagement	546	575
BSB40515	Certificate IV in Business Administration	485	510
BSB40615	Certificate IV in Business Sales	466	490
BSB40715	Certificate IV in Franchising	470	495
BSB40915	Certificate IV in Governance	428	450
BSB41015	Certificate IV in Human Resources	432	455
BSB41115	Certificate IV in International Trade	456	480
BSB41419	Certificate IV in Work Health and Safety	437	460
BSB41515	Certificate IV in Project Management Practice	342	360

Code	Title	Minimum Payable Hours	Maximum Payable Hours
BSB41618	Certificate IV in Business (Procurement)	513	540
BSB41715	Certificate IV in Recordkeeping	371	390
BSB41915	Certificate IV in Business (Governance)	542	570
BSB42015	Certificate IV in Leadership and Management	513	540
BSB42115	Certificate IV in Library and Information Services	608	640
BSB42215	Certificate IV in Legal Services	561	590
BSB42315	Certificate IV in Environmental Management and Sustainability	342	360
BSB42415	Certificate IV in Marketing and Communication	561	590
BSB42518	Certificate IV in Small Business Management	447	470
BSB42618	Certificate IV in New Small Business	461	485
BSB50215	Diploma of Business	475	500
BSB50315	Diploma of Customer Engagement	684	720
BSB50415	Diploma of Business Administration	399	420
BSB50515	Diploma of Franchising	523	550
BSB50618	Diploma of Human Resources Management	513	540
BSB50715	Diploma of Business (Governance)	646	680
BSB50815	Diploma of International Business	447	470
BSB51319	Diploma of Work Health and Safety	447	470
BSB51415	Diploma of Project Management	542	570
BSB51518	Diploma of Business (Procurement)	499	525
BSB51615	Diploma of Quality Auditing	399	420
BSB51715	Diploma of Recordkeeping	352	370
BSB51918	Diploma of Leadership and Management	722	760
BSB52015	Diploma of Conveyancing	779	820
BSB52115	Diploma of Library and Information Services	922	970

Code	Title	Minimum Payable Hours	Maximum Payable Hours
BSB52215	Diploma of Legal Services	466	490
BSB52318	Diploma of Governance	570	600
BSB52415	Diploma of Marketing and Communication	618	650
BSB60215	Advanced Diploma of Business	504	530
BSB60619	Advanced Diploma of Work Health and Safety	551	580
BSB60815	Advanced Diploma of Recordkeeping	276	290
BSB60915	Advanced Diploma of Management (Human Resources)	504	530
BSB61015	Advanced Diploma of Leadership and Management	741	780
BSB61115	Advanced Diploma of Conveyancing	979	1030
BSB61218	Advanced Diploma of Program Management	798	840
BSB61315	Advanced Diploma of Marketing and Communication	675	710
BSB80215	Graduate Diploma in Strategic Leadership	675	710
BSB80315	Graduate Certificate in Leadership Diversity	N/A	320
BSB80415	Graduate Diploma of Portfolio Management	627	660
BSB80515	Graduate Certificate in Management (Learning)	266	280
BSB80615	Graduate Diploma of Management (Learning)	599	630

UNITS OF COMPETENCY AND NOMINAL HOURS

Unit Code	Unit Title	Nominal Hours
BSBADM101	Use business equipment and resources	15
BSBADM301	Produce texts from shorthand notes	140
BSBADM302	Produce texts from notes	60
BSBADM303	Produce texts from audio transcription	30
BSBADM307	Organise schedules	15
BSBADM311	Maintain business resources	15
BSBADM401	Produce complex texts from shorthand notes	100
BSBADM405	Organise meetings	20
BSBADM406	Organise business travel	20
BSBADM407	Administer projects	40
BSBADM409	Coordinate business resources	30
BSBADM411	Produce complex texts from audio transcription	60
BSBADM502	Manage meetings	30
BSBADM503	Plan and manage conferences	30
BSBADM504	Plan and implement administrative systems	50
BSBADM506	Manage business document design and development	80
BSBADV402	Conduct pre-campaign testing	50
BSBADV403	Monitor advertising production	50
BSBADV404	Schedule advertisements	40
BSBADV405	Perform media calculations	40

Unit Code	Unit Title	Nominal Hours
BSBADV406	Buy and monitor media	40
BSBADV407	Apply media analysis and processing tools	50
BSBADV408	Review advertising media options	40
BSBADV503	Coordinate advertising research	50
BSBADV507	Develop a media plan	60
BSBADV509	Create mass print media advertisements	30
BSBADV510	Create mass electronic media advertisements	50
BSBADV602	Develop an advertising campaign	60
BSBADV603	Manage advertising production	70
BSBADV604	Execute an advertising campaign	70
BSBADV605	Evaluate campaign effectiveness	60
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

Unit Code	Unit Title	Nominal Hours
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
BSBAUD402	Participate in a quality audit	40
BSBAUD501	Initiate a quality audit	40
BSBAUD503	Lead a quality audit	60
BSBAUD504	Report on a quality audit	60

Unit Code	Unit Title	Nominal Hours
BSBCMM101	Apply basic communication skills	40
BSBCMM201	Communicate in the workplace	40
BSBCMM301	Process customer complaints	30
BSBCMM401	Make a presentation	30
BSBCMM402	Implement effective communication strategies	40
BSBCMM501	Develop and nurture relationships	40
BSBCNV501	Take instructions in relation to a transaction	120
BSBCNV502	Read and interpret a legal document and provide advice	80
BSBCNV503	Analyse and interpret legal requirements for a transaction	50
BSBCNV504	Prepare legal documents	80
BSBCNV505	Finalise the conveyancing transaction	30
BSBCNV506	Establish and manage a trust account	60
BSBCNV601	Identify and conduct searches	60
BSBCOM401	Organise and monitor the operation of compliance management system	50
BSBCOM402	Implement processes for the management of a breach in compliance requirements	20
BSBCOM403	Provide education and training on compliance requirements and systems	20
BSBCOM404	Promote and liaise on compliance requirements, systems and related issues	30
BSBCOM405	Promote compliance with legislation	40
BSBCOM406	Conduct work within a compliance framework	30

Unit Code	Unit Title	Nominal Hours
BSBCOM501	Identify and interpret compliance requirements	20
BSBCOM502	Evaluate and review compliance	25
BSBCOM503	Develop processes for the management of breaches in compliance requirements	30
BSBCOM601	Research compliance requirements and issues	50
BSBCOM602	Develop and create compliance requirements	50
BSBCOM603	Plan and establish compliance management systems	50
BSBCON401	Work effectively in a business continuity context	40
BSBCON601	Develop and maintain business continuity plans	60
BSBCON801	Establish and review the business continuity management framework and strategies	80
BSBCRT101	Apply critical thinking techniques	20
BSBCRT301	Develop and extend critical and creative thinking skills	40
BSBCRT401	Articulate, present and debate ideas	40
BSBCRT402	Collaborate in a creative process	40
BSBCRT403	Explore the history and social impact of creativity	50
BSBCRT404	Apply advanced critical thinking to work processes	50
BSBCRT501	Originate and develop concepts	30
BSBCRT502	Develop critical thinking in others	50
BSBCRT601	Research and apply concepts and theories of creativity	65
BSBCUE203	Conduct customer engagement	100
BSBCUE204	Collect data	40

Unit Code	Unit Title	Nominal Hours
BSBCUE205	Prepare for work in a customer engagement environment	30
BSBCUE301	Use multiple information systems	40
BSBCUE302	Deploy customer service field staff	30
BSBCUE303	Conduct a telemarketing campaign	40
BSBCUE304	Provide sales solutions to customers	40
BSBCUE305	Process credit applications	40
BSBCUE306	Process complex accounts	40
BSBCUE307	Work effectively in customer engagement	30
BSBCUE308	Conduct outbound customer engagement	40
BSBCUE309	Develop product and service knowledge for customer engagement operation	30
BSBCUE403	Schedule customer engagement activity	35
BSBCUE404	Collect, analyse and record information	40
BSBCUE405	Survey stakeholders to gather and record information	40
BSBCUE406	Run a multicentre	50
BSBCUE407	Administer customer engagement technology	25
BSBCUE501	Develop business continuity strategy	120
BSBCUE502	Establish a multicentre	60
BSBCUE503	Manage data interrogation	60
BSBCUE504	Integrate customer engagement within the organisation	60
BSBCUE601	Optimise customer engagement operations	60
BSBCUE602	Manage customer engagement information	60

Unit Code	Unit Title	Nominal Hours
BSBCUE603	Design and launch new customer engagement facilities	80
BSBCUE604	Develop and maintain a service level strategy	80
BSBCUE605	Develop and maintain a customer engagement marketing strategy	80
BSBCUE606	Forecast and plan using customer engagement traffic information analysis	100
BSBCUE607	Manage customer engagement centre staffing	80
BSBCUE608	Manage customer engagement operational costs	80
BSBCUS201	Deliver a service to customers	40
BSBCUS301	Deliver and monitor a service to customers	35
BSBCUS401	Coordinate implementation of customer service strategies	40
BSBCUS402	Address customer needs	50
BSBCUS403	Implement customer service standards	30
BSBCUS501	Manage quality customer service	40
BSBDES201	Follow a design process	40
BSBDES202	Evaluate the nature of design in a specific industry context	30
BSBDES301	Explore the use of colour	40
BSBDES302	Explore and apply the creative design process to 2D forms	50
BSBDES303	Explore and apply the creative design process to 3D forms	50
BSBDES304	Source and apply design industry knowledge	20
BSBDES305	Source and apply information on the history and theory of design	65
BSBDES401	Generate design solutions	60
BSBDES402	Interpret and respond to a design brief	20

Unit Code	Unit Title	Nominal Hours
BSBDES403	Develop and extend design skills and practice	30
BSBDES501	Implement design solutions	60
BSBDES502	Establish, negotiate and refine a design brief	65
BSBDES601	Manage design realisation	50
BSBDES602	Research global design trends	30
BSBDES801	Research and apply design theory	40
BSBDIV301	Work effectively with diversity	30
BSBDIV501	Manage diversity in the workplace	60
BSBDIV601	Develop and implement diversity policy	70
BSBDIV801	Conduct strategic diversity workforce planning	80
BSBDIV802	Conduct strategic planning for diversity learning practices	80
BSBDIV803	Develop cross cultural communication and negotiation strategies	80
BSBEBU401	Review and maintain a website	50
BSBEBU502	Implement e-business solutions	50
BSBEBU511	Develop and implement an e-business strategy	50
BSBEDU301	Assist with monitoring compliance in international education services	50
BSBEDU302	Assist in resolution of issues and incidents in an international education environment	50
BSBEDU303	Assist with the provision of international education information	30
BSBEDU304	Assist with the provision of pastoral care services to international students	30
BSBEDU305	Assist with international education events and programs	50

Unit Code	Unit Title	Nominal Hours
BSBEMS401	Develop and implement business development strategies to expand client base	50
BSBEMS402	Develop and implement strategies to source and assess candidates	50
BSBEMS403	Develop and provide employment management services to candidates	40
BSBEMS404	Manage the recruitment process for client organisations	60
BSBFIA301	Maintain financial records	60
BSBFIA302	Process payroll	30
BSBFIA303	Process accounts payable and receivable	30
BSBFIA304	Maintain a general ledger	60
BSBFIA401	Prepare financial reports	50
BSBFIA412	Report on financial activity	30
BSBFIA501	Report on finances related to international business	70
BSBFIM501	Manage budgets and financial plans	70
BSBFIM502	Manage payroll	30
BSBFIM601	Manage finances	80
BSBFIM801	Manage financial resources	80
BSBFLM303	Contribute to effective workplace relationships	40
BSBFLM305	Support operational plan	40
BSBFLM306	Provide workplace information and resourcing plans	40
BSBFLM309	Support continuous improvement systems and processes	40
BSBFLM311	Support a workplace learning environment	40

Unit Code	Unit Title	Nominal Hours
BSBFLM312	Contribute to team effectiveness	40
BSBFLM313	Apply language, literacy and numeracy to support others in the workplace	30
BSBFLM314	Mentor others in the workplace to support their language, literacy and numeracy skill development	30
BSBFRA301	Work within a franchise	30
BSBFRA401	Manage compliance with franchisee obligations and legislative requirements	60
BSBFRA402	Establish a franchise	70
BSBFRA403	Manage relationship with franchisor	30
BSBFRA404	Manage a multiple-site franchise	70
BSBFRA501	Establish a franchise operation	120
BSBFRA502	Manage a franchise operation	50
BSBFRA503	Manage establishment of new sites or regions	70
BSBFRA504	Manage relationships with franchisees	50
BSBFRA505	Manage closure of a franchise	70
BSBGOV401	Implement board member responsibilities	60
BSBGOV402	Work within organisational structure	40
BSBGOV403	Analyse financial reports and budgets	50
BSBGOV404	Communicate with community stakeholders	40
BSBGOV405	Undertake the roles and responsibilities of committee or board members	40
BSBGOV501	Review and apply the organisation's constitution	30

Unit Code	Unit Title	Nominal Hours
BSBGOV502	Recruit and coordinate committee members	30
BSBGOV503	Conduct organisational strategic planning	80
BSBGOV504	Monitor organisational finances	80
BSBGOV505	Seek and apply for funding opportunities	50
BSBGOV506	Manage advocacy for your organisation	30
BSBGOV507	Manage board or committee and organisational conflict	50
BSBHRM403	Support performance management process	40
BSBHRM404	Review human resource functions	50
BSBHRM405	Support the recruitment, selection and induction of staff	50
BSBHRM501	Manage human resource services	60
BSBHRM502	Manage human resource management information systems	60
BSBHRM505	Manage remuneration and employee benefits	60
BSBHRM506	Manage recruitment selection and induction processes	60
BSBHRM507	Manage separation or termination	50
BSBHRM509	Manage rehabilitation or return to work programs	50
BSBHRM510	Manage mediation processes	60
BSBHRM511	Manage expatriate staff	60
BSBHRM512	Develop and manage performance management processes	60
BSBHRM513	Manage workforce planning	60
BSBHRM602	Manage human resources strategic planning	60
BSBHRM604	Manage employee relations	60

Unit Code	Unit Title	Nominal Hours
BSBIND201	Work effectively in a business environment	30
BSBIND301	Work effectively in an educational environment	40
BSBIND302	Work effectively in the international education services industry	50
BSBINM201	Process and maintain workplace information	30
BSBINM202	Handle mail	15
BSBINM301	Organise workplace information	30
BSBINM302	Utilise a knowledge management system	50
BSBINM303	Handle receipt and despatch of information	15
BSBINM401	Implement workplace information system	40
BSBINM501	Manage an information or knowledge management system	50
BSBINM601	Manage knowledge and information	80
BSBINN201	Contribute to workplace innovation	35
BSBINN301	Promote innovation in a team environment	40
BSBINN501	Establish systems that support innovation	50
BSBINN502	Build and sustain an innovative work environment	50
BSBINN601	Lead and manage organisational change	60
BSBINN801	Lead innovative thinking and practice	80
BSBINT301	Apply knowledge of the international trade environment to complete work	35
BSBINT302	Apply knowledge of legislation relevant to international trade to complete work	30
BSBINT303	Organise the importing and exporting of goods	40

Unit Code	Unit Title	Nominal Hours
BSBINT304	Assist in the international transfer of services	20
BSBINT305	Prepare business documents for the international trade of goods	40
BSBINT306	Apply knowledge of international finance and insurance to complete work requirements	20
BSBINT401	Research international business opportunities	20
BSBINT405	Apply knowledge of import and export international conventions, laws and finance	30
BSBINT407	Prepare business advice on export Free-on-Board Value	30
BSBINT408	Prepare business advice on the taxes and duties for international trade transactions	40
BSBINT409	Plan for international trade	50
BSBIPR301	Comply with organisational requirements for protection and use of intellectual property	40
BSBIPR401	Use and respect copyright	50
BSBIPR402	Protect and use new inventions and innovations	40
BSBIPR403	Protect and use brands and business identity	40
BSBIPR404	Protect and use innovative designs	40
BSBIPR405	Protect and use intangible assets in small business	50
BSBIPR501	Manage intellectual property to protect and grow business	60
BSBIPR601	Develop and implement strategies for intellectual property management	70
BSBITA411	Design and develop relational databases	60
BSBITA611	Configure and optimise customer contact technology	80
BSBITB511	Establish and maintain a network of digital devices	50

Unit Code	Unit Title	Nominal Hours
BSBITB801	Implement advanced electronic technologies	80
BSBITS411	Maintain and implement digital technology	40
BSBITU111	Operate a personal digital device	20
BSBITU112	Develop keyboard skills	40
BSBITU211	Produce digital text documents	60
BSBITU212	Create and use spreadsheets	30
BSBITU213	Use digital technologies to communicate remotely	20
BSBITU306	Design and produce business documents	80
BSBITU307	Develop keyboarding speed and accuracy	50
BSBITU309	Produce desktop published documents	50
BSBITU311	Use simple relational databases	30
BSBITU312	Create electronic presentations	20
BSBITU313	Design and produce digital text documents	90
BSBITU314	Design and produce spreadsheets	35
BSBITU315	Purchase goods and services online	40
BSBITU401	Design and develop complex text documents	100
BSBITU402	Develop and use complex spreadsheets	50
BSBITU404	Produce complex desktop published documents	50
BSBITU422	Use digital technologies to collaborate in the workplace	50
BSBITU501	Conduct data analysis	60
BSBLDR401	Communicate effectively as a workplace leader	40

Unit Code	Unit Title	Nominal Hours
BSBLDR402	Lead effective workplace relationships	50
BSBLDR403	Lead team effectiveness	50
BSBLDR404	Lead a diverse workforce	50
BSBLDR502	Lead and manage effective workplace relationships	50
BSBLDR504	Implement diversity in the workplace	60
BSBLDR511	Develop and use emotional intelligence	60
BSBLDR513	Communicate with influence	60
BSBLDR801	Lead personal and strategic transformation	80
BSBLDR802	Lead the strategic planning process for an organisation	100
BSBLDR803	Develop and cultivate collaborative partnerships and relationships	40
BSBLDR804	Influence and shape diversity management	80
BSBLDR805	Lead and influence change	80
BSBLDR806	Lead and influence ethical practice	80
BSBLED101	Plan skills development	20
BSBLED301	Undertake e-learning	30
BSBLED401	Develop teams and individuals	40
BSBLED501	Develop a workplace learning environment	60
BSBLED502	Manage programs that promote personal effectiveness	60
BSBLED503	Maintain and enhance professional practice	30
BSBLED802	Lead learning strategy implementation	80
BSBLED803	Implement improved learning practice	60

Unit Code	Unit Title	Nominal Hours
BSBLED804	Review enterprise e-learning systems and solutions implementation	80
BSBLED805	Plan and implement a mentoring program	60
BSBLED806	Plan and implement a coaching strategy	60
BSBLED807	Establish career development services	80
BSBLED808	Conduct a career development session	50
BSBLED809	Identify and communicate trends in career development	60
BSBLED810	Develop human capital	80
BSBLEG301	Apply knowledge of the legal system to complete tasks	80
BSBLEG302	Carry out search of the public record	25
BSBLEG303	Deliver court documentation	10
BSBLEG304	Apply the principles of confidentiality and security within the legal environment	20
BSBLEG305	Use legal terminology in order to carry out tasks	40
BSBLEG306	Maintain records for time and disbursements in a legal practice	40
BSBLEG308	Assist in prioritising and planning activities in a legal practice	10
BSBLEG403	Maintain trust accounts	50
BSBLEG413	Identify and apply the legal framework	60
BSBLEG414	Establish and maintain a file in legal services	50
BSBLEG415	Apply the principles of contract law	60
BSBLEG416	Apply the principles of the law of torts	60
BSBLEG417	Apply the principles of evidence law	60

Unit Code	Unit Title	Nominal Hours
BSBLEG418	Produce complex legal documents	80
BSBLEG510	Apply legal principles in family law matters	60
BSBLEG511	Apply legal principles in criminal law matters	60
BSBLEG512	Apply legal principles in property law matters	60
BSBLEG513	Apply legal principles in corporation law matters	60
BSBLEG514	Assist with civil procedure	60
BSBLEG515	Apply legal principles in wills and probate matters	60
BSBLIB201	Assist with circulation services	15
BSBLIB202	Process information resource orders	40
BSBLIB301	Catalogue objects into collections	30
BSBLIB302	Develop and apply knowledge of archives	40
BSBLIB303	Provide multimedia support	30
BSBLIB304	Develop and use information literacy skills	40
BSBLIB305	Use established cataloguing tools	40
BSBLIB306	Process and maintain information resources	30
BSBLIB401	Record and maintain collection information	40
BSBLIB402	Consolidate and maintain industry knowledge	60
BSBLIB403	Complete a range of cataloguing activities	100
BSBLIB404	Use integrated library management systems	30
BSBLIB405	Assist customers to access information	40
BSBLIB406	Obtain information from external and networked sources	20

Unit Code	Unit Title	Nominal Hours
BSBLIB407	Search library and information databases	30
BSBLIB501	Manage lending and borrowing processes for collections	20
BSBLIB502	Manage the development of collections	60
BSBLIB503	Develop and promote activities, events and public programs	60
BSBLIB504	Develop exhibition concepts	50
BSBLIB505	Develop disaster management plans	30
BSBLIB506	Maintain digital repositories	45
BSBLIB507	Promote literature and reading	50
BSBLIB508	Analyse and describe information resources	30
BSBLIB509	Provide subject access and classify material	100
BSBLIB510	Use and monitor advanced functions of integrated library management systems	35
BSBLIB511	Research and analyse information to meet customer needs	80
BSBLIB512	Develop and maintain community and stakeholder relationships	50
BSBLIB513	Monitor compliance with copyright and licence requirements	20
BSBLIB601	Research and document collection material	50
BSBLIB602	Develop and monitor procedures for the movement and storage of collection material	50
BSBLIB603	Contribute to collection management	50
BSBLIB604	Extend own information literacy skills to locate information	50
BSBLIB605	Analyse and describe specialist and complex material	60
BSBMED301	Interpret and apply medical terminology appropriately	60

Unit Code	Unit Title	Nominal Hours
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
BSBMGT401	Show leadership in the workplace	50
BSBMGT402	Implement operational plan	40
BSBMGT403	Implement continuous improvement	40
BSBMGT404	Lead and facilitate off-site staff	40
BSBMGT405	Provide personal leadership	50
BSBMGT406	Plan and monitor continuous improvement	50
BSBMGT407	Apply digital solutions to work processes	50
BSBMGT502	Manage people performance	70
BSBMGT516	Facilitate continuous improvement	60
BSBMGT517	Manage operational plan	70
BSBMGT518	Develop organisation policy	60
BSBMGT519	Incorporate digital solutions into plans and practices	60
BSBMGT520	Plan and manage the flexible workforce	60
BSBMGT521	Plan, implement and review a quality assurance program	70
BSBMGT605	Provide leadership across the organisation	60
BSBMGT608	Manage innovation and continuous improvement	70

Unit Code	Unit Title	Nominal Hours
BSBMGT615	Contribute to organisation development	60
BSBMGT616	Develop and implement strategic plans	80
BSBMGT617	Develop and implement a business plan	60
BSBMGT618	Develop an engagement centre business plan	60
BSBMGT619	Identify and implement business innovation	80
BSBMGT621	Design and manage the enterprise quality management system	80
BSBMGT622	Manage resources	80
BSBMGT623	Monitor corporate governance activities	50
BSBMGT624	Develop and implement corporate social responsibility	50
BSBMGT801	Direct the development of a knowledge management strategy for a business	80
BSBMGT802	Lead design and review of enterprise systems	70
BSBMGT803	Use financial and economic information for strategic decision making	100
BSBMKG401	Profile the market	50
BSBMKG408	Conduct market research	60
BSBMKG409	Design direct response offers	60
BSBMKG410	Test direct marketing activities	30
BSBMKG411	Analyse direct marketing databases	60
BSBMKG412	Conduct e-marketing communications	30
BSBMKG413	Promote products and services	40
BSBMKG414	Undertake marketing activities	50

Unit Code	Unit Title	Nominal Hours
BSBMKG415	Research international markets	50
BSBMKG416	Market goods and services internationally	70
BSBMKG417	Apply marketing communication across a convergent industry	70
BSBMKG418	Develop and apply knowledge of marketing communication industry	40
BSBMKG419	Analyse consumer behaviour	60
BSBMKG420	Create digital media user experiences	60
BSBMKG421	Optimise digital media impact	50
BSBMKG501	Identify and evaluate marketing opportunities	70
BSBMKG502	Establish and adjust the marketing mix	60
BSBMKG506	Plan market research	50
BSBMKG507	Interpret market trends and developments	50
BSBMKG508	Plan direct marketing activities	50
BSBMKG509	Implement and monitor direct marketing activities	40
BSBMKG510	Plan e-marketing communications	20
BSBMKG511	Analyse data from international markets	50
BSBMKG512	Forecast international market and business needs	50
BSBMKG513	Promote products and services to international markets	70
BSBMKG514	Implement and monitor marketing activities	50
BSBMKG515	Conduct a marketing audit	40
BSBMKG516	Profile international markets	50
BSBMKG517	Analyse consumer behaviour for specific international markets	60

Unit Code	Unit Title	Nominal Hours
BSBMKG518	Plan and implement services marketing	50
BSBMKG519	Plan and implement business-to-business marketing	50
BSBMKG520	Manage compliance within the marketing legislative framework	50
BSBMKG521	Plan and implement sponsorship and event marketing	40
BSBMKG522	Plan measurement of marketing effectiveness	50
BSBMKG523	Design and develop an integrated marketing communication plan	60
BSBMKG528	Mine data to identify industry directions	70
BSBMKG529	Manage client account	60
BSBMKG530	Create distributed multiplatform digital advertisements	60
BSBMKG534	Design effective digital user experiences	40
BSBMKG535	Devise a search engine optimisation strategy	50
BSBMKG536	Develop strategies to monetise digital engagement	60
BSBMKG537	Develop a social media engagement plan	50
BSBMKG603	Manage the marketing process	50
BSBMKG605	Evaluate international marketing opportunities	60
BSBMKG606	Manage international marketing programs	50
BSBMKG607	Manage market research	50
BSBMKG608	Develop organisational marketing objectives	60
BSBMKG609	Develop a marketing plan	50
BSBMKG610	Develop, implement and monitor a marketing campaign	60
BSBMKG611	Manage measurement of marketing effectiveness	50

Unit Code	Unit Title	Nominal Hours
BSBPMG409	Apply project scope management techniques	40
BSBPMG410	Apply project time management techniques	40
BSBPMG411	Apply project quality management techniques	40
BSBPMG412	Apply project cost management techniques	40
BSBPMG413	Apply project human resources management approaches	40
BSBPMG414	Apply project information management and communications techniques	40
BSBPMG415	Apply project risk management techniques	40
BSBPMG416	Apply project procurement procedures	40
BSBPMG417	Apply project life cycle management processes	40
BSBPMG418	Apply project stakeholder engagement techniques	40
BSBPMG511	Manage project scope	40
BSBPMG512	Manage project time	40
BSBPMG513	Manage project quality	40
BSBPMG514	Manage project cost	40
BSBPMG515	Manage project human resources	40
BSBPMG516	Manage project information and communication	40
BSBPMG517	Manage project risk	40
BSBPMG518	Manage project procurement	40
BSBPMG519	Manage project stakeholder engagement	40
BSBPMG520	Manage project governance	40
BSBPMG521	Manage project integration	60

Unit Code	Unit Title	Nominal Hours
BSBPMG522	Undertake project work	60
BSBPMG601	Direct the integration of projects	70
BSBPMG602	Direct the scope of a project program	50
BSBPMG603	Direct time management of a project program	40
BSBPMG604	Direct cost management of a project program	50
BSBPMG605	Direct quality management of a project program	50
BSBPMG606	Direct human resources management of a project program	40
BSBPMG607	Direct communications management of a project program	40
BSBPMG609	Direct procurement and contracting for a project program	50
BSBPMG610	Enable program execution	50
BSBPMG615	Manage program delivery	60
BSBPMG616	Manage program risk	60
BSBPMG617	Provide leadership for the program	70
BSBPMG621	Facilitate stakeholder engagement	40
BSBPMG622	Implement program governance	60
BSBPMG623	Manage benefits	40
BSBPMG624	Engage in collaborative alliances	50
BSBPMG801	Prioritise projects and programs	80
BSBPMG802	Select and balance the portfolio	100
BSBPMG803	Manage and review portfolio performance	80
BSBPMG804	Govern the portfolio	100

Unit Code	Unit Title	Nominal Hours
BSBPMG805	Lead the portfolio	60
BSBPMG806	Manage portfolio communications and change	80
BSBPMG807	Manage portfolio resources	90
BSBPMG808	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
BSBPRO301	Recommend products and services	20
BSBPRO401	Develop product knowledge	30
BSBPUB401	Develop and apply knowledge of public relations industry	80
BSBPUB402	Develop public relations campaigns	50
BSBPUB403	Develop public relations documents	80
BSBPUB501	Manage the public relations publication process	45
BSBPUB502	Develop and manage complex public relations campaigns	50
BSBPUB503	Manage fundraising and sponsorship activities	50

Unit Code	Unit Title	Nominal Hours
BSBPUB504	Develop and implement crisis management plans	40
BSBPUR301	Purchase goods and services	60
BSBREL401	Establish networks	35
BSBREL402	Build client relationships and business networks	50
BSBREL403	Implement international client relationship strategies	30
BSBREL501	Build international client relationships	35
BSBREL502	Build international business networks	50
BSBRES404	Research legal information using primary sources	40
BSBRES411	Analyse and present research information	40
BSBRES502	Research legal information using secondary sources	40
BSBRES801	Initiate and lead applied research	150
BSBRKG301	Control records	40
BSBRKG302	Undertake disposal	30
BSBRKG303	Retrieve information from records	25
BSBRKG304	Maintain business records	30
BSBRKG305	Review recordkeeping functions	20
BSBRKG401	Review the status of a record	20
BSBRKG402	Provide information from and about records	20
BSBRKG403	Set up a business or records system for a small business	40
BSBRKG404	Monitor and maintain records in an online environment	50
BSBRKG502	Manage and monitor business or records systems	40

Unit Code	Unit Title	Nominal Hours
BSBRKG505	Document or reconstruct a business or records system	30
BSBRKG506	Develop and maintain terminology and classification schemes	30
BSBRKG601	Define recordkeeping framework	30
BSBRKG603	Prepare a functional analysis for an organisation	50
BSBRKG604	Determine security and access rules and procedures	20
BSBRKG605	Determine records requirements to document a function	40
BSBRKG606	Design a records retention and disposal schedule	40
BSBRKG607	Document and monitor the record creating context	20
BSBRKG608	Plan management of records over time	20
BSBRSK401	Identify risk and apply risk management processes	50
BSBRSK501	Manage risk	60
BSBSLS407	Identify and plan sales prospects	60
BSBSLS408	Present, secure and support sales solutions	60
BSBSLS501	Develop a sales plan	70
BSBSLS502	Lead and manage a sales team	60
BSBSMB201	Identify suitability for micro business	20
BSBSMB301	Investigate micro business opportunities	30
BSBSMB302	Develop a micro business proposal	30
BSBSMB303	Organise finances for the micro business	50
BSBSMB304	Determine resource requirements for the micro business	30
BSBSMB305	Comply with regulatory, taxation and insurance requirements for the micro business	45

Unit Code	Unit Title	Nominal Hours
BSBSMB306	Plan a home based business	25
BSBSMB307	Set up information and communications technology for the micro business	20
BSBSMB308	Improve energy efficiency in micro or small business operations	35
BSBSMB401	Establish legal and risk management requirements of small business	60
BSBSMB402	Plan small business finances	50
BSBSMB403	Market the small business	50
BSBSMB404	Undertake small business planning	50
BSBSMB407	Manage a small team	40
BSBSMB408	Manage personal, family, cultural and business obligations	30
BSBSMB409	Build and maintain relationships with small business stakeholders	20
BSBSMB410	Review and implement energy efficiency in business operations	45
BSBSMB411	Manage specialist external advisory services	60
BSBSMB415	Refine and strengthen a small business	50
BSBSMB417	Recruit staff	50
BSBSMB418	Manage compliance for small business	60
BSBSMB420	Evaluate and develop small business operations	45
BSBSMB421	Manage small business finances	60
BSBSMB422	Plan small business growth	40
BSBSMB423	Create a digital technology plan for small business	50
BSBSUS201	Participate in environmentally sustainable work practices	20

Unit Code	Unit Title	Nominal Hours
BSBSUS401	Implement and monitor environmentally sustainable work practices	40
BSBSUS402	Implement an environmental management plan	40
BSBSUS403	Measure, monitor and reduce carbon emissions	40
BSBSUS404	Assess, implement, monitor and report on waste management	40
BSBSUS405	Assess, monitor and reduce water use	40
BSBSUS406	Identify and apply sustainability rating tools	40
BSBSUS501	Develop workplace policy and procedures for sustainability	50
BSBWHS201	Contribute to health and safety of self and others	20
BSBWHS301	Maintain workplace safety	40
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
BSBWHS331	Participate in identifying and controlling hazardous chemicals	40
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	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

Unit Code	Unit Title	Nominal Hours
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
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

Unit Code	Unit Title	Nominal Hours
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
BSBWOR201	Manage personal stress in the workplace	40
BSBWOR202	Organise and complete daily work activities	20
BSBWOR203	Work effectively with others	15
BSBWOR204	Use business technology	20
BSBWOR301	Organise personal work priorities and development	30
BSBWOR302	Work effectively as an off-site worker	25
BSBWOR403	Manage stress in the workplace	60
BSBWOR404	Develop work priorities	40
BSBWOR424	Develop a time management plan	40
BSBWOR501	Manage personal work priorities and professional development	60
BSBWOR502	Lead and manage team effectiveness	60
BSBWRK311	Develop self-awareness	30

Unit Code	Unit Title	Nominal Hours
BSBWRK409	Prepare for and participate in dispute resolution	40
BSBWRK411	Support employee and industrial relations procedures	50
BSBWRK412	Contribute to personal development	40
BSBWRK520	Manage employee relations	80
BSBWRT301	Write simple documents	30
BSBWRT401	Write complex documents	50
BSBWRT501	Write persuasive copy	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

Unit Code	Unit Title	Nominal Hours
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

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
Service Skills Organisation (SSO)		
pwc 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 SSO website can be found here .
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 for more information.
Australian Government		
Department of Education, Skills and Employment	The Commonwealth Department is responsible for national policies and programmes that help Australians access quality vocational education and training.	See the Commonwealth Department of Education, Skills and Employment website 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 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 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 for more information.

GLOSSARY

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	<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>
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.