

**BUSINESS SERVICES  
TRAINING PACKAGE  
GUIDE**

**BSB01**

**WESTERN AUSTRALIAN DEPARTMENT OF TRAINING**

**November 2001**

# **A C K N O W L E D G E M E N T S**

The BSTP Guide was compiled with the assistance of experienced and qualified stakeholders from around the State. Including staff from TAFE Colleges, private RTOs, industry representatives, the ITC for Property and Financial Services and educational consultants.

# **Business Services Training Package**

## **Guide**

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## Business Services Training Package Qualifications and Nominal Hours (Summary)

The following table provides a summary of the new Business Services Training Package qualifications and nominal hours assigned to each qualification. The nominal hours include both delivery and assessment.

National Code	Training Package	Nominal Hours
BSB10101	Certificate I in Business	150
BSB20101	Certificate II in Business	305
BSB30101	Certificate III in Business	320
BSB30201	Certificate III in Business Administration	310
BSA30200	Certificate III in Business (Legal Administration)	360
BSB30301	Certificate III in Business (Sales)	350
BSB30401	Certificate III in Business (Recordkeeping)	375
BSB30501	Certificate III in Business (Frontline Management)	230
BSB40101	Certificate IV in Business	Up to 705
BSB40201	Certificate IV in Business Administration	Up to 600
BSB40301	Certificate IV in Business (Recordkeeping)	400
BSB40401	Certificate IV in Business (Small Business Management)	420
BSB40501	Certificate IV in Business Development	400
BSB40601	Certificate IV in Business (Advertising)	450
BSB40701	Certificate IV in Business (Marketing)	420
BSB40801	Certificate IV in Business (Human Resources)	410
BSB40901	Certificate IV in Business (Governance)	550
BSB41101	Certificate IV in Business Management	370
BSB41001	Certificate IV in Business (Frontline Management)	350
BSA40200	Certificate IV in Business (Legal Services)	460
BSB50101	Diploma of Business	Up to 1095
BSB50201	Diploma of Business Administration	Up to 1050
BSB50301	Diploma of Business (Recordkeeping)	Up to 860
BSB50401	Diploma of Business Management	Up to 970
BSB50501	Diploma of Business Development	510
BSB50601	Diploma of Business (Advertising)	500
BSB50701	Diploma of Business (Marketing)	Up to 1000
BSB50801	Diploma of Business (Human Resources)	Up to 890
BSB50901	Diploma of Business (Governance)	640
BSB51001	Diploma of Business (Frontline Management)	630
BSB50200	Diploma of Business (Legal Services)	580
BSB60101	Advanced Diploma of Business (Recordkeeping)	470
BSB60201	Advanced Diploma of Business Management	480
BSB60301	Advanced Diploma of Business (Human Resources)	410
BSB60401	Advanced Diploma of Business Development	540
BSB60501	Advanced Diploma of Business (Advertising)	530
BSB60601	Advanced Diploma of Business (Marketing)	Up to 1400

## Mapping of Existing Accredited Courses to BSTP Qualifications

The following table lists current nationally accredited, Business, Administration, Human Resource, Marketing, Advertising, Legal Studies, Frontline Management, Governance, Sales, Management and Record Keeping courses. These existing courses have been mapped against the new Business Services Training Package qualifications for replacement purposes.

Existing Accredited Courses	Training Package Qualification(s)
C002 Certificate I in Business (Office Skills) <b>Nominal Hours: 265.5</b>	BSB10101 Certificate I in Business <b>Nominal Hours: 150</b>
C003 Certificate II in Business (Office Administration) <b>Nominal Hours: 341</b>	BSB20101 Certificate II in Business <b>Nominal Hours: 305</b>
C185 Certificate II in Business (Office Administration) <b>Nominal Hours: 370</b>	
5148 Certificate II in Business (Accounts Receivable and Payable Clerk) <b>Nominal Hours: 316</b>	BSB30101 Certificate III in Business <b>Nominal Hours: 320</b>
5149 Certificate II in Business (Payroll Clerk) <b>Nominal Hours: 316</b>	
5151 Certificate III in Business Studies <b>Nominal Hours: 442</b>	
5105 Certificate III in Small Business Management <b>Nominal Hours: 200</b>	
5100 Certificate III in Small Business Management <b>Nominal Hours: 200</b>	
5818 Certificate in Business Studies <b>Nominal Hours: 612</b>	
H011 Certificate III in Business Computing Applications <b>Nominal Hours: 100</b>	

5180 Certificate III in Business (Medical Receptionist) <b>Nominal Hours: 520</b>	BSB30201 Certificate III in Business Administration <b>Nominal Hours: 310</b>
5187 Certificate III in Business (Medical Clerical Assistant) <b>Nominal Hours: 234</b>	
5190 Certificate III in Office Technology <b>Nominal Hours: 460</b>	
C001 Certificate III of Business (Office Administration) <b>Nominal Hours: 340</b>	
C186 Certificate III of Business (Office Administration) <b>Nominal Hours: 340</b>	
C189 Certificate III in Business (Legal Administration) <b>Nominal Hours: 320</b>	BSA30200 Certificate III in Business (Legal Administration) <b>Nominal Hours: 360</b>
9016 Certificate III in Workplace Leadership <b>Nominal Hours: 238</b>	BSB30501 Certificate III in Business (Frontline Management) <b>Nominal Hours: 230</b>
8176 Certificate IV in Effective Manager <b>Nominal Hours: 440</b>	BSB40101 Certificate IV in Business <b>Nominal Hours: Up to 705</b>
C004 Certificate IV in Business (Administration) <b>Nominal Hours: 460</b>	BSB40201 Certificate IV in Business Administration <b>Nominal Hours: 380</b>
C187 Certificate IV of Business (Administration) <b>Nominal Hours: 460</b>	
9017 Certificate IV in Records Management <b>Nominal Hours: 441</b>	BSB40301 Certificate IV in Business (Recordkeeping) <b>Nominal Hours: 400</b>
5106 Certificate IV in Small Business Management <b>Nominal Hours: 200</b>	BSB40401 Certificate IV in Business (Small Business Management) <b>Nominal Hours: 420</b>
5104 Certificate IV in Small Business Management <b>Nominal Hours: 360</b>	

9055 Certificate IV in Marketing Management <b>Nominal Hours: 420</b>	BSB40701 Certificate IV in Business (Marketing) <b>Nominal Hours: 420</b>
9255 Certificate IV in Business (Marketing) <b>Nominal Hours: 652.5</b>	
9015 Certificate IV in Human Resource Management <b>Nominal Hours: 431</b>	BSB40801 Certificate IV in Business (Human Resource) <b>Nominal Hours: 410</b>
9035 Certificate IV in Frontline Management <b>Nominal Hours: 640</b>	BSB41001 Certificate IV in Business (Frontline Management) <b>Nominal Hours: 350</b>
9022 Certificate IV in Management <b>Nominal Hours: 441</b>	BSB41101 Certificate IV in Business Management <b>Nominal Hours: 370</b>
8805 Diploma of Business Studies <b>Nominal Hours: 678</b>	This has been mapped to the Financial Services Training Package and will align with the proposed Certificate IV in Accounting in the Financial Service TP review.  An alternative could be to offer:  BSB40101 Certificate IV of Business <b>Nominal Hours: Up to 705</b>
C005 Diploma of Business (Administration) <b>Nominal Hours: 460</b>	BSB50201 Diploma of Business Administration <b>Nominal Hours: Up to 1050</b>
9029 Diploma of Records Management <b>Nominal Hours: 832</b>	BSB50301 Diploma of Business (Recordkeeping) <b>Nominal Hours: Up to 860</b>
5107 Diploma of Small Business Management <b>Nominal Hours: 900</b>	BSB50401 Diploma of Business Management <b>Nominal Hours: Up to 970</b>
9023 Diploma of Management <b>Nominal Hours: 815</b>	BSB50401 Diploma of Business Management <b>Nominal Hours: Up to 970</b>

9024 Diploma of Sales & Marketing <b>Nominal Hours: 798</b>	BSB50701 Diploma of Business (Marketing) <b>Nominal Hours: Up to 1000</b>
9056 Diploma of Marketing Management <b>Nominal Hours: 882</b>	
9256 Diploma of Marketing <b>Nominal Hours: 1170.5</b>	
9028 Diploma of Human Resource Management <b>Nominal Hours: 838</b>	BSB50801 Diploma of Business (Human Resources) <b>Nominal Hours: Up to 890</b>
9036 Diploma of Frontline Management <b>Nominal Hours: 880</b>	BSB51001 Diploma of Business (Frontline Management) <b>Nominal Hours: 630</b>
8802 Associate Diploma of Business Legal Services <b>Nominal Hours: 952</b>	There is no direct match to this qualification as the training package has a more administrative focus. Currently under further review.
8806 Diploma of Commerce (University) <b>Nominal Hours: 765</b>	BSB50101 Diploma of Business <b>Nominal Hours: Up to 1095</b>
8804 Advanced Diploma of Business Administration <b>Nominal Hours: 1113</b>	
8203 Diploma of Business (Administrative Management) <b>Nominal Hours: 680</b>	BSB50201 Diploma of Business Administration <b>Nominal Hours: Up to 1050 leading to</b> BSB60201 Advanced Diploma of Business Management <b>Nominal Hours: 480</b>
8202 Advanced Diploma of Business (Administrative Management) <b>Nominal Hours: 774</b>	
9257 Advanced Diploma of Marketing <b>Nominal Hours: 1550.5</b>	BSB60601 Advanced Diploma in Business (Marketing) <b>Nominal Hours: Up to 1400</b>

## **BSTP Qualifications with no current equivalent Qualifications**

There is no current equivalent qualification for each of the following qualifications in the Business Services Training Package.

<b>National Code</b>	<b>Training Package Qualification</b>	<b>Nominal Hours</b>
BSB30301	Certificate III in Business (Sales)	350
BSB40301	Certificate IV in Business (Recordkeeping)	400
BSB40501	Certificate IV in Business Development	400
BSA40200	Certificate IV in Business (Legal Services)	460
BSB40901	Certificate IV in Business (Governance)	550
BSB40601	Certificate IV in Business (Advertising)	450
BSB50501	Diploma of Business Development	510
BSB50601	Diploma of Business (Advertising)	500
BSB50901	Diploma of Business (Governance)	640
BSA50200	Diploma of Business (Legal Services)	580
BSB60101	Advanced Diploma of Business (Recordkeeping)	470
BSB60301	Advanced Diploma of Business (Human Resources)	410
BSB60401	Advanced Diploma of Business Development	540
BSB60501	Advanced Diploma of Business (Advertising)	530

## Model Training Programs

All the qualifications contained within the Business Services Training Package can be customised to meet both the context in which training is being undertaken and the learner's chosen career path.

The following Training Program outlines are not intended to be prescriptive, but illustrate ways in which the qualifications can be achieved through effectively utilising all the qualifications and units of competence contained with the package.

**Refer to Training Package for further information on specific qualification packaging arrangements.**

### **BSB10101 Certificate I in Business**

6 units of competence are required to achieve this unit.

- 6 units must be achieved from the Common Business units

Total hours for qualification            150

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBCM102A	Complete daily work activities	20
BSBCM103A	Apply basic communication skills	40
BSBCM105A	Use business equipment	20
BSBCM106A	Follow workplace safety procedures	10
BSBCM107A	Operate a personal computer	20
BSBCM108A	Develop keyboard skills	40
		150

## BSB20101 Certificate II in Business

12 units of competence are required to achieve this unit.

- 8 units must be achieved from the Common Business units
- 4 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification            305

### Medical Reception Focus

Unit No	Unit Title	Hours
BSBCM108A	Develop keyboard skills	40
BSBMED201B	Use basic medical terminology	40
BSAMED202B	Follow OHS policies and procedures in medical office	20
BSBCM202A	Organise and complete daily work activities	15
BSBCM203A	Communicate in the workplace	30
BSBCM204A	Work effectively with others	20
BSBCM206A	Process and maintain workplace information	20
BSBCM207A	Prepare and process financial/business documents	40
BSBCM211A	Participate in workplace safety procedures	15
BSBCM212A	Handle mail	15
BSBCM213A	Produce simple word processed documents	40
BSBCM214A	Create and use simple spreadsheets	20
		315

### Generic focus

Unit No	Unit Title	Hours
BSBCM108A	Develop keyboard skills	40
BSBCM202A	Organise and complete daily work activities	15
BSBCM203A	Communicate in the workplace	30
BSBCM204A	Work effectively with others	20
BSBCM205A	Use business technology	30
BSBCM206A	Process and maintain workplace information	20
BSBCM207A	Prepare and process financial/business documents	40
BSBCM208A	Deliver a service to customers	20
BSBCM211A	Participate in workplace safety procedures	15
BSBCM212A	Handle mail	15
BSBCM213A	Produce simple word processed documents	40
BSBCM214A	Create and use simple spreadsheets	20
		305

## Reception Focus

Unit No	Unit Title	Hours
BSBCM108A	Develop keyboard skills	40
BSBCM201A	Work effectively in a business environment	20
BSBCM202A	Organise and complete daily work activities	15
BSBCM203A	Communicate in the workplace	30
BSBCM204A	Work effectively with others	20
BSBCM205A	Use business technology	30
BSBCM206A	Process and maintain workplace information	20
BSBCM207A	Prepare and process financial/business documents	40
BSBCM211A	Participate in workplace safety procedures	15
BSBCM212A	Handle mail	15
BSBCM213A	Produce simple word processed documents	40
BSBCM214A	Create and use simple spreadsheets	20
		305

## BSB30101 Certificate III in Business

12 units of competence are required to achieve this unit.

- 8 units must be achieved from the Common Business units
- 4 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification            320

## Financial Focus (including Bookkeeping, Accounts Payable and Receivable)

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCM308A	Maintain financial records	60
BSBADM308A	Process payroll	30
BSBCM310A	Deliver and monitor a service to customers	20
BSBCM306A	Produce business documents	60
BSBCM302A	Organise personal work priorities and development	30
BSBCM313A	Maintain environmental procedures	20
BSBADM305A	Create and use databases	20
FNBFS01A	Work within a financial services context	45
BSBCM311A	Maintain workplace safety	20
BSBCM214A	Create and use simple spreadsheets	20
BSBCM305A	Organise workplace information	20
		385

### Generic Focus

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBFLM305A	Support operational plan	40
BSBCM309A	Recommend products and services	20
BSBCM312A	Support innovation and change	20
BSBCM306A	Produce business documents	60
BSBADM306A	Create electronic presentations	20
BSBCM307A	Maintain business resources	20
BSBCM304A	Contribute to personal skill development and learning	20
BSBCM311A	Maintain workplace safety	20
BSBCM301A	Exercise initiative in a business environment	20
BSBCM305A	Organise workplace information	20
BSBCM310A	Deliver and monitor a service to customers	20
		320

### BSB30201 Certificate III in Business Administration

Three separate training outlines have been included for this qualification, recognising the different focus areas of Specialist Administration services.

12 units of competence are required to achieve this unit.

- 5 units must be achieved from the Specialist Administration domain
- 3 optional units to be chosen from the Common Business units
- 4 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification            310

### Bookkeeping Focus

Unit No	Unit Title	Hours
BSBADM308A	Process payroll	30
BSBADM309A	Process accounts payable and accounts receivable	40
BSBADM310A	Maintain a general ledger	40
BSBADM304A	Design and develop text documents	50
BSBADM305A	Create and use databases	20
BSBADM306A	Create electronic presentations	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCM305A	Organise workplace information	20
BSBCM307A	Maintain business resources	20
BSBCM306A	Produce business documents	60
BSBCM310A	Deliver and monitor a service to customers	20
BSBCM311A	Maintain workplace safety	20
		380

**Document production/general administration focus**

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADM302A	Produce texts from notes	30
BSBADM303A	Produce texts from audio transcription	30
BSBADM304A	Design and develop text documents	50
BSBADM305A	Create and use databases	20
BSBADM306A	Create electronic presentations	20
BSBADM307A	Organise schedule	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN305A	Organise workplace information	20
BSBCMN307A	Maintain business resources	20
BSBCMN309A	Recommend products and services	20
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN311A	Maintain workplace safety	20
		310

**Medical focus**

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBMED301B	Use advanced medical terminology	40
BSBMED302B	Prepare and process medical accounts	40
BSBADM304A	Design and develop text documents	50
BSBADM305A	Create and use databases	20
BSBADM306A	Create electronic presentations	20
BSBADM307A	Organise schedule	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN305A	Organise workplace information	20
BSBCMN307A	Maintain business resources	20
BSBCMN309A	Recommend products and services	20
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN311A	Maintain workplace safety	20
		330

## **BSA30200 Certificate III in Business (Legal Administration)**

12 units of competence are required to achieve this unit.

- 10 units must be achieved from the Business (Legal Administration) units
- 2 optional units to be chosen from the BSTP or any other endorsed Training Package

**The packaging arrangements for this qualification are clearly laid out in the Training Package.**

Total hours for qualification 360

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSALPP301A	Apply knowledge of the legal system to complete tasks	60
BSALPP302A	Carry out search of the public record	20
BSACS301A	Apply the principles of confidentiality and security within the legal environment	10
BSACMN201A	Work effectively in a business environment	20
BSALR301A	Handle receipt and despatch of information	20
BSBCMN306A	Produce business documents	60
BSALC301A	Use legal terminology in order to carry out tasks	40
BSALO301A	Assist in prioritising and planning activities in a legal practice	10
BSALF301A	Maintain records for time and disbursements in a legal practice	40
BSBFLM303A	Contribute to effective workplace relationships	40
BSALPP303A	Deliver court documentation	10
BSBADM303A	Produce texts from audio transcription	30
		360

## **BSB30301 Certificate III in Business (Sales)**

12 units of competence are required to achieve this unit.

- 5 units must be achieved from the Sales domain
- 3 units from the Common Business domain
- 4 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 350

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBSLS301A	Develop product knowledge	20
BSBSLS302A	Identify sales prospects	20
BSBSLS303A	Present a sales solution	40
BSBSLS304A	Secure prospect commitment	10
BSBSLS305A	Support post sale activities	20
BSBSLS306A	Self-manage sales performance	40
BSBSLS401A	Lead a sales team	40
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN306A	Produce business documents	60
BSBCMN311A	Maintain workplace safety	20
BSBCMN307A	Maintain business resources	20
BSBCMN305A	Organise workplace information	20
		350

### **BSB30401 Certificate III in Business (Recordkeeping)**

12 units of competence are required to achieve this unit.

- 4 units must be achieved from the Recordkeeping domain
- 4 optional units to be chosen from the Common Business Units
- 4 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 375

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBRKG301A	Control records	50
BSBRKG302A	Undertake disposal	25
BSBRKG303A	Retrieve information from records	30
BSBRKG304A	Maintain business records	30
BSBCMN311A	Maintain workplace safety	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN306A	Produce business documents	60
BSBCMN307A	Maintain business resources	20
BSBADM305A	Create and use databases	20
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN312A	Support innovation and change	20
BSBFLM304A	Participate in work teams	40
		375

### **BSB30501 Certificate III in Business (Frontline Management)**

6 units of competence are required to achieve this unit.

- 4 units must be achieved from the Frontline Management qualification
- 2 extra units must be achieved from the Frontline Management qualification

**The packaging arrangements for this qualification are clearly laid out in the Training Package.**

Total hours for qualification 230

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBCMN302A	Organise personal work priorities and development	30
BSBFLM302A	Support leadership in the workplace	40
BSBFLM303A	Contribute to effective workplace relationships	40
BSBFLM305A	Support operational plan	40
BSBFLM304A	Participate in work teams	40
BSBFLM309A	Support continuous improvement systems and processes	40
		230

## Direct entry into BSB40101 Certificate IV in Business

10 units of competence are required to achieve this unit.

- 7 units must be achieved from any field or domain in the BSTP
- 3 units must be achieved from the BSTP or any other endorsed Training Package

Total hours for qualification up to 705

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN308A	Maintain financial records	60
BSBADM308A	Process payroll	30
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN306A	Produce business documents	60
BSBCMN302A	Organise personal work priorities and development	30
BSBCMN312A	Support innovation and change	20
FNBFS01A	Work within a financial services context	45
BSBCMN311A	Maintain workplace safety	20
BSBCMN305A	Organise workplace information	20
BSBCMN401A	Lead the work of a group	40
BSBCMN405A	Analyse and present workplace information	40
BSBCMN408A	Report on financial activity	40
BSBADM404A	Develop and use complex spreadsheets	30
BSBADM408A	Prepare financial reports	40
BSBSBM401A	Establish business and legal requirements	40
BSBSBM405A	Monitor and manage business operations	50
BSBCMN412A	Promote innovation and change	30
BSBSBM406A	Manage finances	50
		705

The Training Program Outline detailed above, allows the student to enter into a Certificate IV. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

### BSB30101 Certificate III in Business

Eligibility to attain BSB30101 will be determined by the units of competence achieved by the student at their point of exit.

## BSB40201 Certificate IV in Business Administration

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Specialist Administration domain
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 380

Unit No	Unit Title	Hours
BSBADM402A	Produce complex business documents	60
BSBADM403A	Develop and use complex databases	30
BSBADM404A	Develop and use complex spreadsheets	30
BSBADM405A	Organise meetings	50
BSBADM406A	Organise business travel	20
BSBADM407A	Administer projects	40
BSBCM405A	Analyse and present workplace information	40
BSBCM404A	Develop teams and individuals	40
BSBCM408A	Report on financial activity	40
BSZ404A	Train small groups	30
		380

## Direct entry into BSB40201 Certificate IV in Business Administration

Total hours for qualification up to 600

Unit No	Unit Title	Hours
BSBADM303A	Produce texts from audio transcription	30
BSBADM304A	Design and develop text documents	50
BSBADM305A	Create and use databases	20
BSBADM306A	Create electronic presentations	20
BSBADM307A	Organise schedule	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN305A	Organise workplace information	20
BSBCMN307A	Maintain business resources	20
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN311A	Maintain workplace safety	20
BSBADM402A	Produce complex business documents	60
BSBADM403A	Develop and use complex databases	30
BSBADM404A	Develop and use complex spreadsheets	30
BSBADM405A	Organise meetings	50
BSBADM406A	Organise business travel	20
BSBADM407A	Administer projects	40
BSBCMN405A	Analyse and present workplace information	40
BSBCMN404A	Develop teams and individuals	40
BSZ404A	Train small groups	30
		600

The Training Program Outline detailed above, allows the student to enter into a Certificate IV. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

### BSB30201 Certificate III in Business Administration

Eligibility to attain BSB30201 will be determined by the units of competence achieved by the student at their point of exit.

## BSB40301 Certificate IV in Business (Recordkeeping)

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Recordkeeping domain
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 400

Unit No	Unit Title	Hours
BSBRKG401A	Review the status of a record	40
BSBRKG402A	Provide information from and about records	40
BSBRKG403A	Set up a business or records system for a small office	40
BSBRKG501A	Determine business or records system specifications	50
BSBCM401A	Lead the work of a group	40
BSBCM406A	Maintain business technology	30
BSBCM408A	Report on financial activity	40
BSBADM403A	Develop and use complex databases	30
BSBADM407A	Administer projects	40
ICPMM65DA	Creating web pages with multimedia	50
		400

## **BSB40401 Certificate IV in Business (Small Business Management)**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Small Business Management domain
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 420

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBSBM401A	Establish business and legal requirements	40
BSBSBM402A	Undertake financial planning	50
BSBSBM403A	Promote the business	40
BSBSBM404A	Undertake business planning	50
BSBSBM405A	Monitor and manage business operations	50
BSBSBM406A	Manage finances	50
BSBSBM407A	Manage a small team	40
BSBCM403A	Establish business networks	40
BSBCM411A	Monitor a safe workplace	40
BSBCM407A	Coordinate business resources	20
		420

## **BSB40501 Certificate IV in Business Development**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Business Development field
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 400

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBMKG404A	Forecast market and business needs	50
BSBMKG407A	Make a presentation	30
BSBMKG406A	Build a client relationships	50
BSBMKG401A	Profile the market	40
BSBMKG403A	Analyse market data	50
BSBCM401A	Lead the work or a group	40
BSBCM402A	Develop work priorities	30
BSBCM408A	Report on financial activity	40
BSBCM411A	Monitor a safe workplace	40
BSBCM406A	Maintain business technology	30
		400

## **BSB40601 Certificate IV in Business (Advertising)**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Advertising domain
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 450

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADV401A	Profile a target audience	40
BSBADV402A	Conduct pre-campaign testing	80
BSBADV403A	Monitor advertising production	80
BSBADV404A	Schedule advertisements	40
BSBCM401A	Lead the work or a group	40
BSBCM409A	Promote products and services	20
BSBCM408A	Report on financial activity	40
BSBMKG301A	Research the market	50
BSBCM406A	Maintain business technology	30
BSBMGK407A	Make a presentation	30
		450

## **BSB40701 Certificate IV in Business (Marketing)**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Marketing domain
- 3 optional units to be chosen from the Common Business Units
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 420

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBMKG301A	Research the market	50
BSBMKG402A	Analyse consumer behaviour for specific markets	50
BSBMKG405A	Implement and monitor marketing activities	40
BSBMKG403A	Analyse market data	50
BSBMKG401A	Profile the market	40
BSBMKG302A	Identify marketing opportunities	40
BSBMKG407A	Make a presentation	30
BSBCM306A	Product business documents	60
BSBCM410A	Coordinate implementation of customer service strategies	30
BSBCM412A	Promote innovation and change	30
		420

## **BSB40801 Certificate IV in Business (Human Resources)**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Human Resources domain
- 3 optional units to be chosen from within the BSTP at Level IV
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 410

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBHR401A	Administer human resource systems	40
BSBHR402A	Recruit and select personnel	40
BSBHR403A	Process human resource documents and inquiries	40
BSBHR404A	Co-ordinate human resource services	40
BSBCM404A	Develop teams and individuals	40
BSZ407A	Deliver training sessions	50
BSZ404A	Train small groups	30
BSBMGT504A	Prepare budgets and financial plans	60
BSBCM405A	Analyse and present workplace information	40
BSBCM412A	Promote innovation and change	30
		410

## **BSB40901 Certificate IV in Business (Governance)**

13 units of competence are required to achieve this unit.

- 8 units must be achieved from the Governance Qualification
- 3 optional units to be chosen from the Governance units
- 2 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 550

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBATSIL401A	Meet the roles and responsibilities of a board member (1)	40
BSBATSIL402A	Use the constitution	40
BSBATSIL403A	Maintain and protect culture	60
BSBATSIL404A	Use the business plan	20
BSBATSIL405A	Monitor financial management and budgets	60
BSBATSIL406A	Manage assets	40
BSBATSIL407A	Plan for organisational needs	50
BSBATSIM504A	Develop and implement organisational policies	40
BSBATSIC411A	Communicate with the community	30
BSBATSIW417A	Select and utilise technology	50
BSBATSIM415A	Contribute to a positive and culturally appropriate workplace	40
BSBCMN404A	Develop teams and individuals	40
BSBCMN401A	Lead the work of a group	40
		550

## **BSB41001 Certificate IV in Business (Frontline Management)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Frontline Management qualification
- 3 extra units must be achieved from the Frontline Management qualification

**The packaging arrangements for this qualification are clearly laid out in the Training Package.**

Total hours for qualification 350

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBCMN402A	Develop work priorities	30
BSBFLM402A	Show leadership in the workplace	50
BSBFLM403A	Manage effective workplace relationships	50
BSBFLM405A	Implement operational plan	50
BSBCMN411A	Monitor a safe workplace	40
BSBFLM404A	Lead participative work teams	50
BSBCMN412A	Promote innovation and change	30
BSBFLM409A	Implement continuous improvement	50
		350

## **BSB41101 Certificate IV in Business Management**

10 units of competence are required to achieve this unit.

- 4 units must be achieved from the Business Management Qualification
- 3 optional units to be chosen from within the BSTP
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 370

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBCMN306A	Produce business documents	60
BSBCMN404A	Develop teams & Individuals	40
BSBCMN410A	Co-ordinate implementation of customer service strategies	30
BSBCMN412A	Promote innovation and change	30
BSBCMN405A	Analyse and present workplace information	40
BSBHR402A	Recruit and select personnel	40
BSBCMN403A	Establish business networks	40
BSBCMN409A	Promote products and services	20
BSBFLM403A	Manage effective workplace relations	50
BSBCMN407A	Coordinate business resources	20
		370

## **BSA40200 Certificate IV in Business (Legal Services)**

9 units of competence are required to achieve this unit.

- 5 units must be achieved
- 2 optional units to be chosen from within the Legal Services qualifications
- 2 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 460

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSALPP401A	Prepare and product complex legal documents	80
BSACS401A	Provide non-legal advice	50
BSALC401A	Interact with other parties	30
BSALC402A	Research, locate and provide legal and other information in response to requests	60
BSALF401A	Maintain trust accounts	50
BSALPL403A	Provide support in Criminal Law matters	60
BSALPL404A	Provide support in Commercial Law matters	60
BSBCMN404A	Develop teams and individuals	40
BSBCMN412A	Promote innovation and change	30
		460

## BSB50101 Diploma of Business

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the BSTP
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification up to 1095

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN308A	Maintain financial records	60
BSBADM308	Process Payroll	30
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN306A	Produce business documents	60
BSBCMN302A	Organise personal work priorities and development	30
BSBADM305A	Create and use databases	20
FNBFS01A	Work within a financial services context	45
BSBCMN311A	Maintain workplace safety	20
BSBCMN305A	Organise workplace information	20
BSBCMN401A	Lead the work of a group	40
BSBCMN405A	Analyse and present workplace information	40
BSBCMN408A	Report on financial activity	40
BSBADM404A	Develop and use complex spreadsheets	30
BSBADM408A	Prepare financial reports	40
BSBSBM401A	Establish business and legal requirements	40
BSBSBM405A	Monitor and manage business operations	50
BSBCMN412A	Promote innovation and change	30
BSBSBM406A	Manage finances	50
BSBMGT504A	Manage budgets and financial plans	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT502A	Manage people performance	50
BSBADM505A	Manage payroll	60
BSBFLM501A	Manage personal work priorities and professional development	60
BSBFLM507A	Manage quality customer service	60
BSBFLM510A	Facilitate and capitalise on change and innovation	60
		1095

The Training Program Outline detailed above, allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

### BSB40101 Certificate IV in Business

Eligibility to attain BSB40101 will be determined by the units of competence achieved by the student at their point of exit.

## BSB50201 Diploma of Business Administration

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Specialist Administration domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 420

Unit No	Unit Title	Hours
BSBADM501A	Manage the establishment and maintenance of a workgroup network	50
BSBADM502A	Manage meetings	50
BSBADM503A	Plan and manage conferences	60
BSBADM504A	Plan and review administration systems	60
BSBADM506A	Manage business document design and development	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT502A	Manage people performance	50
BSBMGT503A	Prepare budgets and financial plans	50
		420

## Direct entry into BSB50201 Diploma of Business (Administration)

Total hours for qualification up to 1050

Unit No	Unit Title	Hours
BSBADM303A	Produce texts from audio transcription	30
BSBADM304A	Design and develop text documents	50
BSBADM305A	Create and use databases	20
BSBADM306A	Create electronic presentations	20
BSBADM307A	Organise schedules	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN305A	Organise workplace information	20
BSBCMN214A	Produce and use simple spreadsheets	20
BSBCMN310A	Deliver and monitor a service to customers	20
BSBCMN311A	Maintain workplace safety	20
BSBCMN309A	Recommend products and services	20
BSBADM402A	Produce complex business documents	60
BSBADM403A	Develop and use complex databases	30
BSBADM404A	Develop and use complex spreadsheets	30
BSBADM405A	Organise meetings	50
BSBCMN412A	Promote innovation and change	30
BSBADM407A	Administer projects	40
BSBCMN405A	Analyse and present workplace information	40
BSBCMN404A	Develop teams and individuals	40
BSBSBM402A	Undertake financial planning	50
BSZ404A	Train small groups	30
BSBADM501A	Manage the establishment and maintenance of a workgroup network	50
BSBADM502A	Manage meetings	50
BSBADM503A	Plan and manage conferences	60
BSBADM504A	Plan and review administration systems	60
BSBADM506A	Manage business document design and development	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT503A	Prepare budgets and financial plans	50
		1050

The Training Program Outline detailed above, allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

**BSB30201 Certificate III in Business Administration or  
BSB40201 Certificate IV in Business Administration**

**Eligibility to attain BSB30201 or BSB40201 will be determined by the units of competence achieved by the student at their point of exit.**

## **BSB50301 Diploma of Business (Recordkeeping)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Recordkeeping domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification            370

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBRKG501A	Determine business or records system specifications	50
BSBRKG502A	Manage and monitor business or records systems	45
BSBRKG503A	Develop and maintain a classification scheme	40
BSBRKG504A	Develop terminology for activities and records	40
BSBRKG505A	Document or reconstruct a business or records system	45
BSBRKG606A	Design a records retention and disposal schedule	50
BSBADM506A	Manage business document design and development	50
BSBMGT504A	Manage budgets and financial plans	50
		370

## Direct entry into BSB50301 Diploma of Business (Recordkeeping)

Total hours for qualification up to 860

Unit No	Unit Title	Hours
BSBCM311A	Maintain workplace safety	20
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCM306A	Produce business documents	60
BSBADM305A	Create and use databases	20
BSBRKG401A	Review the status of a record	40
BSBRKG402A	Provide information from and about records	40
BSBRKG403A	Set up a business or records system for a small office	40
BSBRKG501A	Determine business or records system specifications	50
BSBCM401A	Lead the work of a group	40
BSBCM406A	Maintain business technology	30
BSBCM408A	Report on financial activity	40
BSBADM403A	Develop and use complex databases	30
BSBADM407A	Administer projects	40
ICPMM65DA	Creating web pages with multimedia	50
BSBRKG501A	Determine business or records system specifications	50
BSBRKG502A	Manage and monitor business or records systems	45
BSBRKG503A	Develop and maintain a classification scheme	40
BSBRKG504A	Develop terminology for activities and records	40
BSBRKG505A	Document or reconstruct a business or records system	45
BSBRKG606A	Design a records retention and disposal schedule	50
BSBMGT504A	Manage budgets and financial plans	50
		860

The Training Program Outline detailed above, allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

### BSB40301 Certificate IV in Business (Recordkeeping)

Eligibility to attain BSB40301 will be determined by the units of competence achieved by the student at their point of exit.

## BSB50401 Diploma of Business Management

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Strategic Management domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 420

Unit No	Unit Title	Hours
BSBMGT501A	Market services and concepts to internal customers	50
BSBMGT502A	Manage people performance	50
BSBMGT503A	Prepare budgets and financial plans	50
BSBMGT504A	Manage budgets and financial plans	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT601A	Contribute to strategic direction	60
BSBADM502A	Manage meetings	50
BSBHR503A	Manage performance management systems	60
		420

## Direct entry into BSB50401 Diploma of Business Management

Total hours for qualification up to 970

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBFLM305A	Support operational plan	40
BSBCMN309A	Recommend products and services	20
BSBCMN312A	Support innovation and change	20
BSBCMN306A	Produce business documents	60
BSBADM306A	Create electronic presentations	20
BSBCMN307A	Maintain business resources	20
BSBCMN304A	Contribute to personal skill development and learning	20
BSBCMN311A	Maintain workplace safety	20
BSBCMN301a	Exercise initiative in a business environment	20
BSBADM407A	Administer projects	40
BSBCMN404A	Develop teams and individuals	40
BSBCMN410A	Co-ordinate implementation of customer service strategies	30
BSBCMN412A	Promote innovation and change	30
BSBCMN405A	Analyse and present workplace information	40
BSBHR402A	Recruit and select personnel	40
BSBCMN403A	Establish business networks	40
BSBCMN409A	Promote products and services	20
BSBCMN402A	Develop work practices	30
BSBCMN407A	Coordinate business resources	20
BSBMGT501A	Market services and concepts to internal customers	50
BSBMGT502A	Manage people performance	50
BSBMGT503A	Prepare budgets and financial plans	50
BSBMGT504A	Manage budgets and financial plans	50
BSBMGT506A	Recruit, select and induct staff	50
BSBADM502A	Manage meetings	50
BSBHR503A	Manage performance management systems	60
		970

The Training Program Outline detailed above allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

**BSB30101 Certificate III in Business or  
BSB41101 Certificate IV in Business Management**

**Eligibility to attain BSB30101 or BSB41101 will be determined by the units of competence achieved by the student at their point of exit.**

## **BSB50501 Diploma of Business Development**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Business Development field
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 510

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADV501A	Develop a creative concept	60
BSBADV503A	Coordinate advertising research	60
BSBADV504A	Create advertisements	80
BSBADV505A	Evaluate and recommend 'above the line' media options	60
BSBADV506A	Evaluate and recommend 'below the line' media options	60
BSBADV507A	Develop a media plan	60
BSBADV508A	Present and advertising campaign	80
BSBMKG503A	Develop a marketing communications plan	50
		510

## **BSB50601 Diploma of Business (Advertising)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Advertising domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 500

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADV501A	Develop a creative concept	60
BSBADV503A	Coordinate advertising research	60
BSBADV540A	Create advertisements	80
BSBADV505A	Evaluate and recommend 'above the line' media options	60
BSBADV506A	Evaluate and recommend 'below the line' media options	60
BSBADV507A	Develop a media plan	60
BSBADV508A	Present and advertising campaign	80
BSBADV502A	Write persuasive copy	40
		500

## BSB50701 Diploma of Business (Marketing)

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Marketing domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 390

Unit No	Unit Title	Hours
BSBMKG501A	Evaluate marketing opportunities	50
BSBMKG502A	Establish and adjust the marketing mix	50
BSBMKG503A	Develop a marketing communications plan	50
BSBMKG504A	Implement a marketing solution	50
BSBMKG505A	Review marketing performance	40
BSBMGT503A	Prepare budgets and financial plans	50
BSBFLM504A	Facilitate work teams	40
BSBFLM503A	Establish effective workplace relationships	60
		390

## Direct entry into BSB50701 Diploma of Business (Marketing)

Total hours for qualification up to 1000

Unit No	Unit Title	Hours
BSBSLS302A	Identify sales prospects	20
BSBSLS303A	Present a sales solution	40
BSBSLS304A	Secure prospect commitment	10
BSBSLS305A	Support post sale activities	20
BSBSLS306A	Self-manage sales performance	40
BSBFLM303A	Contribute to effective workplace relationships	40
BSBCMN306A	Produce business documents	60
BSBCMN311A	Maintain workplace safety	20
ICPMM65dA	Create web pages with multi-media	50
BSBMKG301A	Research the market	50
BSBMKG302A	Identify marketing opportunities	40
BSBMKG402A	Analyse consumer behaviour for specific markets	50
BSBMKG405A	Implement and monitor marketing activities	40
BSBMKG401A	Profile the market	40
BSBSLS401A	Lead a sales team	40
BSBMKG407A	Make a presentation	30
BSBCMN409A	Promote products and services	20
BSBCMN410A	Coordinate implementation of customer service strategies	30
BSBCMN412A	Promote innovation and change	30
BSBMKG501A	Evaluate marketing opportunities	50
BSBMKG502A	Establish and adjust the marketing mix	50
BSBMKG503A	Develop a marketing communications plan	50
BSBMKG504A	Implement a marketing solution	50
BSBMKG505A	Review marketing performance	40
BSBMGT503A	Prepare budgets and financial plans	50
BSBFLM504A	Facilitate work teams	40
		1000

The Training Program Outline detailed above, allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

**BSB30301 Certificate III in Business (Sales) or  
BSB40701 Certificate IV in Business (Marketing)**

**Eligibility to attain BSB30301 or BSB40701 will be determined by the units of competence achieved by the student at their point of exit.**

## **BSB50801 Diploma of Business (Human Resources)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Human Resources domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification            380

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBHR502A	Manage human resource management information systems	60
BSBHR503A	Manage performance management systems	60
BSBHR506A	Manage recruitment selection and induction processes	50
BSBHR505A	Manage remuneration and employee benefits	40
BSBHR507A	Manage separation/termination	30
BSBHR504A	Manage industrial relations policies and plans	60
BSBHR601A	Manage change	30
BSBHR508A	Manage work/life skills	50
		380

## Direct entry into BSB50801 Diploma of Business (Human Resources)

Total hours for qualification up to 890

Unit No	Unit Title	Hours
BSBFLM303A	Contribute effectively to workplace relationships	40
BSBCMN306A	Produce business documents	60
BSBCMN304A	Contribute to personal skill development and learning	20
BSBADM306A	Create electronic presentations	20
BSBCMN311A	Maintain workplace safety	20
BSBHR401A	Administer human resource systems	40
BSBHR402A	Recruit and select personnel	40
BSBHR403A	Process human resource documents and inquiries	40
BSBHR404A	Co-ordinate human resource services	40
BSBCMN404A	Develop teams and individuals	40
BSBCMN401A	Lead the work of a group	40
BSZ407A	Deliver training sessions	50
BSBCMN405A	Analyse and present workplace information	40
BSBCMN412A	Promote innovation and change	30
BSBMGT504A	Prepare budgets and financial plans	50
BSBHR506A	Manage recruitment selection and induction processes	50
BSBHR505A	Manage remuneration and employee benefits	40
BSBHR507A	Manage separation/termination	30
BSBHR504A	Manage industrial relations policies and plans	60
BSBHR601A	Manage change	30
BSBHR508A	Manage work/life skills	50
BSBHR502A	Manage human resource management information systems	60
		890

The Training Program Outline detailed above, allows the student to enter into a Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows::

### BSB40801 Certificate IV in Business (Human Resource)

Eligibility to attain BSB40801 will be determined by the units of competence achieved by the student at their point of exit.

## **BSB50901 Diploma of Business (Governance)**

13 units of competence are required to achieve this unit.

- 8 units must be achieved from the Governance field
- 5 optional units to be chosen from the Governance field. Up to 2 units may be selected from elsewhere in the BSTP or any other endorsed Training Package

Total hours for qualification            640

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBATSIC403A	Maintain and protect culture	60
BSBATSIL501A	Meet the roles and responsibilities of a board member (2)	40
BSBATSIL502A	Work with a manager	30
BSBATSIL503A	Manage conflict	60
BSBATSIM504A	Develop and implement organisational policies	40
BSBATSIM505A	Control organisation finances	100
BSBATSIM506A	Develop employment policies	40
BSBATSIM507A	Establish and maintain strategic planning cycle	50
BSBATSIC510A	Conduct a community meeting	60
BSBATSIM512A	Manage board competencies	40
BSBATSIM513A	Oversee recruitment and induction of staff	40
BSBATSIW514A	Represent your organisation	40
BSBATSIW515A	Secure funding	40
		640

## **BSB51001 Diploma of Business (Frontline Management)**

11 units of competence are required to achieve this unit.

- 11 units must be achieved from the Frontline Management field

**The packaging arrangements for this qualification are clearly laid out in the Training Package.**

Total hours for qualification 630

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBFLM501A	Manage personal work priorities and professional development	60
BSBFLM502A	Provide leadership in the workplace	60
BSBFLM503A	Establish effective workplace relationships	60
BSBFLM504A	Facilitate work teams	40
BSBFLM505A	Manage workplace information systems	60
BSBFLM506A	Manage operational plan	60
BSBFLM507A	Manage quality customer service	60
BSBMGT505A	Ensure a safe workplace	50
BSBFLM509A	Promote continuous improvement	60
BSBFLM510A	Facilitate and capitalise on change and innovation	60
BSBFLM511A	Develop a workplace learning environment	60
		630

## **BSA50200 Diploma of Business (Legal Studies)**

8 units of competence are required to achieve this unit.

- 4 units must be achieved from the Business (Legal Services) qualification
- 2 optional units from the Legal Services qualification
- 2 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 580

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSALPP501A	Obtain information from a client	60
BSALPP502A	Draft legally binding documents	60
BSALC501A	Run a file	60
BSALO501A	Perform legal research and prepare reports to meet identified needs	60
BSALLG501A	Assist with the discovery process	50
BSALLG503A	Attend pre-trial negotiations	90
BSALPL501A	Cost complex files	100
BSALPL502A	Administer in-house mortgage practice	100
		580

## **BSB60601 Advanced Diploma of Business (Recordkeeping)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Recordkeeping domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 470

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBRKG601A	Define record keeping framework	50
BSBRKG602A	Develop record keeping policy	60
BSBRKG603A	Prepare a functional analysis for an organisation	60
BSBRKG607A	Document and monitor the record-creating context	60
BSBRKG608A	Plan management of records over time	60
BSBMGT604A	Manage business operations	60
BSBMGT607A	Manage knowledge and information	60
BSBMGT608A	Manage innovation and continuous improvement	60
		470

## **BSB60201 Advanced Diploma of Business Management**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Strategic Management domain
- 3 optional units to be chosen from the BSTP or any other Training Package

Total hours for qualification 480

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBMGT602A	Contribute to the development and implementation of strategic plans	60
BSBMGT603A	Review and develop business plans	60
BSBMGT604A	Manage business operations	60
BSBMGT605A	Provide leadership across the organisation	60
BSBMGT606A	Manage customer focus	60
BSBMGT607A	Manage knowledge and information	60
BSBMGT601A	Contribute to strategic direction	60
BSBMGT608A	Manage innovation and continuous improvement	60
		480

## **BSB60301 Advanced Diploma of Business (Human Resources)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Human Resources Management field
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 410

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBHR601A	Manage change	30
BSBHR602A	Participate in human resource strategic planning	40
BSBHR603A	Contribute to organisation development	60
BSBHR604A	Manage employee relations	60
BSBHR605A	Contribute to organisation development	40
BSBMGT604A	Manage business operations	60
BSBMGT606A	Manage customer focus	60
BSBMGT609A	Manage risk	60
		410

## **BSB60401 Advanced Diploma of Business Development**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Business Development field
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 540

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADV601A	Create an advertising brief	80
BSBADV602A	Develop an advertising campaign	80
BSBADV603A	Manage advertising production	60
BSBADV604A	Execute an advertising campaign	80
BSBADV605A	Evaluate campaign effectiveness	60
BSBMGT604A	Manage business operations	60
BSBMGT601A	Contribute to strategic direction	60
BSBMGT608A	Manage innovation and continuous improvement	60
		540

## **BSB60501 Advanced Diploma of Business (Advertising)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Advertising domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 530

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBADV601A	Create an advertising brief	80
BSBADV602A	Develop an advertising campaign	80
BSBADV603A	Manage advertising production	60
BSBADV604A	Execute an advertising campaign	80
BSBADV605A	Evaluate campaign effectiveness	60
BSBMKG601A	Develop marketing strategies	60
BSBMKG602A	Develop a marketing plan	60
BSBMKG604A	Develop and manage direct marketing campaigns	50
		530

## **BSB60601 Advanced Diploma of Business (Marketing)**

8 units of competence are required to achieve this unit.

- 5 units must be achieved from the Marketing domain
- 3 optional units to be chosen from the BSTP or any other endorsed Training Package

Total hours for qualification 460

<b>Unit No</b>	<b>Unit Title</b>	<b>Hours</b>
BSBMKG601A	Develop marketing strategies	60
BSBMKG602A	Develop a marketing plan	60
BSBMKG603A	Manage the marketing process	50
BSBMKG604A	Develop and manage direct marketing campaigns	50
BSBMKG605A	Evaluate international marketing opportunities	60
BSBMKG606A	Manage international marketing programs	60
BSBMGT602A	Contribute to strategic direction	60
BSBMGT604A	Manage business operations	60
		460

## Direct entry into BSB60601 Advanced Diploma of Business (Marketing)

Total hours for qualification up to 1400

Unit No	Unit Title	Hours
BSBSLS302A	Identify sales prospects	20
BSBSLS303A	Present a sales solution	40
BSBSLS304A	Secure prospect commitment	10
BSBSLS305A	Support post sale activities	20
BSBSLS306A	Self-manage sales performance	40
BSBFLM303A	Contribute to effective workplace relationships	40
BSBCMN306A	Produce business documents	60
BSBCMN311A	Maintain workplace safety	20
ICPMM65dA	Create web pages with multi-media	50
BSBMKG301A	Research the market	50
BSBMKG302A	Identify marketing opportunities	40
BSBMKG402A	Analyse consumer behaviour for specific markets	50
BSBMKG405A	Implement and monitor marketing activities	40
BSBMKG401A	Profile the market	40
BSBSLS401A	Lead a sales team	40
BSBMKG407A	Make a presentation	30
BSBCMN409A	Promote products and services	20
BSBCMN410A	Coordinate implementation of customer service strategies	30
BSBCMN412A	Promote innovation and change	30
BSBMKG501A	Evaluate marketing opportunities	50
BSBMKG502A	Establish and adjust the marketing mix	50
BSBMKG503A	Develop a marketing communications plan	50
BSBMKG504A	Implement a marketing solution	50
BSBMKG505A	Review marketing performance	40
BSBMGT503A	Prepare budgets and financial plans	50
BSBFLM504A	Facilitate work teams	40
BSBMKG601A	Develop marketing strategies	60
BSBMKG602A	Develop a marketing plan	60
BSBMKG603A	Manage the marketing process	50
BSBMKG604A	Develop and manage direct marketing campaigns	50
BSBMKG605A	Evaluate international marketing opportunities	60
BSBMKG606A	Manage international marketing programs	60
BSBMGT602A	Contribute to strategic direction	60
		1400

The Training Program Outline detailed above allows the student to enter into an Advanced Diploma. However, should the student leave without completing the whole qualification, they may be eligible to attain a qualification as follows:

**BSB30301 Certificate III in Business (Sales) or**

**BSB40701 Certificate IV in Business (Marketing) or**

**BSB50701 Diploma of Business (Marketing)**

**Eligibility to attain BSB30301, BSB40701 and BSB50701 will be determined by the units of competence achieved by the student at their point of exit.**

## Mapping of Existing Modules against BSTP Units of Competence

The following tables outline a mapping of new units of competence within the Business Services Training Package and the existing national modules from current courses.

**The mapping should be viewed as a best-fit guide only and sets out to give some indication of overlap between existing modules and new units of competence. The overlap of competencies does not necessarily refer to the whole unit.** The mapping should also give a guide as to where existing resources may be effectively utilised within the new Training Package. Please refer to the competency standards for clarification.

Some new units of competence do not directly relate to existing modules.

Unit Code & Nominal Hours	Relevant module(s) Guide Only
<b>Common</b>	
BSBCMN101A Prepare for work Nominal Hours: 30	NOS142.V2 Workplace/Team Effectiveness
BSBCMN102A Complete daily work activities Nominal Hours: 20	Nos121.V2 Work/Personal Effectiveness
BSBCMN103A Apply basic communication skills Nominal Hours: 40	NCS001 Workplace Communication NOS128.V2 Business Correspondence – Simple Drafts
BSBCMN104A Plan skills development Nominal Hours: 20	Nil
BSBCMN105A Use business equipment Nominal Hours: 20	NOS109.V2 Office Equipment – Routine Tasks NOS210.V2 Office Equipment – Non Routine Tasks
BSBCMN106A Follow workplace safety procedures Nominal Hours: 10	NOS110.V2 Occupational Health and Safety
BSBCMN107A Operate a personal computer Nominal Hours: 20	NOS118.V2 Computer Operations – Data Retrieval NOS143.V2 Computer Operations – Fundamentals NOS213 Computer Operations
BSBCMN108A Develop keyboard skills Nominal Hours: 40	NOS116 Keyboarding – Techniques and Operations NOS211 Keyboarding – Speed and Accuracy
BSBCMN109A Follow environmental work practices Nominal Hours: 10	Nil
BSBCMN201A Work effectively in a business environment Nominal Hours: 20	BSAENT203A Apply knowledge of employee's and employer's rights and responsibilities to workplace environment.
BSBCMN202A Organise and complete daily work	BSAORG201B Organise own work schedule to achieve designated

activities Nominal Hours: 15	team/section goals TEM201B Participate in allocation and completion of team tasks NOS121.V2 Work personal effectiveness
BSBCMN203A Communicate in the workplace Nominal Hours: 30	BSACOM201B Receive and pass on oral messages to facilitate effective routine communication BSACOM202B Receive and pass on written information to facilitate communication flow NOS126.V3 Telephone operations
BSBCMN204A Work effectively with others Nominal Hours: 20	BSATEM201B Participate in allocation and completion of team tasks NOS142.V2 Workplace/Team effectiveness
BSBCMN205A Use information technology Nominal Hours: 30	BSATEC202B Operate a computer to gain access to and retrieve data <b>BSA20TEC203B</b> Operate a computer to produce simple documents. <b>BSATEC301B</b> Use advanced functions of a range of office equipment to complete daily tasks <b>BSATEC304B</b> Operate and maintain computer printer NOS118.V3 Computer operations – Data retrieval NOS143.V3 Computer operations – fundamentals NOS116 Keyboard techniques and operations NOS117 Numeric keyboard NOS243.V3 Computerised file maintenance NOS242.V2 Computer printer operations and maintenance
BSBCMN206A Process and maintain workplace information Nominal Hours: 20	BSAINF202B Process and analyse information to provide access to and security of records NOS208.V2 Records processing NOS108.V2 Records handling NOS302.V2 Records maintenance
BSBCMN207A Prepare and process financial/business documents Nominal Hours: 40	BSAFIN201B Prepare and process financial documentation for cash flow and accounting records NOS210.V2 Office equipment – non routine tasks NOS109.V2 Office equipment – routine tasks NOS131 Copying and collating documents NOS248.V2 Stock control NOS125 Business calculations (part)

	<p>NOS134.V3 Financial source documents NOS151.V2 Petty cash NOS152.V2 Bank deposits</p>
<p>BSBCMN208A Deliver a service to customers Nominal Hours: 20</p>	<p>BSAENT201B Apply knowledge of enterprise to promote its products and services <b>BSAENT301B</b> Provide information and advice regarding the product/services of the enterprise to meet client needs. <b>BSAENT302B</b> Process client complaints to ensure goals of the enterprise are met NOS137.V3 Reception protocol NOS120.V2 Office role and function NOS144.V3 Customer service</p>
<p>BSBCMN209A Provide information to clients Nominal Hours: 20</p>	<p>BSAENT201B Apply knowledge of enterprise to promote its products and services <b>BSAENT301B</b> Provide information and advice regarding products/services of the enterprise to meet client needs NOS144V.3 Customer service</p>
<p>BSBCMN210A Implement improved work practices Nominal Hours: 10</p>	<p>Nil</p>
<p>BSBCMN211A Participate in workplace safety procedures Nominal Hours: 15</p>	<p>BSAENT202B Follow OHS practices and procedures in the workplace in order to ensure own safety and that of others in the workplace NOS 110.V2 Occupational Health and Safety</p>
<p>BSBCMN212A Handle mail Nominal Hours: 15</p>	<p><b>BSAINF201B</b> Handle mail to facilitate information flow <b>NOS208.V2</b> Records processing <b>NOS108.V2</b> Records Handling</p>
<p>BSBCMN213A Produce simple wordprocessed documents Nominal Hours: 40</p>	<p><b>BSATEC203B</b> Operate a computer to produce simple documents NOS211 Keyboard speed and accuracy NOS222.V2 Word processing functions NOS214.V2 Word processing for operators</p>
<p>BSBCMN214A Create and use simple spreadsheets Nominal Hours: 20</p>	<p>BSATEC203B Operate a computer to produce simple documents <i>(Using a spreadsheet software program – some proof of competency in spreadsheets may be required as TEC203 is not software specific)</i> NOS216.V2 Spreadsheet Fundamentals</p>

BSBCM215A Participate in environmental work practices Nominal Hours: 10	Nil
BSBCM301A Exercise initiative in a business environment Nominal Hours: 20	Nil
BSBCM302A Organise personal work priorities and development Nominal Hours: 30	BSAORG201B Organise own work schedule to achieve designated team/section goals <i>And</i> BSAORG301B Coordinate own work schedule with that of others to achieve agreed team/section goals NOS146.v3 Quality Teams
BSBCM304A Contribute to personal skill development and learning Nominal Hours: 20	Nil
BSBCM305A Organise workplace information Nominal Hours: 20	BSACOM401A (Elements 1- 4) Organise and provide information in response to requests NOS325.V3 Information Research Skills NOS239 Business Correspondence - Composition
BSBCM306A Produce business documents Nominal Hours: 60	BSATEC301A Use the advanced functions of a range of office equipment to complete daily tasks <b>BSATEC302A</b> Design and develop documents, reports and worksheets NOS323.v3 Office Equipment – Advanced Functions NOS311.v3 Integrated Software Package NOS304.v3 Word Processing Advanced Operators NOS235.v3 Desktop Publishing NOS251.v3 Presentation Applications NOS237.v3 Computer Graphics (Fundamentals)
BSBCM307A Maintain business resources Nominal Hours: 20	Nil
BSBCM308A Maintain financial records Nominal Hours: 60	BSAFIN301B Maintain daily financial records for accounting purposes BSAFIN302B Monitor cash control for accounting purposes BSAFIN305B Maintain financial records for reporting purposes <i>or</i> NOS124.v2 Accounting to Trial Balance <i>or</i> NOS241.v2

	<p>Bookkeeping – Accounts Receivable NOS229.v3 Cash Records NOS240.v2 Bookkeeping – Accounts Payable NOS322.v2 Bookkeeping General Ledger or NOS227.v2 Accounts Payable Computerised NOS226.v2 Accounts Receivable Computerised NOS226.v2 Accounts Receivable Computerised NOS415.v2 Bookkeeping – Validation of Cash and Credit Records</p>
<p>BSBCM309A Recommend products and services Nominal Hours: 20</p>	<p>BSAENT301B Provide information and advice regarding the products / services of the enterprise to meet client needs BSAENT401B (Elements) Provide advice in order to meet current and anticipated client requirements NOS144.v3 Customer Service NOS145 Meeting</p>
<p>BSBCM310A Deliver and monitor a service to customers Nominal Hours: 20</p>	<p>BSAENT302B Process client complaints to ensure the goals of the enterprise are met <i>And</i> BSAENT401B (Elements) Provide advice in order to meet current and anticipated client requirements NOS144.v3 Customer Service NOS145 Meeting Client</p>
<p>BSBCM311A Maintain workplace safety Nominal Hours: 20</p>	<p>Nil</p>
<p>BSBCM312A Support innovation and change Nominal Hours: 20</p>	<p>Nil</p>
<p>BSBCM313A Maintain environmental procedures Nominal Hours: 20</p>	<p>Nil</p>
<p>BSBCM401A Lead the work of a group Nominal Hours: 40</p>	<p>BSAORG403B Coordinate administration of team projects to achieve project goals BSATEM401B Supervise the team to ensure team goals are achieved 18895 Behaviour in Organisations (Victoria) BSATEM501B Manage the team to ensure team achievements reflect identified enterprise goals NOS330 Project Management – Computerised NOS254</p>

	Project Management - Administration NOS236v3 Office Supervision NOS212 Managing Teams NGMS107 Managing and developing teams
BSBCM402A Develop work practices Nominal Hours: 30	Nil
BSBCM403A Establish business networks Nominal Hours: 40	Nil
BSBCM404A Develop teams and individuals Nominal Hours: 40	BSATEM402B Prepare, deliver and review training for team members BSATEM503B Prepare for training BSATEM504B Conduct assessment NOS153 Workplace Training for the Office – Category 1 Workplace Training for the Office – Category 2: NOS154 Prepare for Training Program NOS255 <i>Delivering a Training Program</i> NOS501 <i>Reviewing and Promoting Training</i> NOS331 Workplace Assessment (Core) in the Office – Conducting the Assessment NOS418 Workplace Assessment (Extension) in the Office – Planning and Reviewing Assessment 18895 Behaviour in Organisations
BSBCM405A Analyse and present workplace information Nominal Hours: 40	BSACOM401B Organise and provide information in response to requests Or BSACOM501B Initiate, research and prepare specific data/information to facilitate communication flow
BSBCM406A Maintain business technology Nominal Hours: 30	BSATEC402B Assist in maintenance of a computer system <i>And</i> BSATEC403B Identify and use new and existing technology to meet the needs of the enterprise <i>And</i> BSATEC404B Customise and maintain software NOS405 Computer Systems – Basic Maintenance NOS506 New Technology in the Office NOS502 Computer Software – Customisation and Maintenance
BSBCM407A	Nil

Coordinate business resources Nominal Hours: 20	
BSBCMN408A Report on financial activity Nominal Hours: 40	BSAFIN401A Produce reports as required for cash flow forecasts and budgetary purposes NOS416 Bookkeeping – Budgets and Cashflow
BSBCMN409A Promote products and services Nominal Hours: 20	BSACOM502B Coordinate client service in order to promote the enterprise's products and services <b>NOS145</b> Meeting Client Needs
BSBCMN410A Coordinate implementation of customers service strategies Nominal Hours: 30	BSAENT401A Provide advice in order to meet current and anticipated client requirements NOS202 Client Services – Plans and Strategies
BSBCMN411A Monitor a safe workplace Nominal Hours: 40	BSAENT502B Apply and monitor enterprise OHS to ensure that all members of the workgroup are fully informed NOS209 Occupational Health & Safety - Supervision
BSBCMN412A Promote innovation and change Nominal Hours: 30	BSAENT501B Respond to the changing environment and implement strategies to achieve enterprise goals BSAORG504B Review office administration systems and procedures to meet changing demands NOS149.v2 Planning for Change NGMS204 Managing Strategically NOS307 Office Administration Systems – Quality Information NGMS212 Managing for Quality and Continuous Improvement
BSBCMN413A Implement and monitor environmental policies Nominal Hours: 40	Nil
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Human Resources	
BSBHR401A Administer human resource systems Nominal Hours: 40	HRM502 Staffing policies and practices HRM504 Performance Management MGMS118 Managing People – Training and Development NGMS109 Managing Performance and Goal Achievement 18902 Human Resource Management (Victoria) NGMS110 Managing Grievance and Disputes
BSBHR402A Recruit and select personnel Nominal Hours: 40	NGMS112 Managing People – Recruitment, Selection and Induction NGMS204 Managing Strategically 18902 Human Resource Management (Victoria)

BSBHR403A Process Human Resource documents and inquiries Nominal Hours: 40	NGMS112 Managing People – Recruitment, Selection and Induction NHRM-D Staffing Policies and Practice NOS215.V2 Database Fundamentals NOS222.V2 Word Processing Functions NOS234.V3 Payroll - Computerised
BSBHR404A Co-ordinate human resource services Nominal Hours: 40	NGMS204 Managing Strategically NGMS109 Managing Performance and Goal Achievement NGMS110 Managing Grievances and Disputes
BSBHR501A Manage human resource consultancy services Nominal Hours: 60	NGMS204 Managing Strategically MGMS118 Managing People – Training and Development HRM601 Strategic Human Resource Planning NGMS205 Managing in Ambiguity and Change
BSBHR502A Manage human resource management information systems Nominal Hours: 60	HRM503 Human Resource Management Information Systems NGMS101 Managing Information
BSBHR503A Manage performance management systems Nominal Hours: 60	HRM504 Performance Management NGMS109 Managing Performance and Goal Achievement NGMS204 Managing Strategically
BSBHR504A Manage industrial relations policies and plans Nominal Hours: 60	NCS005 Dealing with conflict NGMS111 Managing People – Workplace Practice NGMS110 Managing Grievances and Disputes
BSBHR505A Manage remuneration and employee benefits Nominal Hours: 40	Nil
BSBHR506A Manage recruitment selection and induction processes Nominal Hours: 50	HRM503 Staffing Policies and Practices NCS009 Negotiation Skills NCS019 Interviewer Skills NGMS112 Managing People – Recruitment, Selection and Induction 18902 Human Resource Management (Victoria)
BSBHR507A Manage separation/termination Nominal Hours: 30	NGMS110 Managing Grievances and Disputes NHRM-E Legal Environment for Human Resource Management HRM503 Human Resource Management Information Systems

	NGMS111 Managing People – Workplace Practice
BSBHR508A Manage work/life skills Nominal Hours: 50	NGMS117 Managing Group Problem Solving and Decision Making NGMS209 Managing Self NGMS213 Managing Projects 18891 Managing self in the business environment (Victoria)
BSBHR509A Manage rehabilitation/return to work programs Nominal Hours: 30	NGMS203 Analysing Environments and Organisations NHRM-E Legal Environment for Human Resource Management HRM503 Human Resource Management Information Systems
BSBHR601A Manage change Nominal Hours: 30	NGMS205 Managing Ambiguity and Change NGMS105 Managing Operations - Change
BSBHR602A Participate in Human Resource strategic planning Nominal Hours: 40	HRM601 Strategic Human Resource Planning NGMS204 Managing Strategically NGMS205 Managing in Ambiguity and Change NGMS202 Forecasting Futures HRM504 Performance Management NGMS203 Analysing Environments and Organisations
BSBHR603A Contribute to organisation development Nominal Hours: 60	HRM602 Organisation Development NGMS107 Managing and Developing Teams NGMS203 Analysing Environments and Organisations NGMS205 Managing in Ambiguity and Change
BSBHR604A Manage employee relations Nominal Hours: 60	NCS005 Dealing with conflict NGMS107 Managing and Developing Teams NGMS214 Managing Cultural Diversity 18901 Employee Relations (Victoria) NGMS110 Managing Grievance and Disputes
BSBHR605A Contribute to organisation design Nominal Hours: 40	NGMS212 Managing for Quality
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Assessment and Workplace Training	
BSZ401A Plan assessment Nominal Hours: 15	ABD006 Conducting Assessment
BSZ402A Conduct assessment Nominal Hours: 15	ABD006 Conducting Assessment

BSZ403A Review assessment Nominal Hours: 5	ABD006 Conducting Assessment
BSZ404A Train small groups Nominal Hours: 30	BSATEM402A Prepare, deliver and review training for team members
BSZ405A Plan and promote a training program Nominal Hours: 30	ABD001 The Context of Workplace Training ABD002 Adult Learning and Learners ABD003 Preparing Training Programs ABD008 Promoting Training NGMS118 Managing People – Training and Development
BSZ406A Plan a series of training sessions Nominal Hours: 30	ABD001 The Context of Workplace Training ABD002 Adult Learning and Learners ABD005 Preparing and Delivering Training Sessions NGMS118 Managing People – Training and Development
BSZ407A Deliver training sessions Nominal Hours: 50	ABD001 The Context of Workplace Training ABD002 Adult Learning and Learners ABD004 Preparing Learning Resources ABD005 Preparing and Delivering Training Sessions
BSZ408A Review training Nominal Hours: 15	ABD007 Evaluating Training NGMS118 Managing People – Training and Development
BSZ501A Analyse competency requirements Nominal Hours: 50	Nil
BSZ502A Design and establish the training system Nominal Hours: 40	Nil
BSZ503A Design and establish the assessment system Nominal Hours: 40	Nil
BSZ504A Manage the training and assessment system Nominal Hours: 40	Nil
BSZ505A Evaluate the training and assessment system Nominal Hours: 45	Nil
BSZ506A Develop assessment procedures Nominal Hours: 25	Nil
BSZ507A Develop assessment tools Nominal Hours: 25	Nil

BSZ508A Design training courses Nominal Hours: 40	Nil
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Frontline Management	
BSBFLM302A Support leadership in the workplace Nominal Hours: 40	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams NGMS117 Managing Group Problem Solving and Decision Making
BSBFLM303A Contribute To effective workplace relationships Nominal Hours: 40	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams
BSBFLM304A Participate in work teams Nominal Hours: 40	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams
BSBFLM305A Support operational plans Nominal Hours: 40	NGMS107 Managing and Developing Teams NGMS104 Managing Operations NGMS103 Managing Operations – Productivity NGMS108 Managing and Organising Work for Goal Achievement NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS112 Managing people – Recruitment, Selection and Induction
BSBFLM306A Provide workplace information and resourcing plans Nominal Hours: 40	NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS101 Managing Information NOS215.V2 Database Fundamentals NOS216.V2 Spreadsheet Fundamentals
BSBFLM309A Support continuous improvement systems and processes Nominal Hours: 40	NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS102 Managing Operations – Customer Service NMS103 Managing Operations – Productivity NGMS104 Managing Operations
BSBFLM311A Support a workplace learning environment Nominal Hours: 40	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams NGMS118 Managing People – Training and Development

BSBFLM402A Support leadership in the workplace Nominal Hours: 50	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams NGMS117 Managing Group Problem Solving and Decision Making
BSBFLM403A Manage effective workplace relations Nominal Hours: 50	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams
BSBFLM404A Lead participative work teams Nominal Hours: 50	NGMS106 Managing Effective Working Relationship NGMS107 Managing and Developing Teams
BSBFLM405A Implement operational plan Nominal Hours: 50	NGMS107 Managing and Developing Teams NGMS104 Managing Operations NGMS103 Managing Operations – Productivity NGMS108 Managing and Organising Work for Goal Achievement NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS112 Managing people – Recruitment, Selection and Induction
BSBFLM406A Implement workplace information systems Nominal Hours: 50	NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS101 Managing Information NOS215.V2 Database Fundamentals NOS216.V2 Spreadsheet Fundamentals
BSBFLM407A Supervise quality customer service Nominal Hours: 50	NGMS212 Managing for Quality
BSBFLM409A Implement continuous improvement Nominal Hours: 50	NGMS113 Managing Finance – Setting and Achieving Budgets NGMS114 Managing Finance – Performance NGMS102 Managing Operations – Customer Service NMS103 Managing Operations – Productivity NGMS104 Managing Operations
BSBFLM501A Manage personal work priorities and professional development Nominal Hours: 60	Managing Personal Work III
BSBFLM502A Provide leadership in the workplace Nominal Hours: 60	Providing Workplace Leadership III
BSBFLM503A	

Establish effective workplace relationships Nominal Hours: 60	Workplace Relationships III
BSBFLM504A Facilitate work teams Nominal Hours: 40	Workplace Teams III
BSBFLM505A Manage operational plan Nominal Hours: 60	Managing Operations III
BSBFLM506A Manage workplace information system Nominal Hours: 60	Managing Workplace Information III
BSBFLM507A Manage quality customer service Nominal Hours: 60	Manage quality customer service III
BSBFLM509A Promote continuous improvement Nominal Hours: 60	Continuous Improvement Processes
BSBFLM510A Facilitate and capitalise on change and innovation Nominal Hours: 60	Change and Innovation III
BSBFLM511A Develop a workplace learning environment Nominal Hours: 60	Developing Workplace Learning III
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Advertising	
BSBADV401A Profile a target audience Nominal Hours: 40	Nil
BSBADV402 Conduct pre-campaign testing Nominal Hours: 80	Nil
BSBADV403A Monitor advertising production Nominal Hours: 80	NGMS106 Managing Effective Working Relationships
BSBADV404A Schedule advertisements Nominal Hours: 40	Nil
BSBADV501A Develop a creative concept Nominal Hours: 60	NMRK541 Advertising & Promotions Management
BSBADV502A Write persuasive copy Nominal Hours: 40	NMRK541 Advertising & Promotions Management
BSBADV503A Coordinate advertising research Nominal Hours: 60	Nil
BSBADV504A Create advertisements Nominal Hours: 80	NMRK541 Advertising & Promotions Management
BSBADV505A Evaluate and recommend 'above the line' media options Nominal Hours: 60	Nil
BSBADV506A Evaluate and recommend 'below the line' media options Nominal Hours: 60	Nil

BSBADV507A Develop a media plan Nominal Hours: 60	Nil
BSBADV508A Present an advertising campaign Nominal Hours: 80	Nil
BSBADV601A Create an advertising brief Nominal Hours: 80	NMRK541 Advertising & Promotions Management
BSBADV602A Develop an advertising campaign Nominal Hours: 80	Nil
BSBADV603A Manage advertising production Nominal Hours: 60	NAP719 Accounting for Non-Accountants NGMS213 Managing Projects
BSBADV604A Execute an advertising campaign Nominal Hours: 80	Nil
BSBADV605A Evaluate campaign effectiveness Nominal Hours: 60	Nil
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Sales	
BSBSLS301A Develop product knowledge Nominal Hours: 20	17820 Sales Skills 1 17837 Sales Skills 2 NMRK441 Selling Process
BSBSLS302A Identify sales prospects Nominal Hours: 20	17820 Sales Skills 1 17837 Sales Skills 2 NMRK441 Selling Process
BSBSLS303A Present a sales solution Nominal Hours: 40	17820 Sales Skills 1 17837 Sales Skills 2 NMRK441 Selling Process NCS009 Negotiation Skills 17813 Buyer Behaviour NCS005 Dealing with conflict NCS007 Presenting Information
BSBSLS304A Secure prospect commitment Nominal Hours: 10	17820 Sales Skills 1 17837 Sales Skills 2 NMRK441 Selling Process NCS009 Negotiation Skills
BSBSLS305A Support post sales activities Nominal Hours: 20	17820 Sales Skills 1 17837

	Sales Skills 2 NMRK441 Selling Process NOS144.V3 Customer Service NMRK532 Direct Marketing
BSBSLS306A Self-manage sales performance Nominal Hours: 40	NAP719 Accounting for Non-Accountants NCS015 Presenting Reports NMRK542 Sales Management
BSBSLS401A Lead a sales team Nominal Hours: 40	NMRK542 Sales Management NAP719 Accounting for Non-Accountants MGMS118 Managing People – Training and Development NGMS107 Managing and Developing Teams
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Marketing	
BSBMKG301A Research the market Nominal Hours: 50	NGMS101 Managing Information NCS007 Presenting Information NCS015 Presenting Reports NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NAP721 Business Statistics
BSBMKG302A Identify marketing opportunities Nominal Hours: 40	NGMS101 Managing Information NCS007 Presenting Information NMRK401 Marketing Fundamentals NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK532 Direct Marketing NMRK613 Services Marketing NMRK632 International Marketing NMRK633 Business to Business Marketing
BSBMKG303A Draft an elementary marketing audit report Nominal Hours: 40	NMRK401 Marketing Fundamentals NMRK601 Marketing Strategy

	NMRK608 Marketing Plan Implementation
BSBMKG401A Profile the market Nominal Hours: 40	NMRK401 Marketing Fundamentals NMRK403 Consumer Behaviour NMRK501 Marketing Research NMRK601 Marketing Strategy NMRK608 Marketing Plan Implementation
BSBMKG402A Analyse consumer behaviour for specific markets Nominal Hours: 50	NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK403 Consumer Behaviour NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK633 Business to Business Marketing
BSBMKG403A Analyse market data Nominal Hours: 50	NAP720 Business Mathematics NAP721 Business Statistics NCS 015 Presenting Reports NMRK401 Marketing Fundamentals NMRK501 Marketing Research NOS215V2 Database Fundamentals NOS216V2 Spreadsheet Fundamentals
BSBMKG404A Forecast market and business needs Nominal Hours: 50	NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK404 Networking NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK542 Sales Management NMRK633 Business to Business Marketing
BSBMKG405A Implement and monitor marketing activities Nominal Hours: 40	NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK531 Marketing Channels

	<p>NMRK541 Advertising &amp; Promotions Management NMRK601 Marketing Strategy NMRK608 Marketing Plan Implementation NMRK641 Sales Promotion and Merchandising</p>
<p>BSBMKG406A Build client relationships Nominal Hours: 50</p>	<p>NGMS102 Managing Operations - Customer Service NMRK431 Marketing Channels &amp; Logistics NMRK541 Advertising &amp; Sales Promotion</p>
<p>BSBMKG407A Make a presentation Nominal Hours: 30</p>	<p>NCS015 Presenting Reports NGMS101 Managing Information NOS251.V2 Presentation Applications 18905 Business Presentations Technology (Victoria)</p>
<p>BSBMKG501A Evaluate marketing opportunities Nominal Hours: 50</p>	<p>NMRK401 Marketing Fundamentals NMRK408 Entrepreneurship NMRK501 Marketing Research NMRK601 Marketing Strategy NGMS104 Managing Operations – Innovation NGMS105 Managing Operations – Change NGMS114 Managing Finance – Performance NAP719 Accounting for Non-accountants</p>
<p>BSBMKG502A Establish and adjust the marketing mix Nominal Hours: 50</p>	<p>NMRK401 Marketing Fundamentals NMRK431 Distribution and logistics NMRK501 Marketing Research NMRK531 Marketing Channels NMRK541 Advertising &amp; Promotions Management NMRK601 Marketing Strategy NMRK621 Pricing NAP719 Accounting for Non-accountants NGMS114 Managing Finance – Performance</p>
<p>BSBMKG503A Develop a marketing communications plan Nominal Hours: 50</p>	<p>NMRK532 Direct Marketing NMRK541 Advertising and Sales Promotion NMRK401 Marketing Fundamentals 18889</p>

	The marketing concept (Victoria)
BSBMKG504A Implement a marketing solution Nominal Hours: 50	NGMS107 Managing and Developing Teams NCS007 Presenting Information NGMS114 Managing Finance – Performance NGMS113 Managing Finance- Setting and Achieving Budgets NAP719 Accounting for Non-accountants NCS009 NMRK431 Negotiation Skills NMRK531 Distribution and Logistics NMRK541 Marketing Channels NMRK601 Advertising & Promotions Management NMRK621 Marketing Strategy Pricing
BSBMKG505A Review marketing performance Nominal Hours: 40	NMRK401 Marketing Fundamentals NMRK431 Distribution and Logistics NMRK531 Marketing Channels NMRK501 Marketing Research NMRK621 Pricing NMRK601 Marketing Strategy NAP719 Accounting for Non-accountants
BSBMKG601A Develop marketing strategies Nominal Hours: 60	NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK509 Group Marketing Project NMRK541 Advertising & Promotional Management NMRK601 Marketing Strategy NMRK602 Strategic Marketing Simulation
BSBMKG602A Develop a marketing plan Nominal Hours: 60	NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK509 Group Marketing Project

	<p>NMRK541 Advertising &amp; Promotions Management NMRK601 Marketing Strategy NMRK602 Strategic Marketing Simulation NAP719 Accounting for Non-accountants NCS015 Presenting Reports</p>
<p>BSBMKG603A Manage the marketing process Nominal Hours: 50</p>	<p>NGMS106 Managing Effective Working Relationships NGMS118 Managing People - Training &amp; Development NMRK601 Marketing Strategy NMRK402 Marketing Law NMRK408 Entrepreneurship</p>
<p>BSBMKG604A Develop and manage direct marketing campaigns Nominal Hours: 50</p>	<p>NMRK401 Marketing Fundamentals NMRK402 Marketing Law NMRK431 Distribution and logistics NMRK531 Marketing Channels NMRK532 Direct Marketing NMRK541 Advertising &amp; Promotions Management NMRK601 Marketing Strategy NCS015 Presenting reports</p>
<p>BSBMKG605A Evaluate international marketing opportunities Nominal Hours: 60</p>	<p>NMRK401 Marketing Fundamentals NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK632 International Marketing NGMS208 Developing Business Overseas NGMS211 Managing Risks NGMS214 Managing Cultural Diversity NAP722 Economics for Business</p>
<p>BSBMKG606A Manage international marketing programs Nominal Hours: 60</p>	<p>NMRK401 Marketing Fundamentals NMRK501 Marketing Research NMRK502 Marketing Ethics and Issues NMRK541 Advertising &amp; Promotions Management NMRK632 International Marketing Developing Business Overseas</p>

	NGMS208 Managing Risks NGMS211 Managing Cultural Diversity NGMS214 NAP722 Economics for Business
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Specialist Administration	
BSAMED201B Use basic medical terminology Nominal Hours: 40	NMOS201 Medical Office – Introduction NMOS203 Medical Terminology – Basic
BSAMED202B Follow OHS policies and procedures in medical office Nominal Hours: 20	NMOS202 Medical Office – Safety and Emergency Procedures NOS110.V2 OH&S
BSAMED301B Use advanced medical terminology Nominal Hours: 40	NMOS302 Medical Office – Administration NMOS303 Medical Terminology – Advanced
BSAMED302B Prepare and process medical accounts Nominal Hours: 40	NMOS304 Medical Office - Manual Accounts NMOS305 Medical Office – Computer Software
BSBADM301A Produce texts from shorthand notes Nominal Hours: 100	NOS130 Shorthand Fundamentals NOS238.V2 Shorthand Speed BSACOM302B Take dictation to produce text
BSBADM302A Produce texts from notes Nominal Hours: 30	NOS156 Note Taking
BSBADM303A Produce texts from audio transcription Nominal Hours: 30	NOS315.V2 Audio Transcription BSACOM302B Take dictation to produce text
BSBADM304A Design and develop text documents Nominal Hours: 50	TEC302B Design and develop documents, reports and worksheets
BSBADM305A Create and use databases Nominal Hours: 20	NOS215.V2 Database Fundamentals
BSBADM306A Create electronic presentations Nominal Hours: 20	NOS25.V2 Presentation Applications
BSBADM307A Organise schedules Nominal Hours: 20	BSAORG302B Organise schedule on behalf of self and others to achieve team/section goals
BSBADM308A Process payroll Nominal Hours: 30	BSAFIN304B Process Payroll
BSBADM309A Process accounts payable and receivable Nominal Hours: 40	BSAFIN301B Maintain daily financial records for accounting purposes
BSBADM310A Maintain a general ledger Nominal Hours: 40	BSAFIN305B Maintain financial records for reporting purposes

BSBADM401A Produce complex texts from shorthand notes Nominal Hours: 50	NOS503.V2 Shorthand Transcription – Advanced Office Style BSACOM402B Take dictation to produce complex text
BSBADM402A Produce complex business documents Nominal Hours: 60	BSATEC401B Produce complex documents 18886 Advanced document production (Victoria)
BSBADM403A Develop and use complex databases Nominal Hours: 30	NOS313.V3 Database Operations 18892 Administrative database systems (Victoria)
BSBADM404A Develop and use complex spreadsheets Nominal Hours: 30	NOS312.V2 Financial Spreadsheets NOS314.V2 Spreadsheet Operations 18893 Administrative spreadsheets systems (Victoria)
BSBADM405A Organise meetings Nominal Hours: 50	BSAORG402B Plan meetings to enable the stated objectives of the meeting to be met.
BSBADM406A Organise business travel Nominal Hours: 20	BSAORG401B Plan business trip and associated itinerary to ensure efficient travel
BSBADM407A Administer projects Nominal Hours: 40	BSAORG403B Coordinate administration of team projects to achieve project goals 18907 Project Management (Victoria) 18908 Administrative Management Development Project (Victoria)
BSBADM408A Prepare financial reports Nominal Hours: 40	NOS219.V2 Accounting Basic Reports
BSBADM501A Manage the establishment and maintenance of a workgroup network Nominal Hours: 50	BSATEC502B Manage the establishment and maintenance of a workgroup network
BSBADM502A Manage meetings Nominal Hours: 50	BSAORG501B Manage meetings to achieve identified team/section goals
BSBADM503A Plan and manage conferences Nominal Hours: 60	BSAORG502B Plan and manage conferences on behalf of management to achieve identified goals 18887 Administrative Strategies (part) (Victoria)
BSBADM504A Plan or review administration systems Nominal Hours: 60	BSAORG503B Plan and establish office administration systems and procedures BSAORG504B Review office administration systems and procedures to meet changing demands 18887 Administrative Strategies (part) (Victoria)
BSBADM505A Manage payroll Nominal Hours: 60	BSAFIN501A Manage payroll records for statutory record keeping purposes
BSBADM506A Manage business document design	BSATEC501B Manage document design and production within the

and development Nominal Hours: 50	enterprise 18899 Document design and management (Victoria)
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
Legal Services	
BSALPP301A Apply knowledge of the legal system to complete tasks Nominal Hours: 60	
BSALPP302A Carry out search of public record Nominal Hours: 20	
BSACS301A Apply the principle of confidentiality and security within the legal environment Nominal Hours: 10	
BSALR301A Handle receipt and despatch of information Nominal Hours: 20	
BSALC301A Use legal terminology in order to carry out tasks Nominal Hours: 40	
BSALO301A Assist in prioritising and planning activities in a legal practice Nominal Hours: 10	
BSALF301A Maintain records for time and disbursements in a legal practice Nominal Hours: 40	
BSALPP303A Deliver court documentation Nominal Hours: 10	
THTSMAO1A Coordinate the production of brochures and marketing material Nominal Hours: 40	
BSALPP401A Prepare and produce complex legal documents Nominal Hours: 80	
BSACS401A Provide non-legal advice Nominal Hours: 50	
BSALC401A Interact with other parties Nominal Hours: 30	
BSALC402A Research, locate and provide legal and other information in response to requests Nominal Hours: 60	
BSALF401A Maintain trust accounts Nominal Hours: 50	
BSALPL401A Provide support in Property Law matters (Paralegal)	

Nominal Hours: 60	
BSALPL402A Provide support in Family Law matters (Paralegal) Nominal Hours: 60	
BSALPL403A Provide support in Criminal Law matters (Paralegal) Nominal Hours: 60	
BSALPL404A Provide support in Commercial Law matters (Paralegal) Nominal Hours: 60	
FNAMERC03B Serve legal process (Financial Services) Nominal Hours: 5	
BSALLG401A Arrange documents and list exhibits for litigation support (Litigation) Nominal Hours: 60	
206/01 Take instructions in relation to a transaction (Conveyancing) Nominal Hours: 50	
206/05 Prepare and execute documents (Conveyancing) Nominal Hours: 40	
CHCAD2A Support the interests, rights and needs of clients within duty of care requirements (Community Services) Nominal Hours: 75	
CHCCD7A Support community resources (Community Services) Nominal Hours: 30	
CHCCD3A Meet information needs of the community (Community Services) Nominal Hours: 70	
CHCCD1A Support community participation (Community Services) Nominal Hours: 50	
BSALPP501A Obtain information from a client Nominal Hours: 60	
BSALPP502A Draft legally binding documents Nominal Hours: 80	
BSALC501A Run a file Nominal Hours: 80	
BSAL0501A Perform legal research and prepare reports to meet identified needs	

Nominal Hours: 80	
BSALLG501A Assist with the discovery process (Litigation) Nominal Hours: 50	
BSALLG502A Appear in court (Litigation) Nominal Hours:	
BSALLG503A Attend pre-trial negotiations (Litigation) Nominal Hours: 90	
BSALPL501A Cost complex files (Paralegal) Nominal Hours: 100	
BSALPL502A Administer in-house mortgage practice (Paralegal) Nominal Hours: 100	
206/04 Negotiate with others to achieve tasks and goals (Conveyancing) Nominal Hours: 60	
206/09 Finalise transaction (Conveyancing) Nominal Hours: 60	
CHCCD8A Support community action (Community Services) Nominal Hours: 90	
CHCCD13A Work with specific communities (Community Services) Nominal Hours: 70	
CHCCD11A Provide advocacy representation (Community Services) Nominal Hours: 90	
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
<b>Strategic Management</b>	
BSBMGT501A Market services and concepts to internal customers Nominal Hours: 50	NMRK501 Marketing Research NGMS102 Managing Operations Customer Service NCS015 Presenting Reports NGMS101 Managing Information NGMS204 Managing Strategically NGMS216 Tactical Marketing
BSBMGT502A Manage people performance Nominal Hours: 50	NCS009 Negotiation Skills NGMS108 Managing & Organising Work for Goal Achievement NGMS109 Managing Performance and Goal Achievement NGMS111 Managing People Workplace Practice

	NGMS112 Managing People Recruitment Selection & Induction
BSBMGT503A Prepare budgets and financial plans Nominal Hours: 50	NCS009 Negotiation Skills NGMS113 Managing Finance - Setting & Achieving Budgets NGMS114 Managing Finance - Performance NGMS115 Managing Finance - Cost and Efficiency NGMS116 Managing Finance - Operating and Capital Expenditure 18888 Financial Decision Making (Victoria)
BSBMGT504A Manage budgets and financial plans Nominal Hours: 50	NGMS114 Managing Finance - Performance NGMS118 Managing People - Training & Development <b>NAP730</b> <b>Budgeting</b> 18888 Financial Decision Making (Victoria)
BSBMGT505A Ensure a safe workplace Nominal Hours: 50	NGMS204 Manage Strategically NGMS210 Managing Operations and Logistics NGMS211 Managing Risk NGMS212 Managing for Quality NOS110.V2 Occupational Health & Safety 19000 Occupational Health & Safety
BSBMGT506A Recruit, select and induct staff Nominal Hours: 50	NGMS112 Managing People Recruitment, Selection & Induction NGMS118 Managing People - Training & Development
BSBMGT507A Manage environmental performance Nominal Hours: 40	<b>Nil</b>
BSBMGT601A Contribute to strategic direction Nominal Hours: 60	NMRK501 Marketing Research NGMS203 Analysing Environments and Organisations NGMS204 Managing Strategically NGMS210 Managing Operations & Logistics NGMS215 Advocacy & Influences
BSBMGT602A Contribute to the development and implementation of strategic plans Nominal Hours: 60	NGMS204 Managing Strategically NGMS210 Managing Operations & Logistics NGMS212 Managing for Quality NGMS214 Managing Cultural Diversity
BSBMGT603A Review and develop business	NGMS117 Managing Group Problem Solving & Decision Making

plans Nominal Hours: 60	19836 SB01 Intro to Small Business NGMS212 Managing for Quality FNBCOM03A Operational & Business Planning (Accounts) NGMS213 Managing Projects NGMS102 Managing Operations Customer Service NAP733 Business Planning & Control
BSBMGT604A Manage business operations Nominal Hours: 60	NGMS103 Managing Operations Productivity NGMS104 Managing Operations Innovation NGMS210 Managing Operations and Logistics
BSBMGT605A Provide leadership across the organisation Nominal Hours: 60	NGMS204 Managing Strategically NGMS207 Leading & Visioning NGMS209 Managing Self NGMS214 Managing Cultural Diversity NGMS215 Advocacy & Influence
BSBMGT606A Manage customer focus Nominal Hours: 60	NGMS102 Managing Operations Customer Service NGMS212 Managing for Quality
BSBMGT607A Manage knowledge and information Nominal Hours: 60	NGMS203 Analysing Environments & Organisations NGMS204 Managing Strategically NGMS206 Taking Difficult Decisions NGMS211 Managing Risk NGMS215 Managing for Quality
BSBMGT608A Manage innovation and continuous improvement Nominal Hours: 60	NGMS104 Managing Operations Innovation NGMS212 Managing for Quality
BSBMGT609A Manage risk Nominal Hours: 60	NGMS202 Forecasting Futures NGMS203 Analysing Environments & Organisations NGMS205 Managing in Ambiguity & Change NGMS206 Taking Difficult Decisions NGMS211 Managing Risk
BSBMGT610A Manage environmental management systems Nominal Hours: 40	<b>Nil</b>

<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
<b>Small Business Management</b>	
BSBSBM301A Research business opportunities Nominal Hours: 30	<b>SB01</b> Introduction to Small Business
BSBSBM401A Establish business and legal requirements Nominal Hours: 40	<b>NAP720</b> Office Tax Procedures NAP750 Commercial Law Principles NAP753 Consumer Law
BSBSBM402A Undertake financial planning Nominal Hours: 50	<b>NOS124V2</b> Accounting to Trial Balance NAP721 Business Statistics NAP710 Financial Accounting Applications 1 NAP711 Financial Accounting Applications 2 NAP735 Financial Management Principles NAP704 Accounting Spreadsheet and Other Applications NAP703 Integrated Computer Accounting
BSBSBM403A Promote the business Nominal Hours: 40	<b>NOS250</b> Introduction to the Internet NGMS102 Managing Operations – Customer Service NAP723 Marketing and Planning for Small Businesses NMRK541 Advertising & Promotions Management
BSBSBM404A Undertake business planning Nominal Hours: 50	NAP723 Marketing and Planning for Small Businesses NAP704 Accounting Spreadsheet and Other Applications NAP737 Investment Analysis NAP703 Integrated Computer Accounting NCS015 Presenting Reports
BSBSBM405A Monitor and manage business operations Nominal Hours: 50	NGMP Managing and Developing Teams NGMS112 Managing People – Recruitment, Selection and Induction NGMS102 Managing Operations _ Customer Service NGMS103 Managing Operations – Productivity NGMS111 Managing People – Workplace Practice NGMS104 Managing Operations – Innovation NGMS212 Managing for Quality and Continuous Improvement
BSBSBM406A Manage finances Nominal Hours: 50	NOS124V2 Accounting to Trial Balance NAP721

	Business Statistics NAP710 Financial Accounting Applications 1 NAP711 Financial Accounting Applications 2 NAP735 Financial Management Principles NAP704 Accounting Spreadsheet and Other Applications NAP703 Integrated Computer Accounting NOS291 Accounting Basic Reports NAP701 Inventory Computerised NOS234V2 Payroll Computerised NOS226V2 Accounts Receivable – Computerised NOS227V2 Accounts Payable – Computerised NOS213 Computer Operations
BSBSBM407A Manage a small team Nominal Hours: 40	MGMS118 Managing People – Training and Development NGMS112 Managing People – Recruitment, Selection and Induction NGMS204 Managing Strategically
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
<b>Governance</b>	
BSBATSIL401A Meet the roles and responsibilities of a board member (1) Nominal Hours: 40	<b>Nil</b>
BSBATSIL402A Use the constitution Nominal Hours: 40	<b>Nil</b>
BSBATSIC403A Maintain and protect culture Nominal Hours: 60	<b>Nil</b>
BSBATSIM404A Use the business plan Nominal Hours: 20	<b>Nil</b>
BSBATSIM405A Monitor financial management and budgets Nominal Hours: 60	<b>Nil</b>
BSBATSIM406A Manage assets Nominal Hours: 40	<b>Nil</b>
BSBATSIM407A Plan for organisational needs Nominal Hours: 50	<b>Nil</b>
BSBATSIM408A Manage a board meeting Nominal Hours: 40	<b>Nil</b>
BSBATSIM409A Manage time Nominal Hours: 20	<b>Nil</b>

BSBATSIM410A Manage stress Nominal Hours: 30	<b>Nil</b>
BSBATSIC411A Communicate with the community Nominal Hours: 30	<b>Nil</b>
BSBATSIM412A Implement a business-like approach Nominal Hours: 30	<b>Nil</b>
BSBATSIM413A Oversee business planning Nominal Hours: 40	<b>Nil</b>
BSBATSIM414A Prepare the organisation's annual budget Nominal Hours: 40	<b>Nil</b>
BSBATSIM415A Contribute to a positive and culturally appropriate workplace Nominal Hours: 40	<b>Nil</b>
BSBATSIW416A Obtain and manage consultancy services Nominal Hours: 80	<b>Nil</b>
BSBATSIW417A Select and utilise technology Nominal Hours: 50	<b>Nil</b>
BSBATSIL501A Meet the roles and responsibilities or a board member (2) Nominal Hours: 40	<b>Nil</b>
BSBATSIL502A Work with the manager Nominal Hours: 30	<b>Nil</b>
BSBATSIL503A Manage conflict Nominal Hours: 60	<b>Nil</b>
BSBATSIM504A Develop and implement organisation policies Nominal Hours: 40	<b>Nil</b>
BSBATSIM505A Control organisation finances Nominal Hours: 100	<b>Nil</b>
BSBATSIM506A Develop employment policies Nominal Hours: 40	<b>Nil</b>
BSBATSIM507A Establish and maintain a strategic planning cycle Nominal Hours: 50	<b>Nil</b>
BSBATSIM508A Be a community leader Nominal Hours: 60	<b>Nil</b>
BSBATSIM509A Manage self as a board member Nominal Hours: 30	<b>Nil</b>
BSBATSIC510A Conduct a community meeting Nominal Hours: 60	<b>Nil</b>

BSBATSIM511A Develop enterprise opportunities Nominal Hours: 40	<b>Nil</b>
BSBATSIM512A Manage board competencies Nominal Hours: 40	<b>Nil</b>
BSBATSIM513A Oversee recruitment and induction of staff Nominal Hours: 40	<b>Nil</b>
BSBATSIW514A Represent your organisation Nominal Hours: 40	<b>Nil</b>
BSBATSIW515A Secure funding Nominal Hours: 40	<b>Nil</b>
<b>Unit Code &amp; Nominal Hours</b>	<b>Relevant module(s) Guide Only</b>
<b>Recordkeeping</b>	
BSBRKG301A Control records Nominal Hours: 50	NRM002 Records management principles NRM003 Records management operations NRM007 Classifying records NRM008 Indexing records 18898 Records Management (Victoria)
BSBRKG302A Undertake disposal Nominal Hours: 25	NRM012 Records retention and disposal NRM011 Records management and the law
BSBRKG303A Retrieve information from records Nominal Hours: 30	NRM003 Record Management operations NRM004 Records Management Software Usage NRM013 Records Management Client Services NRM021 Records Control and Security 18898 Records Management (Victoria)
BSBRKG304A Maintain business records Nominal Hours: 30	NRM003 Records Management Operations NRM004 Records Management Software Usage NRM006 Multimedia Records Storage and Usage 2 NRM012 Records retention and disposal NRM021 Records Control and Security 18898 Records Management (Victoria)
BSBRKG401A Review the status of a record Nominal Hours: 40	NRM012 Records retention and disposal NRM020 Ethical and legal issues in records management
BSBRKG402A Provide information from and about records	NRM020 Ethical and legal issues in records management NRM021

Nominal Hours: 40	Records control and security
BSBRKG403A Set up a business or records system for a small office Nominal Hours: 40	NRM011 Records management and the law NRM020 Ethical and legal issues in records management NRM021 Records control and security NRM022 Information resource management
BSBRKG501A Determine business or records system specifications Nominal Hours: 50	Nil
BSBRKG502A Manage and monitor business or records systems Nominal Hours: 45	Nil
BSBRKG503A Develop and maintain a classification scheme Nominal Hours: 40	NRM007 Classifying records NRM008 Indexing records NRM019 Thesaurus design and construction
BSBRKG504A Develop terminology for activities and records Nominal Hours: 40	NRM010 Records management document abstracting NRM019 Thesaurus design and construction
BSBRKG505A Document or reconstruct a business or records system Nominal Hours: 45	NRM012 Records retention and disposal NRM014 Conservation and storage of non-current records NRM021 Records control and security
BSBRKG601A Define recordkeeping framework Nominal Hours: 50	Nil
BSBRKG602A Develop recordkeeping policy Nominal Hours: 60	Nil
BSBRKG603A Prepare a functional analysis for an organisation Nominal Hours: 60	Nil
BSBRKG604A Determine security and access rules and procedures Nominal Hours: 60	NRM011 Records management and the law NRM020 Ethical and legal issues in records management NRM021 Records control and security
BSBRKG605A Determine records requirements to document a function Nominal Hours: 60	Nil
BSBRKG606A Design a records retention and disposal schedule Nominal Hours: 50	NRM012 Records retention and disposal NRM014 Conservation and storage of non-current records NRM020 Ethical and legal issues in records management NRM021 Records control and security

BSBRKG607A Document and monitor the record-creating context Nominal Hours: 60	Nil
BSBRKG608A Plan management or records over time Nominal Hours: 60	Nil

## Mapping of Existing Apprenticeship/Traineeship Qualifications against BSTP Qualifications

The following table lists current nationally accredited traineeships. These existing courses have been mapped against the new Business Services Training Package qualifications for replacement purposes.

TRAINEESHIP NAME	CURRENT QUALIFICATION	BSTP QUALIFICATION
Business (Legal Administration) (level 3)	BSA30200 Cert III in Business (Legal Administration) <b>Nominal Hours: 320</b>	BSA30200 Cert III in Business (Legal Administration) <b>Nominal Hours: 360</b>
Business (Office Administration) (level 2)	BSA20197 Cert II of Business (Office Administration) <b>Nominal Hours: 340</b>	BSB20101 Cert II of Business <b>Nominal Hours: 305</b>
Business (Office Administration) (level 3)	BSA30197 Cert III of Business (Office Administration) <b>Nominal Hours: 340</b>	BSB30201 Cert III of Business Administration <b>Nominal Hours: 310</b>
Small Business (level 2)	20092VIC Certificate II in Business (Small Business) <b>Nominal Hours: =&lt;320</b>	BBS20101 Certificate II in Business <b>Nominal Hours: 305</b>

The duration of the above traineeships is not altered by the implementation of the Business Services Training Package.