

BUSINESS SERVICES TRAINING PACKAGE – VERSION 3 IMPLEMENTATION GUIDE

BSB01 – VERSION 3

**Western Australian Department of Education and Training
as at July 2004**

CONTENTS

	Page
Foreword	3
Acknowledgements	4
Introduction	5
Obtaining the Training Package	5
An Overview of the Business Services Industry	6
Transition Arrangements	6
Licensing Requirements	7
Assessment and Pre-Requisites	7
Funding	7-8
Learning Resources and Assessment Materials	8
Nominal Duration of Qualifications	8
Business Services Training Package Qualifications	9
Training Package Qualifications which DO NOT replace Accredited Courses	10
Alignment Between Units of Competence and Course Modules	11-28
Examples of Model Training Programs - Index	29-47

FOREWORD

This Implementation Guide has been generated to enable the stakeholders in the Business Services Industries in Western Australia to participate in the managed implementation of the Business Services Training Package BSB01 – VERSION 3.

The Guide has been developed with the cooperation and assistance of experienced and qualified stakeholders via the Curriculum Services Support Network (CSSN).

Information within the Guide should provide guidance on how Competency Standards may be selected and applied to achieve suitable outcomes and qualifications, for and within the industry.

The Business Services Training Package Version 3 was endorsed by Ministers for vocational education and training in March 2004.

The information contained within this Guide relates to new and revised qualifications/units of competency only following on from Versions 1 and 2.

ACKNOWLEDGMENTS

The Department of Education and Training Implementation Guide for the Business Services Training Package Version 3 was prepared by Central TAFE.

The WA Department of Education and Training funded the development of the guide.

The WA Department of Education and Training wishes to acknowledge the many individuals and organisations who have contributed willingly and constructively to this Guide.

INTRODUCTION

This Guide is designed to aid Registered Training Organisations (RTOs) to convert from existing accredited courses to Training Package qualifications within the scope of their training delivery.

The Guide should be read in conjunction with the **endorsed components** of the Business Services Training Package BSB01.

The Guide provides information on:

- A mapping of current funded courses to the Training Package qualification
- An allocation of nominal hours to units of competence
- A mapping of existing modules to units of competence where the correlation is appropriate
- A set of appropriate sample, or model, training programs
- An indication of availability of supporting materials for delivery of qualifications

OBTAINING THE TRAINING PACKAGE

The Business Services Training Package can be purchased from:

Australian Training Products

Level 25, 150 Lonsdale Street
Melbourne Victoria 3000
Telephone: (03) 9655 0600
Facsimile: (03) 9639 4684
Email: sales@atpl.net.au

or

Business Services Training Australia*

Level 7, 163 Eastern Road
South Melbourne, Victoria 3205
Telephone: (03) 9645 7555
Facsimile: (03) 9645 7556
Email: admin@bsitab.org

*** Please note that as of 1 July 2004 functions of Business Services Training Australia will be transferring to the Business and Innovation Industry Skills Council (ISC).**

National Training Packages are also available through the National Training Information Service (NTIS) which can be located on the Internet at: www.ntis.gov.au

Note that the full texts of National Training Packages are not published on the NTIS website, merely the qualification structures and the Units of Competence

AN OVERVIEW OF THE BUSINESS SERVICES INDUSTRY

‘Fundamental changes to the Australian Workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. BSB01 accommodates the needs of these stakeholders; its flexible qualifications structure allows enterprises and individuals to progressively build relevant industry skills and have those recognized.’
Introduction BSTP Version 3, Page 16

New domains that have been included in Version 3 are:

- Purchasing
- Franchising
- Unionism
- Project Management
- Medical Administration
- Quality Auditing
- Employment Service

In addition, Frontline Management has been reviewed and several other units added to existing domains.

TRANSITION ARRANGEMENTS

Registered Training Organisations (RTOs) will be encouraged to deliver Training Package qualifications in Version 3 from July 2004. A current accredited course, however, may be used until its accreditation expires.

An RTO with the scope of registration authorising delivery of existing accredited courses will be deemed to have the resources and facilities to deliver the new qualification/s. An amendment of Scope will not be necessary, although the Training Accreditation Council (TAC) will need to be advised of any new qualifications from the Training Package being delivered.

Existing Courses

Existing Western Australian owned courses affected by the introduction of the new qualifications will be retired as soon as practicable after July 2004. New enrolments in 2005 should therefore be directed into Training Package qualifications.

Transition to New Qualifications

Learners currently studying courses in the Business Services area should be permitted to complete under the existing course code.

LICENSING REQUIREMENTS

There are currently no licensing requirements for the qualifications contained within the Business Services Training Package.

ASSESSMENT AND PRE-REQUISITES

Assessment Guidelines are one of the Endorsed Components of the Business Services Training Package. See Volume 1 of the Training Package.

A number of assessment related resources are also available from:

- The VET Teaching and Learning branch of the Department of Education and Training;
- The Australian National Training Authority;
- Australian Training Products.

There are no pre-requisite units specified within the Business Services Training Package Version 3.

Table of Qualifications in the Business Services Training Package Version 3

BSB30504	Certificate III in Business (Frontline Management)
BSB30704	Certificate III in Business (Medical Administration)
BSB41004	Certificate IV in Business (Frontline Management)
BSB41404	Certificate IV in Business (Purchasing)
BSB41504	Certificate IV in Project Management
BSB41704	Certificate IV in Business (Franchising)
BSB41804	Certificate IV in Unionism
BSB41904	Certificate IV in Business (Employment Services)
BSB51004	Diploma of Business (Frontline Management)
BSB51404	Diploma of Business (Purchasing)
BSB51504	Diploma of Project Management
BSB51704	Diploma of Business (Franchising)
BSB51804	Diploma of Unionism
BSB51904	Diploma of Business (Quality Auditing)
BSB60904	Advanced Diploma of Project Management

LEARNING RESOURCES AND ASSESSMENT MATERIALS

Learning resources and assessment materials make up the non-endorsed component of the Training Package.

Trainers should consider the use of existing resources and/or resources sourced from a third party carefully, as some may need to be modified. In particular, resources previously used for training and assessment against accredited modules may not be suitable for the Units of Competence without modification.

For further details contact either Australian Training Products or Business Services Training Australia. Contact details appear on page 5 of this Guide.

NOMINAL DURATION OF QUALIFICATIONS

The maximum nominal hours are identified for each Training Package qualification. Nominal hours may vary within a qualification depending on the units of competence selected and the delivery strategies used; however, training delivery will not be funded beyond the maximum nominal hours indicated. Nominal hours are for structured training only and include both delivery and assessment.

Accredited Course Current qualification	Training Package Qualification Replacement qualification
BSB30501 Certificate III Business (Frontline Management) Nominal Hours: 230	BSB30504 Certificate III in Business (Frontline Management) Nominal Hours: 180
BSB41001 Certificate IV in Business (Frontline Management) Nominal Hours: 350	BSB41004 Certificate IV in Business (Frontline Management) Nominal Hours: 300
BSB51001 Diploma of Business (Frontline Management) Nominal Hours: 630	BSB51004 Diploma of Business (Frontline Management) Nominal Hours: 560
9249 Diploma of Purchasing and Materials Management Nominal Hours: 881	BSB51404 Diploma of Business (Purchasing) Nominal Hours: Up to 795

BUSINESS SERVICES TRAINING PACKAGE QUALIFICATIONS

The following table provides a summary of the qualifications in the Business Services Training Package Version 3.

Code	Training Package Qualification Title	Maximum Nominal Hours
BSB30504	Certificate III in Business (Frontline Management)	180
BSB30704	Certificate III in Business (Medical Administration)	380
BSB41004	Certificate IV in Business (Frontline Management)	300
BSB41404	Certificate IV in Business (Purchasing)	420
BSB41504	Certificate IV in Project Management	290
BSB41704	Certificate IV in Business (Franchising)	410
BSB41804	Certificate IV in Unionism	400
BSB41904	Certificate IV in Business (Employment Services)	410
BSB51004	Diploma of Business (Frontline Management)	560
BSB51404	Diploma of Business (Purchasing)	Up to 795
BSB51504	Diploma of Project Management	380
BSB51704	Diploma of Business (Franchising)	Up to 770
BSB51804	Diploma of Unionism	Up to 780
BSB51904	Diploma of Business (Quality Auditing)	355
BSB60904	Advanced Diploma of Project Management	440

TRAINING PACKAGE QUALIFICATIONS WHICH DO NOT REPLACE ACCREDITED COURSES

The following table lists qualifications in the Business Services Training Package Version 3 where there is currently no equivalent accredited course.

Registered Training Organisations will need to apply to have these qualifications added to their Scope of Registration. Private RTOs use the *Application for Registration/Endorsement as a Private RTO* to extend their Scope of Registration

Code	Training Package Qualification Title	Maximum Nominal Hours
BSB30704	Certificate III in Business (Medical Administration)	380
BSB41404	Certificate IV in Business (Purchasing)	420
BSB41504	Certificate IV in Project Management	290
BSB41704	Certificate IV in Business (Franchising)	410
BSB41804	Certificate IV in Unionism	400
BSB41904	Certificate IV in Business (Employment Services)	410
BSB51504	Diploma of Project Management	380
BSB51704	Diploma of Business (Franchising)	Up to 770
BSB51804	Diploma of Unionism	Up to 780
BSB51904	Diploma of Business (Quality Auditing)	355
BSB60904	Advanced Diploma of Project Management	440

ALIGNMENT BETWEEN UNITS OF COMPETENCE AND COURSE MODULES

Students transferring from an accredited course to a replacement Training Package qualification may be granted credit transfer as shown in the table on the following pages.

The table may be also used by Registered Training Organisations to identify module learning resources that will support training delivery. However, the decision to use these module-based materials as a delivery resource is that of the Registered Training Organisation.

The table identifies:

- Each Unit of Competence
- Nominal hours allocated to each Unit of Competence in WA
- Modules that are relevant to the outcomes in a unit of competence
- Credit Transfer Status
 - **Full credit** – an exemption can be granted. Please note that currency should be taken into consideration. That is, the assessor should take into account when the module/s was achieved by the individual applicant and whether or not the learning outcomes are still valid.
 - **Partial credit** – The module or modules listed should be taken into consideration if an applicant is applying for recognition of prior learning (RPL).

INDEX	PAGE
Common	12-13
Human Resources	13-14
Marketing	14
Strategic Management	14-16
Employment Service	16-19
Franchising	19-20
Frontline Management	20-22
Project Management	22-25
Purchasing	25-26
Quality Auditing	26
Unionism	26-28

Alignment between Units of Competency and Course Modules for Business Services Training Package

Unit Code	Unit Title	Hrs	Related Module Code	Related Title	Full Credit	Partial Credit
Common Units						
BSBCMN216A	Create customer relationships	20		Based on GCS01 Customer Service Generic units		
BSBCMN217A	Process customer feedback	20		Based on GCS01 Customer Service Generic units		
BSBCMN218A	Apply basic first aid	20	HLTFA1A	Apply basic first aid		
BSBCMN314A	Utilise a knowledge management system	20				
BSBCMN315A	Work effectively with diversity	20	PSPGOV308A	Work effectively with diversity		
BSBCMN316A	Process customer complaints	20		Based on GCS01 Customer Service Generic units		
BSBCMN317A	Meet customer needs and expectations	20		Based on GCS01 Customer Service Generic units		
BSBCMN318A	Write simple documents	30				
BSBCMN319A	Apply advanced first aid	40	HLTFA2A	Apply advanced first aid		
BSBCMN320A	Maintain first aid equipment and resources	10	HLTFA3A	Maintain first aid equipment and		

				resources		
BSBCM414A	Undertake marketing activities	40	BSBMKG405A	Implement and monitor marketing activities		
BSBCM415A	Manage first aid policy	10	HLTFA4A	Manage first aid policy		
BSBCM416A	Identify risk and apply risk management processes	40				
BSBCM417A	Coordinate customer service activities	30		Based on GCS01 Customer Service Generic units		
BSBCM418A	Address customer needs	30		Based on GCS01 Customer Service Generic units		
BSBCM419A	Manage projects	50	BSBADM407A THHGGA09B	Administer projects Manage projects		
BSBCM420A	Write complex documents	50				
Human Resources						
BSBHR405A	Implement industrial relations procedures	40				
BSBHR510A	Plan mediation processes	40				
BSBHR511A	Implement mediation processes	40				
BSBHR512A	Manage industrial relations	50				

	initiatives					
BSBHR13A	Manage industrial relations disputes	50				
Marketing						
BSBMKG304A	Assist with market research	30				
BSBMKG408A	Conduct market research	50				
BSBMKG506A	Plan market research	50				
BSBMKG607A	Manage market research	60				
Strategic Management						
BSBMED303A	Maintain patient records	40	BSBRKG304A	Maintain business records		
BSBMED304A	Assist in controlling stocks and supplies	20				
BSBMED305A	Apply the principles of confidentiality, privacy and security within the medical environment	10	BSAC301A	Apply the principles of confidentiality and security within the legal environment	Yes	
BSBMED401A	Manage patient recordkeeping system	40				

BSBMED402A	Control stocks and supplies	20				
BSBMGT508A	Manage risk management system	50				
BSBMGT509A	Manage a knowledge management system	40				
BSBMGT510A	Determine needs of customer populations	40		Based on GCS01 Customer Service Generic units		
BSBMGT511A	Develop a business opportunity	40	WRWMK405A	Seize a business opportunity		
BSBMGT512A	Manage relationships in a family business	50				
BSBMGT513A	Plan for family business succession	40				
BSBMGT514A	Plan and manage growth in a family business	40				

BSBMGT611A	Develop risk management strategy	60	SRXRIK003A	Develop an organisational risk management policy		
BSBMGT612A	Plan and implement a knowledge management system	60				
BSBMGT613A	Review and improve a knowledge management system	50				
BSBMGT614A	Develop and implement diversity policy	40				
Employment Service						
BSBEMS401A	Develop and implement business development strategies to expand client base	40				
BSBEMS402A	Develop and implement strategies to source and assess candidates	40				
BSBEMS403A	Develop and provide employment management services to candidates	40				
BSBEMS404A	Manage the recruitment process for client organisation	50				
CHCAD1C	Advocate for clients	30		Imported from Community Services Training Package CHC02		
CHCCAR501A	Provide careers guidance	20		Imported from Community Services Training Package CHC02		

CHCCD12C	Apply a community development framework	45		Imported from Community Services Training Package CHC02		
CHCCM2C	Establish and monitor a case plan	55		Imported from Community Services Training Package CHC02		
CHCCM4B	Promote high quality case management	85		Imported from Community Services Training Package CHC02		
CHCCS1B	Deliver and monitor a service to clients	55		Imported from Community Services Training Package CHC02		
CHCCS2C	Deliver and develop client service	20		Imported from Community Services Training Package CHC02		
CHCCS3C	Coordinate the provision of services and programs	40		Imported from Community Services Training Package CHC02		
CHCCS402A	Respond holistically to complex client issues	50		Imported from Community Services Training Package CHC02		
CHCCS405A	Work effectively with culturally diverse clients and co-workers	30		Imported from Community Services Training Package CHC02		
CHCCS4C	Manage the delivery of quality client service	85		Imported from Community Services Training Package CHC02		
CHCCS5B	Identify and address specific client needs	30		Imported from Community Services Training Package CHC02		
CHCCS6B	Assess and deliver services to clients with complex needs	55		Imported from Community Services Training Package CHC02		

CHCDIS11B	Coordinate disability work	65		Imported from Community Services Training Package CHC02		
CHCDIS18A	Support students with special needs	30		Imported from Community Services Training Package CHC02		
CHCDIS8B	Support people with disabilities as workers	45		Imported from Community Services Training Package CHC02		
CHCDIS9B	Maximise participation in work by people with disabilities	45		Imported from Community Services Training Package CHC02		
CHCES301A	Work in the employment services area	45		Imported from Community Services Training Package CHC02		
CHCES302A	Work with government in a purchaser/provider relationship	20		Imported from Community Services Training Package CHC02		
CHCES303A	Use labour market information	25		Imported from Community Services Training Package CHC02		
CHCES304A	Deliver recruitment services	30		Imported from Community Services Training Package CHC02		
CHCES305A	Monitor New Apprenticeships arrangements	25		Imported from Community Services Training Package CHC02		
CHCES401A	Analyse and apply labour market information	25		Imported from Community Services Training Package CHC02		
CHCES402A	Deliver New Apprenticeships services	25		Imported from Community Services Training Package CHC02		

CHCES403A	Develop and monitor employment plans	40		Imported from Community Services Training Package CHC02		
CHCES404A	Promote clients to employers	40		Imported from Community Services Training Package CHC02		
CHCES405A	Monitor service performance in a purchaser/provider relationship with government	25		Imported from Community Services Training Package CHC02		
CHCES406A	Provide job search support	40		Imported from Community Services Training Package CHC02		
CHCES501A	Manage service delivery in a purchaser/provider relationship with government	40		Imported from Community Services Training Package CHC02		
CHCES502A	Research and report on labour market information	25		Imported from Community Services Training Package CHC02		
CHCORG29A	Provide coaching and motivation	50		Imported from Community Services Training Package CHC02		
PSPGOV603A	Develop a tender submission	50		Imported from National Public Services Training Package PSP99		
Franchising						
BSBFRA301A	Work within a franchise	30				
BSBFRA401A	Manage compliance with franchisee obligations and legislative requirements	40				
BSBFRA402A	Establish a franchise	50				

BSBFRA403A	Manage relationship with franchisor	40				
BSBFRA404A	Manage a multiple site franchise	50				
BSBFRA501A	Establish a franchise operation	50				
BSBFRA502A	Manage a franchise operation	40				
BSBFRA503A	Manage establishment of new sites or regions	50				
BSBFRA504A	Manage relationships with franchisees	40				
BSBFRA505A	Manage closure of a franchise	40				
Frontline Management						
BSBFLM303B	Contribute to effective workplace relationships	30	BSBFLM303A	Contribute to effective workplace relationships	Yes	
BSBFLM305B	Support operational plan	40	BSBFLM305A	Support operational plans	Yes	
BSBFLM306B	Provide workplace information and resourcing plans	30	BSBFLM306A	Provide workplace information and resourcing plans	Yes	

BSBFLM309B	Support continuous improvement systems and processes	30	BSBFLM309A	Support continuous improvement systems and processes	Yes	
BSBFLM311B	Support a workplace learning environment	30	BSBFLM311A	Support a workplace learning environment	Yes	
BSBFLM312A	Contribute to team effectiveness	30	BSBFLM302A BSBFLM304A	Support leadership in the workplace Participate in work teams	Yes	
BSBFLM403B	Implement effective workplace relationships	40	BSBFLM403A	Manage effective workplace relationships	Yes	
BSBFLM405B	Implement operational plan	50	BSBFLM405A	Implement operational plan	Yes	
BSBFLM406B	Implement workplace information systems	40	BSBFLM406A	Implement workplace information systems	Yes	
BSBFLM409B	Implement continuous improvement	40	BSBFLM409A	Implement continuous improvement	Yes	
BSBFLM412A	Promote team effectiveness	40	BSBFLM402A BSBFLM404A	Show leadership in the workplace Lead work teams	Yes	
BSBFLM501B	Manage personal work priorities and professional development	50	BSBFLM501A	Manage personal work priorities and professional development	Yes	
BSBFLM503B	Manage effective workplace relationships	50	BSBFLM503A	Establish effective workplace relationships	Yes	
BSBFLM505B	Manage operational plan	50	BSBFLM505A	Manage operational plan	Yes	

BSBFLM506B	Manage workplace information system	60	BSBFLM506A	Manage workplace information system	Yes	
BSBFLM507B	Manage quality customer service	50	BSBFLM507A	Manage quality customer service	Yes	
BSBFLM509B	Facilitate continuous improvement	50	BSBFLM509A	Facilitate continuous improvement	Yes	
BSBFLM510B	Facilitate and capitalise on change and innovation	50	BSBFLM510A	Facilitate and capitalise on change and innovation	Yes	
BSBFLM511B	Develop a workplace learning environment	50	BSBFLM511A	Develop a workplace learning environment	Yes	
BSBFLM512A	Ensure team effectiveness	50	BSBFLM502A BSBFLM504A	Provide leadership in the workplace Facilitate work teams	Yes	
BSBFLM513A	Manage budgets and financial plans within the workplace	50				
BSBFLM514A	Manage people	50				
Project Management						
BSBPM401A	Apply scope management techniques	30				
BSBPM402A	Apply time management techniques	40				
BSBPM403A	Apply cost management techniques	40				

BSBPM404A	Apply quality management techniques	30				
BSBPM405A	Apply human resources management techniques	40				
BSBPM406A	Apply communications management techniques	30				
BSBPM407A	Apply risk management techniques	40				
BSBPM408A	Apply contract and procurement techniques	40				
BSBPM501A	Manage application of project integrative processes	50				
BSBPM502A	Manage project scope	40				
BSBPM503A	Manage project time	40				
BSBPM504A	Manage project costs	40				
BSBPM505A	Manage project quality	40				
BSBPM506A	Manage project human resources	40				

BSBPM507A	Manage project communications	40				
BSBPM508A	Manage project risk	40				
BSBPM509A	Manage project procurement	50				
BSBPM601A	Direct the integration of multiple projects/programs	40				
BSBPM602A	Direct the scope of multiple projects/programs	50				
BSBPM603A	Direct time management of multiple projects/programs	50				
BSBPM604A	Direct cost management of multiple projects/programs	50				
BSBPM605A	Direct quality management of multiple projects/programs	50				
BSBPM606A	Direct human resources management of multiple projects/programs	50				
BSBPM607A	Direct communications management of multiple projects/programs	50				
BSBPM608A	Direct risk management of multiple projects/programs	50				

BSBPM609A	Direct procurement and contracts of multiple projects/programs	50				
Purchasing						
BSBPUR301A	Purchase goods and services	30		16214 Requesting Offers 16217 Purchasing and Inventory Fundamentals	Yes	
BSBPUR401A	Plan purchasing	40		16214 Requesting Offers 16227 Purchasing and Materials Management Project 16218 Supplier Assessment and Rating	Yes	
BSBPUR402A	Negotiate contracts	30		16215 Managing Contracts 16213 Negotiation 16216 Evaluating Proposals	Yes	
BSBPUR403A	Conduct international purchasing	50		16220 Purchasing Policy 16214 Requesting Offers 16221 Legal aspects of purchasing 16215 Managing Contracts		Yes
BSBPUR501A	Develop, implement and review purchasing strategies	50		16227 Purchasing and Materials Management Project 16217 Purchasing and Inventory Fundamentals	Yes	
BSBPUR502A	Manage supplier relationships	50		16219 Introduction to best practice in organisations 16217 Purchasing and Inventory Fundamentals		Yes
BSBPUR503A	Manage international purchasing	60		16215 Managing Contracts		
BSBPUR504A	Manage a supply chain	40		16227 Purchasing and Materials Management Project		Yes

LGACOM409A	Prepare a tender documents	40		Imported from Local Government Training Package LGA00		
PSPPROC602A	Direct the management of contracts	50		Imported from National Public Services Training Package PSP99		
PSPPROC702A	Establish the procurement context	60		Imported from National Public Services Training Package PSP99		
Quality Auditing						
BSBAUD401A	Prepare for a quality audit	30				
BSBAUD402A	Participate in a quality audit	40				
BSBAUD501A	Initiate a quality audit	40				
BSBAUD502A	Prepare to lead a quality audit	40				
BSBAUD503A	Lead a quality audit	50				
BSBAUD504A	Report on a quality audit	40				
Unionism						
BSBUN401A	Develop and implement an organising plan	40				

BSBUN402A	Empower members	30				
BSBUN403A	Communicate with workers	30				
BSBUN404A	Promote equality of opportunity and fair treatment for all members	40				
BSBUN405A	Promote the values, principles and policies of the union	50				
BSBUN406A	Undertake bargaining	40				
BSBUN407A	Provide advice to union members and undertake negotiations	40				
BSBUN408A	Prepare cases for the union	40				
BSBUN409A	Appear before tribunals and represent members	40				
BSBUN501A	Develop, manage and review campaigns and projects	50				
BSBUN502A	Represent the union in key forums	40				
BSBUN503A	Coordinate case preparation and research	50				

BSBUN504A	Advocate and present cases for members	40				
BSBUN505A	Develop, implement and manage union policy	50				
BSBUN506A	Coordinate research and analysis	50				

EXAMPLES OF TRAINING PACKAGE PROGRAMS

INDEX		page
BSB30504	Certificate III in Business (Frontline Management) ★	30
BSB30704	Certificate III in Business (Medical Administration)	31
BSB41004	Certificate IV in Business (Frontline Management) ★	32
BSB41404	Certificate IV in Business (Purchasing)	33
BSB41504	Certificate IV in Project Management	34
BSB41704	Certificate IV in Business (Franchising)	35
BSB41804	Certificate IV in Unionism	36
BSB41904	Certificate IV in Business (Employment Services)	37
BSB51004	Diploma of Business (Frontline Management) ★	38
BSB51404	Diploma of Business (Purchasing) ★	39-40
BSB51504	Diploma of Project Management	41
BSB51704	Diploma of Business (Franchising)	42-43
BSB51804	Diploma of Unionism	44-45
BSB51904	Diploma of Business (Quality Auditing)	46
BSB60904	Advanced Diploma of Project Management	47

★ denotes a qualification which replaces an existing course in WA

⊛ denotes a pre-apprenticeship course which replaces an existing pre-apprenticeship course in WA

Training Program:

Certificate III in Business (Frontline Management) BSB30504

Occupation Targets	The roles of people working in this industry will vary depending on the organisation and the scope of the employee's position. At this level it is likely that an employee would be working as a team leader/supervisor, in for example, manufacturing, hospitality or retail.	
Qualification Title	Certificate III in Business (Frontline Management)	
Qualification Code	BSB30504	
Description		
Notes		
Entrance Requirements	Completion of Year 10 or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBCMN302A	Organise personal work priorities and development	30
BSBCMN311A	Maintain workplace safety	20
BSBFLM303B	Contribute to effective workplace relationships	30
BSBFLM305B	Support operational plan	40
Mandatory sector specialist units		
BSBFLM309B	Support continuous improvement systems and processes	30
BSBEBUS403A	Communicate electronically	30
	TOTAL	180

Training Program:
Certificate III in Business (Medical Administration) BSB30704

Occupation Targets	Employees with this qualification would usually be involved in activities such as record-keeping, stock control and client contact in a medical environment, including medical receptionists.	
Qualification Title	Certificate III in Business (Medical Administration)	
Qualification Code	BSB30704	
Description		
Notes		
Entrance Requirements	Completion of Year 10 or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBMED301A	Use advanced medical terminology	40
BSBMED302A	Prepare and process medical accounts	40
BSBMED303A	Maintain patient records	40
BSBMED304A	Assist in controlling stocks and supplies	20
BSBMED305A	Apply the principles of confidentiality, privacy and security within the medical environment	10
Mandatory sector specialist units		
BSBCM302A	Organise personal work priorities and development	30
BSBCM311A	Maintain workplace safety	20
BSBCM319A	Apply advanced first aid	40
Other elective units		
BSBRKG303A	Retrieve information from records	30
BSBADM302A	Produce texts from notes	30
BSBADM303A	Produce texts from audio transcription	30
BSBADM304A	Design and develop text documents	50
TOTAL		380

Training Program:
Certificate IV in Business (Frontline Management) BSB41004

Occupation Targets	The roles of people working in this industry will vary depending on the organisation and the scope of the employee's position. At this level it is likely that an employee would be working as a supervisor in, for example, manufacturing, hospitality or retail.	
Qualification Title	Certificate IV in Business (Frontline Management)	
Qualification Code	BSB41004	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBCMN402A	Develop work priorities	30
BSBFLM412A	Promote team effectiveness	40
BSBFLM405B	Implement operational plan	50
BSBCMN411A	Monitor a safe workplace	40
BSBFLM403B	Implement effective workplace relationships	40
Mandatory sector specialist units		
BSBCMN412A	Promote innovation and change	30
BSBFLM409B	Implement continuous improvement	40
BSBEBUS403A	Communicate electronically	30
	TOTAL	300

Training Program:
Certificate IV in Business (Purchasing)
BSB41404

Occupation Targets	Purchasing is a cross-industry role as well as a specific organisational function. This qualification will allow employees to gain a range of purchasing experience from low expenditure transactions to international purchasing.	
Qualification Title	Certificate IV in Business (Purchasing)	
Qualification Code	BSB41404	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBPUR401A	Plan purchasing	40
BSBPUR402A	Negotiate contracts	30
BSBPUR403A	Conduct international purchasing	50
BSBEBUS405A	Conduct online financial transactions	20
Mandatory sector specialist units		
BSBCM412A	Promote innovation and change	30
BSBCM419A	Manage projects	50
BSBCM420A	Write complex documents	50
Other elective units....		
LGACOM409A	Prepare tender documents	40
PSPPROC602A	Direct the management of contracts	50
PSPPROC702A	Establish the procurement context	60
TOTAL		420

Training Program:
Certificate IV in Project Management
BSB41504

Occupation Targets	This qualification allows for varied project work across the diversity of business. These include a project team member, a project manager managing potentially one or a number of projects.	
Qualification Title	Certificate IV in Project Management	
Qualification Code	BSB41504	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBPM401A	Apply scope management techniques	30
BSBPM402A	Apply time management techniques	40
BSBPM403A	Apply cost management techniques	40
BSBPM404A	Apply quality management techniques	30
BSBPM405A	Apply human resource management approaches	40
BSBPM406A	Apply communications management techniques	30
BSBPM407A	Apply risk management techniques	40
BSBPM408A	Apply contract and procurement techniques	40
	TOTAL	290

Training Program:
Certificate IV in Business (Franchising)
BSB41704

Occupation Targets	The franchising qualification allows for students who may be considering owning or managing a franchise operation.	
Qualification Title	Certificate IV in Business (Franchising)	
Qualification Code	BSB41704	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBFRA401A	Manage compliance with franchisee obligations and legislative requirements	40
BSBFRA402A	Establish a franchise	50
BSBFRA403A	Manage relationships with franchisor	40
BSBFRA404A	Manage a multiple site franchise	50
Mandatory sector specialist units		
BSBCM411A	Monitor a safe workplace	40
BSBCM403A	Establish business networks	40
BSBCM418A	Address customer needs	30
Other elective units....		
BSBSBM301A	Research business opportunities	30
BSBSBM402A	Undertake financial planning	50
BSBSBM403A	Promote the business	40
TOTAL		410

Training Program:

Certificate IV in Unionism BSB41804

Occupation Targets	The units in this qualification would suit employees who wish to work as union organisers, union call-centre staff and workplace union representatives.	
Qualification Title	Certificate IV in Unionism	
Qualification Code	BSB41804	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBUN405A	Promote the values, principles and policies of the union	50
BSBUN402A	Empower members	30
BSBUN403A	Communicate with workers	30
BSBUN407A	Provide advice to union members and undertake negotiations	40
Mandatory sector specialist units		
BSBCM405A	Analyse and present research information	40
BSBCM416A	Identify risk and apply risk management processes	40
BSBCM411A	Monitor a safe workplace	40
Other elective units....		
BSBUN408A	Prepare cases for the union	40
BSBUN409A	Appear before tribunals and represent members	40
BSBADM405A	Organise meetings	50
TOTAL		400

Training Program:
Certificate IV in Business (Employment Services) BSB41904

Occupation Targets	This qualification is suitable for specialist personnel such as employment consultants, employment and recruitment consultants working in either private or government contracted employment agencies.	
Qualification Title	Certificate IV in Business (Employment Services)	
Qualification Code	BSB41904	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate III in Business and Management or equivalent	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBEMS401A	Develop and implement business development strategies to expand client base	40
BSBEMS402A	Develop and implement strategies to source and assess candidates	40
BSBEMS403A	Develop and provide employment management services to candidates	40
BSBEMS404A	Manage the recruitment process for client organisations	50
Mandatory sector specialist units		
BSBCM410A	Coordinate implementation of customer service strategies	30
BSBCM420A	Write complex documents	50
BSBCM403A	Establish business networks	40
Other elective units....		
BSBADM405A	Organise meetings	50
BSBCM411A	Monitor a safe workplace	40
BSBCM418A	Address customer needs	30
TOTAL		410

Training Program:
Diploma of Business (Frontline Management)
BSB51004

Occupation Targets	The roles of people working in this industry will vary depending on the organisation and the scope of the employee's position. At this level it is likely that an employee would be working as a line manager in, for example, manufacturing, hospitality or retail.	
Qualification Title	Diploma of Business (Frontline Management)	
Qualification Code	BSB51004	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBFLM501B	Manage personal work priorities and professional development	50
BSBFLM503B	Manage effective workplace relationships	50
BSBFLM505B	Manage operational plan	50
BSBFLM506B	Manage workplace information systems	60
BSBFLM507B	Manage quality customer service	50
BSBMGT505A	Ensure a safe workplace	50
BSBFLM509B	Facilitate continuous improvement	50
BSBFLM510B	Facilitate and capitalise on change and innovation	50
Mandatory sector specialist units		
BSBFLM511B	Develop a workplace learning environment	50
BSBFLM512A	Ensure team effectiveness	50
BSBFLM514A	Manage people	50
TOTAL		560

Training Program:
Diploma of Business (Purchasing) BSB51404

Occupation Targets	Purchasing is a cross-industry role as well as a specific organisational function. This qualification will allow employees to gain a range of purchasing experience from low expenditure transactions to international purchasing.	
Qualification Title	Diploma of Business (Purchasing)	
Qualification Code	BSB51404	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBPUR501A	Develop, implement and review purchasing strategies	50
BSBPUR502A	Manage supplier relationships	50
BSBPUR503A	Manage international purchasing	60
BSBPUR504A	Manage a supply chain	40
PSPPROC602A	Direct the management of contracts	50
Other elective units		
PSPPROC702A	Establish the procurement context	60
BSBRKG502A	Manage and monitor business or records systems	45
BSBFLM503B	Manage effective workplace relationships	50
TOTAL		405

Training Program:

Direct Entry into the Diploma of Business (Purchasing) BSB51404

The Training Program Outline detailed below 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:

BSB41404 Certificate IV in Business (Purchasing)

Eligibility to attain BSB41404 will be determined by the units of competence achieved by the student at their point of exit.

Occupation Targets	Purchasing is a cross-industry role as well as a specific organisational function. This qualification will allow employees to gain a range of purchasing experience from low expenditure transactions to international purchasing	
Qualification Title	Diploma of Business (Purchasing)	
Qualification Code	BSB51404	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or equivalent	
Unit Code	Unit Title	Nominal Hours
BSBPUR401A	Plan purchasing	40
BSBPUR402A	Negotiate contracts	30
BSBPUR403A	Conduct international purchasing	50
BSBEBUS405A	Conduct online financial transactions	20
LGACOM409A	Prepare tender documents	40
PSPPROC602A	Direct management of contracts	50
PSPPROC702A	Establish the procurement context	60
BSBCM412A	Promote innovation and change	30
BSBCM419A	Manage projects	50
BSBCM420A	Write complex documents	30
BSBPUR501A	Develop, implement and review purchasing strategies	50
BSBPUR502A	Manage supplier relationships	50
BSBPUR503A	Manage international purchasing	60
BSBPUR504A	Manage a supply chain	40
BSBMGT503A	Prepare budgets and financial plans	50
BSBADM502A	Manage meetings	50
BSBRKG502A	Manage and monitor business or records systems	45
BSBFLM503B	Manage effective workplace relationships	50
	TOTAL	795

Training Program:

Diploma of Project Management BSB51504

Occupation Targets	This qualification allows for varied project work across the diversity of business. These include a project team member, a project manager managing potentially one or a number of projects.	
Qualification Title	Diploma of Project Management	
Qualification Code	BSB51504	
Description		
Notes		
Entrance Requirements	<p>Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent</p> <p>Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.</p>	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBPM501A	Manage application of project integrative processes	50
BSBPM502A	Manage project scope	40
BSBPM503A	Manage project time	40
BSBPM504A	Manage project costs	40
BSBPM505A	Manage project quality	40
BSBPM506A	Manage project human resources	40
BSBPM507A	Manage project communications	40
BSBPM508A	Manage project risk	40
BSBPM509A	Manage project procurement	50
	TOTAL	380

Training Program:
Diploma of Business (Franchising) BSB51704

Occupation Targets	The franchising qualification allows for students who might be considering owning or managing a franchise operation.	
Qualification Title	Diploma of Project (Franchising)	
Qualification Code	BSB51704	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBFRA501A	Establish a franchise operation	50
BSBFRA502A	Manage a franchise operations	40
BSBFRA503A	Manage establishment of new sites or regions	50
BSBFRA504A	Manage relationships with franchisees	40
Other elective units....		
BSBFRA505A	Manage closure of a franchise	40
BSBMGT502A	Manage people performance	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT510A	Determine needs of customer populations	40
	TOTAL	360

Direct Entry into the Diploma of Business (Franchising) BSB51704

The Training Program Outline detailed below 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:

BSB41704 Certificate IV in Business (Franchising)

Eligibility to attain BSB41704 will be determined by the units of competence achieved by the student at their point of exit.

Occupation Targets	The franchising qualification allows for students who might be considering owning or managing a franchise operation.	
Qualification Title	Diploma of Business (Franchising)	
Qualification Code	BSB51704	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or equivalent	
Unit Code	Unit Title	Nominal Hours
BSBFRA401A	Manage compliance with franchisee obligations and legislative requirements	40
BSBFRA402A	Establish a franchise	50
BSBFRA403A	Manage relationships with franchisor	40
BSBFRA404A	Manage a multiple site franchise	50
BSBSBM301A	Research business opportunities	30
BSBSBM402A	Undertake financial planning	50
BSBSBM403A	Promote the business	40
BSBCM411A	Monitor a safe workplace	40
BSBCM403A	Establish business networks	40
BSBCM418A	Address customer needs	30
BSBFRA501A	Establish a franchise operation	50
BSBFRA502A	Manage a franchise operations	40
BSBFRA503A	Manage establishment of new sites or regions	50
BSBFRA504A	Manage relationships with franchisees	40
BSBFRA505A	Manage closure of a franchise	40
BSBMGT502A	Manage people performance	50
BSBMGT506A	Recruit, select and induct staff	50
BSBMGT510A	Determine needs of customer populations	40
	TOTAL	770

Training Program:

Diploma of Unionism BSB51804

Occupation Targets	The units in this qualification would suit employees who wish to work as senior industrial officers and senior research officers.	
Qualification Title	Diploma of Unionism	
Qualification Code	BSB51804	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBUN501A	Develop, manage and review campaigns and projects	50
BSBUN502A	Represent the union in key forums	40
BSBUN503A	Coordinate case preparation and research	50
BSBUN504A	Advocate and present cases for members	40
BSBUN405A	Promote the values, principles and policies of the union	50
Other elective units....		
BSBUN505A	Develop, implement and manage union policy	50
BSBUN506A	Coordinate research and analysis	50
BSBADM502A	Manage meetings	50
	TOTAL	380

Direct Entry into the Diploma of Unionism BSB51804

The Training Program Outline detailed below 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:

BSB41804 Certificate IV in Unionism

Eligibility to attain BSB41804 will be determined by the units of competence achieved by the student at their point of exit.

Occupation Targets	The units in this qualification would suit employees who wish to work as senior industrial officers and senior research officers.	
Qualification Title	Diploma of Business Unionism	
Qualification Code	BSB51804	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or equivalent or Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
BSBUN405A	Promote the values, principles and policies of the union	50
BSBUN402A	Empower members	30
BSBUN403A	Communicate with workers	30
BSBUN407A	Provide advice to union members and undertake negotiations	40
BSBUN408A	Prepare cases for the union	40
BSBUN409A	Appear before tribunals and represent members	40
BSBCM405A	Analyse and present research information	40
BSBCM416A	Identify risk and apply risk management processes	40
BSBCM411A	Monitor a safe workplace	40
BSBADM405A	Organise meetings	50
BSBUN501A	Develop, manage and review campaigns and projects	50
BSBUN502A	Represent the union in key forums	40
BSBUN503A	Coordinate case preparation and research	50
BSBUN504A	Advocate and present cases for members	40
BSBUN505A	Develop, implement and manage union policy	50
BSBUN506A	Coordinate research and analysis	50
BSBMGT504A	Manage budgets and financial plans	50
BSBADM502A	Manage meetings	50
	TOTAL	780

Training Program:

Diploma of Business (Quality Auditing)

BSB51904

Occupation Targets	This qualification covers a range of skills for employees wishing to participate and conduct quality audits.	
Qualification Title	Diploma of Business (Quality Auditing)	
Qualification Code	BSB51904	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Certificate IV in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Certificate IV level or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBAUD501A	Initiate a quality audit	40
BSBAUD502A	Prepare to lead a quality audit	40
BSBAUD503A	Lead a quality audit	50
BSBAUD504A	Report on a quality audit	40
BSBMGT508A	Manage risk management system	50
Other elective units....		
BSBMGT509A	Manage a knowledge management system	40
BSBFLM507B	Manage quality customer service	50
BSBRKG502A	Manage and monitor business or records systems	45
	TOTAL	355

Training Program:
Advanced Diploma of Project Management
BSB60904

Occupation Targets	This qualification allows for varied project work across the diversity of business. At this level, an employee would be managing multiple projects with varying degrees of complexity.	
Qualification Title	Advanced Diploma of Project Management	
Qualification Code	BSB60904	
Description		
Notes		
Entrance Requirements	Minimum C grade in four accredited Year 12 (E Code) subjects including an English or Completion of any accredited Diploma in Business and Management or equivalent Students entering from Year 12 will be required to complete additional units of competency at Diploma and Certificate IV levels or equivalent.	
Unit Code	Unit Title	Nominal Hours
Mandatory core units		
BSBPM601A	Direct the integration of multiple projects/programs	40
BSBPM602A	Direct the scope of multiple projects/programs	50
BSBPM603A	Direct time management of multiple projects/programs	50
BSBPM604A	Direct cost management of multiple projects/programs	50
BSBPM605A	Direct quality management of multiple projects/programs	50
BSBPM606A	Direct human resources management of multiple projects/programs	50
BSBPM607A	Direct communications management of multiple projects/programs	50
BSBPM608A	Direct risk management of multiple projects/programs	50
BSBPM609A	Direct procurement and contracts of multiple projects/programs	50
	TOTAL	440

END OF DOCUMENT