



BSB07

Business

Services Training

Package

Frequently Asked Questions

Prepared by Innovation & Business Skills Australia (IBSA) December 2007

Readers please note: These FAQs are based on a range of questions stakeholders have recently asked us about the Business Services Training Package. Our responses are based on the best information available at the time of writing and on policy information from the Department of Education, Employment and Workplace Relations. We have taken every care to ensure that these FAQs are accurate, but imply no warranty as to the accuracy of the advice. You are advised to check our website for regular updates of these FAQs or contact the relevant State or Territory Training Authority, details of which can be found at www.dest.gov.au

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What is the Business Services Training Package and why is it important?

The BSB07 Business Services Training Package is a revision of BSB01 Business Services Training Package. BSB01, as its code suggests, was first endorsed in 2001. Since that time there have been a number of additions to the package, but BSB07 represents a complete review of all units and qualifications in BSB01, as well as the addition of completely new areas.

BSB07 covers a diverse range of industries and occupations represented in the Business Services sector. Business Services is a discrete industry as well as a diverse range of cross-industry functions and services supporting the commercial activities of all industries. In our global, knowledge-based economy, this very large, dynamic and growing industry is vital to Australia's economic progress.

There are currently approximately 1980 providers listed on the National Training Information Service (NTIS) which deliver the qualifications and units of competency in the Business Services Training Package. Ubiquitous cross industry skills around small business, OHS, human resources, records management, project management and business administration ensure that Business Services is a component in most vocational education and training (VET) qualifications. Over 80% of all nationally recognised Training Packages include imported units from the Business Services Training Package.

Some facts about BSB01:

- It was the most highly used Training Package in 2004 with 151,000 enrolments (next closest Community Services – about 90,000)
- The most used qualifications are Certificate II and III in Business Administration (41% of all BSB01 enrolments in 2004)
- 80% of other Training Packages import BSB units, mainly frontline management and a variety of common units.

How was BSB07 developed?

BSB07 was developed in two different stages. It began in 2005 with a research project (Stage 1) which gathered information about the use of the units and qualifications within BSB01. Additionally, in 2006 a review of the needs of small, medium and large businesses was used to inform a projection of their needs into the future. The project was overseen by a National Project Reference Group, and the work undertaken by a team consisting of IBSA staff and expert consultants. The Stage 1 report made a series of recommendations which were then taken up in Stage 2 of the project.

Consultation was undertaken with businesses, RTOs and State Training Authorities at different stages of the project to inform the development of the various drafts of the Training Package. Consultation was also undertaken through the IBSA website, by email and by conducting face to face workshops in each state and territory. Outcomes of some separate projects which had been undertaken by IBSA were also incorporated into the published version of BSB07.

What are the main differences between BSB07 and BSB01?

The most significant differences are: changes to the unit format qualification structures; the inclusion of new units to address emerging areas of work; a new system for unit coding, and the inclusion of new qualifications.

Changes to units

A full list of the BSB07 units and their relationship to any unit in BSB01, can be found in Volume 1 of BSB07 Training Package.

The unit template has been changed to provide the reader with additional information; and to ensure compliance with current Department of Education, Employment and Workplace Relations (DEEWR; previously DEST) requirements

Some of the changes you will notice when you look at a BSB07 unit are:

- the removal of key competencies and the incorporation of employability skills
- a separation of Required Skills and Required Knowledge into two sections
- units are now in active, not passive voice, to make them more explicit and accessible
- the addition of “Application of the unit” to provide advice about the work roles and context related to the unit
- enhanced evidence guides, including advice about other units which may be included in holistic approaches to assessment
- the inclusion of a section on “Method of assessment” which provides examples of suitable techniques to assess the unit.

Why have some units been deleted?

Some units have been deleted from the training package. This has occurred where there was significant overlap with other units in the training package (in some cases units were merged), where consultation showed that the unit was out-of-date or no longer relevant to industry needs, or where there was a unit from another training package that was identified as better or more appropriate.

Changes to qualifications

BSB07 Business Services Training Package contains 64 qualifications covering many business functions. Qualifications range from Certificate I through to Vocational Graduate Diploma; there are two Vocational Graduate Certificates and one Vocational Graduate Diploma.

There are no direct links between the qualifications and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

The qualification structures have been designed on a ‘core plus electives’ model, and feature the flexibility to accommodate a wide variety of industry contexts and to suit individual enterprise requirements. An added feature of the qualifications in BSB07 is that suggested electives are provided for some qualifications to achieve different vocational outcomes, for example the Diploma of Advertising provides combinations of electives that would be suitable to the roles of an Account Manager, a Creative Director and an Account Planner.

Employability Skills summaries have been added to the qualification documents; the Employability Skills have been identified as generic skills that apply to all job functions.

Often people are keen to know about pathways for qualifications. They may be interested to know about what educational qualifications or experience are necessary for

enrolment, or what pathways are opened up to graduates who have completed the qualification. As in BSB01, there are no unit prerequisites within BSB07; however the pathways advice provides information on suggested entry levels for learners. Advice is provided for each qualification on how a candidate may enter a qualification. The pathway into a qualification is generally expressed as requiring the candidate to have:

- completed a qualification at a level immediately prior to the qualification to be undertaken (e.g. the Certificate III for entry into the Certificate IV), or
- evidence of having completed the majority of units (51%) from the qualification that immediately precedes the qualification to be undertaken, or
- relevant vocational experience.

Where possible, indicative job roles are identified for candidates seeking entry based upon vocational experience alone. These job roles are indicative only and are not to be interpreted as a definitive listing of all possible suitable roles.

In order to meet newly identified needs, BSB07 introduces some new qualifications in the areas of:

- Micro Business Operations
- Customer Contact
- Administration (Education)
- International Education Services
- Organisational Learning and Capability Development.

Which qualifications have been deleted from BSB01?

13 qualifications that formed part of BSB01 have been deleted. These qualifications are:

- BSB30601 Certificate III in e-Business
- BSB41101 Certificate IV in Business Management
- BSB41201 Certificate IV in e-Business
- BSB41904 Certificate IV in Business (Employment Services)
- BSB40501 Certificate IV in Business Development
- BSB41301 Certificate IV in e-Business Development
- BSB51301 Diploma of e-learning
- BSB50501 Diploma of Business Development
- BSB51101 Diploma of e-Business
- BSB51201 Diploma of Strategic e-Business Development
- BSB60401 Advanced Diploma of Business Development
- BSB60701 Advanced Diploma of e-Business
- BSB60801 Advanced Diploma of Strategic e-Business Development

Which qualifications have been added to BSB07?

11 qualifications have been added to BSB07. These qualifications are:

- BSB20207 Certificate II in Customer Contact
- BSB30207 Certificate III in Customer Contact
- BSB30507 Certificate III in Business Administration (International Education)

- BSB30907 Certificate III in Business Administration (Education)
- BSB40307 Certificate IV in Customer Contact
- BSB40907 Certificate IV in Governance
- BSB50307 Diploma of Customer Contact
- BSB50907 Diploma of International Education Services
- BSB60207 Advanced Diploma of Business
- BSB60307 Advanced Diploma of Customer Contact
- BSB70207 Vocational Graduate Certificate in International Education Services

Three qualifications were endorsed as part of BSB01 in 2007, but were not widely made available. These qualifications are:

- BSB30307 Certificate III in Micro Business Operations
- BSB70107 Vocational Graduate Certificate in Organisational Learning and Capability Development
- BSB80107 Vocational Graduate Diploma of Organisational Learning and Capability Development

What are Skill Sets?

Recently the national training system introduced the formal recognition of Skill Sets. Skill sets are one or more units of competency which meet a licence or regulatory requirement, or a defined industry need. For more information about skill sets go to www.nqc.tvetaustralia.com.au. All of the skill sets in BSB07 have been developed as a result of a defined industry need. BSB07 includes the following skill sets:

Key Management Skill Set

This skill set targets new managers or those wishing to undertake short training in management. It provides credit towards the Diploma of Management.

Medical Transcription and Legal Transcription Skill Sets

These skill sets are proposed to support medical and court transcription services.

Key Recordkeeping Skill Set

Recordkeeping is a skill required by many people in various job roles as well as a specific career in itself. In addition to the qualifications for those pursuing a career in recordkeeping, a skill set was developed as a potential 'add on' to qualifications from other areas.

Franchising Skill Set

There are two franchising qualifications in the package, one designed for franchisees and one for franchisors. The skill set is designed for a new group – loosely called franchising consultants – whose role is to negotiate between franchisees and franchisors. Neither of the two current franchising qualifications was deemed to adequately meet their needs. Typically franchising consultants would already hold a qualification in a discipline such as accounting or law.

Governance Induction Skill Set

This area is quite similar in intent to Key Management in that there are a lot of programs offered as short courses, particularly for new Board Members. The skill set is for new board members who do not require a full qualification in governance or need to obtain relevant skills in a short period of time.

Small Business Contracting Skill Set

This skill set is for small business practitioners who are pursuing contracted business opportunities.

Small Business Financial Management Skill Set

Financial management is a key concern to people in small business and this skill set addresses the needs of people who are establishing or operating a micro business providing for self employment.

Small Business Home-based Skill Set

There are increasing numbers of people who are establishing businesses from home. Being self-employed is a real trend and this skill set provides people with the opportunity to develop skills and knowledge needed to make the transition to self employment.

Small Business Indigenous Corporate Governance Skill Set

Indigenous small businesses may have boards to oversee their work: this skill set is designed for board members with this responsibility and is also suitable for the business managers.

Small Business Marketing Skill Set

Many small businesses have industry knowledge or expertise, but do not necessarily have the skills to effectively promote the business or to effectively source new customers. This skill set has been developed to equip small business people to grow their businesses.

Small Business Operations Preparatory Skill Set

This is an orientation to small business: it is suitable for people who are thinking about becoming self employed as well as those who are in the start-up phase of their business.

Small Business Preparatory Skill Set

This skill set is for people preparing for work in a micro/small business.

How will Skill Sets be reported?

On being assessed as competent in all the units specified in a skill set, an RTO can award a Statement of Attainment citing the skill set. The definition of Statement of Attainment has been revised in the AQF Implementation Handbook:

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s) (revised 2007).

The relevant sections in the AQF Implementation Handbook are being updated to reflect this definition. In particular, the section **Issuing a Qualification** will be updated at 7. *Protocol for Defining the Form of Statements of Attainment* and at 8. *Suggested Form: Statement of Attainment.*

Answers to additional questions regarding Skill Sets may be found on the NQC website at: http://www.nqc.tvetaustralia.com.au/skill_sets

How are the BSB07 unit codes different from BSB01?

The purpose of coding is to provide a unique identifier for each unit and to help users navigate content. Codes are also a shorthand way for us to specify which unit we are referring to. Additionally, the code provides information about the currency of the unit: if the code ends with 'A' then you are looking at the first or initial version of the unit. Each time the unit is revised the code is assigned a further letter. For example, if you had three versions of a unit (with codes ending in A, B and C respectively) then the one with a code ending in 'C' will be the latest version of the unit. If the unit is unchanged from one version of the training package to another, its code will remain unchanged.

Feedback received during the consultation phase of the project to develop BSB07 indicated that training package users are concerned about duplication, both within the training package and with units from other training packages. Grouping the units of competency by category enables duplication and overlaps to be more easily recognised.

Now there are two levels of heading – Broad Competency Field and Specific Competency Field. Both of these are shown in each unit of competency. The first of the tables below shows an example of the way a unit of competency has been categorised. A more complete listing of the change coding for specific competency fields follows.

IBSA currently has responsibility for 11 training packages, and has devised an alternative coding system that will foster unit transferability across training packages, thereby reducing duplication. As every IBSA Training Package is reviewed and continuously improved, units of competency will be organised and presented according to the new categories.

Sample Unit Coding: *BSBMGT401A Show leadership in the workplace*

<i>Three letters indicating the training package for which the unit was developed</i>	<i>Three letters indicating the specific competency field of the unit</i>	<i>Three digit numeric</i>	<i>Version Identifier</i>
This unit has been developed for the Business Services Training Package (BSB)	Broad Competency Field: Management and Leadership Specific Competency Field: Management (MGT)	Number assigned to the unit of competency	This unit is a revised version of BSBFLM402A Show leadership in the workplace; however, because it has been recoded, the version identifier indicates that this is the first version of this unit with the current code.
BSB	MGT	401	A

Competency Field Descriptions

TITLES FOR BROAD COMPETENCY FIELDS	TITLES FOR SPECIFIC COMPETENCY FIELDS (alpha code)	Description <i>This code is used to indicate:</i>
Administration	Educational Administration (EDU)	Specialist units of competency developed for application in educational environments
	General Administration (ADM)	Units of competency developed for application in a broad range of work environments
	Legal Services Administration (LEG)	Specialist units of competency developed for application in a legal work environment
	Medical Services Administration (MED)	Specialist units of competency developed for application in medical environments including doctor's surgeries, hospitals, medical centres, hospices etc.
	Purchasing and Contracting (PUR)	Specialist units of competency developed for the procurement of goods and services
Business Development	Advertising (ADV)	Specialist units of competency developed for application in an advertising work environment
	International Business (INT)	Specialist units of competency developed for application in workplace environments involved in the import and/or export of goods and services

TITLES FOR BROAD COMPETENCY FIELDS	TITLES FOR SPECIFIC COMPETENCY FIELDS (alpha code)	Description <i>This code is used to indicate:</i>
	Marketing (MKG)	Specialist units of competency developed for application in planning, developing and implementing marketing strategies
	Public Relations (PUB)	Specialist units of competency developed for application in public relations, fundraising and sponsorship environments
	Sales (SLS)	Specialist units of competency developed for application in the sales process and in sales management
Communication	Interpersonal Communication (CMM)	Units of competency denoting the application of interpersonal skills in a range of contexts within the workplace
	Writing (WRT)	Specialist units relating to the development and use of writing skills to communicate information
Creativity and Innovation	Creative Thinking (CRT)	Units of competency requiring the application of thought to develop concepts, ideas and constructive argument for the workplace
	Innovation (INN)	Units of competency requiring the application of skills and knowledge for the development of new practices, systems and processes for the workplace
Design	Design Process (DES)	Units of competency requiring the application of skills and knowledge for the development and application of design techniques in response to workplace requirements
Finance	Financial Admin (FIA)	Units of competency applicable to financial record preparation and reporting
	Financial Management (FIM)	Units of competency related to the general management of financial functions including budgets, payroll and reporting
Industry Capability	Industry Context (IND)	Units of competency providing an overview of the work requirements essential in specific workplace environments
	Product Skills and Advice (PRO)	Units of competency requiring the development and application of product knowledge
	Sustainability (SUS)	Specialist units of competency developed for the application of environmentally sustainable work practices
	Workplace Effectiveness (WOR)	Units of competency developed for application as core workplace skills and practices
Information and Communications Technology	E-Business (EBU)	Specialist units of competency developed for application in e-business environments
	IT Analysis and Design (ITA)	Specialist units of competency developed for application in the design and analysis of computerised systems and processes

TITLES FOR BROAD COMPETENCY FIELDS	TITLES FOR SPECIFIC COMPETENCY FIELDS (alpha code)	Description <i>This code is used to indicate:</i>
	IT Building and Implementation (ITB)	Specialist units of competency developed for application in computer network environments
	IT Support (ITS)	Specialist units of competency developed for application in the maintenance of business technology
	IT Use (ITU)	Units of competency requiring the use of computer-based hardware and software
Knowledge Management	Information Management (INM)	Specialist units of competency requiring the application of a range of information management processes including computerised and non-computerised systems
	Recordkeeping (RKG)	Specialist units of competency developed for the application of recordkeeping procedures and practices in a broad range of work environments
	Research (RES)	Specialist units of competency required for application in the sourcing, collection, analysis and presentation of information
Management and Leadership	Frontline Management (FLM)	Units of competency requiring the application of team management skills within a work group
	Franchising (FRA)	Specialist units of competency required for application in the establishment and management of a franchise
	Management (MGT)	Specialist units of competency required for leadership, organisational development and people management in the workplace
	Project Management (PMG)	Specialist units of competency required for management and direction of projects
	Small and Micro Business (SMB)	Specialist units of competency developed for application in managing and operating micro and small businesses
Regulation, Licensing and Risk	Compliance (COM)	Specialist units of competency developed for compliance monitoring and management in a range of work environments
	Governance (GOV)	Specialist units of competency developed for application by company or Board directors
	Aboriginal and Torres Strait Islander Governance (ATSI)	Specialist units of competency developed for application in Indigenous governance work environments
	Occupational Health and Safety (OHS)	Specialist units of competency developed for implementing, monitoring and managing OHS in the workplace
	Quality Auditing (AUD)	Specialist units of competency developed for the implementation of quality audit systems
	Risk Management (RSK)	Specialist units of competency developed for application in a range of risk management contexts

TITLES FOR BROAD COMPETENCY FIELDS	TITLES FOR SPECIFIC COMPETENCY FIELDS (alpha code)	Description <i>This code is used to indicate:</i>
Stakeholder Relations	Contact Centre Operations (CCO)	Specialist units of competency developed for application in a customer contact centre environment
	Customer Service (CUS)	Specialist units of competency developed for the application of customer service skills
	Relationship Management (REL)	Specialist units of competency associated with the development of client relationships and business networks
Workforce Development	Diversity (DIV)	Specialist units of competency required for the development of a culturally sensitive workplace
	Human Resource Management (HRM)	Specialist units of competency required for the selection, induction, termination and wellbeing of staff
	Learning and Development (LED)	Units of competency for application in development of the workforce
	Recruitment and Employment Services (EMS)	Specialist units of competency developed for application in the provision of recruitment/employment services
	Workplace Relations (WRK)	Specialist units of competency applied in workplace review processes, dealing with and through trade unions, and in a range of industrial relations contexts

What qualifications are in BSB07?

There are now 64 qualifications in the training package.

Qualification Listing

Code	Title
BSB10107	Certificate I in Business
BSB20107	Certificate II in Business
BSB20207	Certificate II in Customer Contact
BSB30107	Certificate III in Business
BSB30207	Certificate III in Customer Contact
BSB30307	Certificate III in Micro Business Operations
BSB30407	Certificate III in Business Administration
BSB30507	Certificate III in Business Administration (International Education)
BSB30607	Certificate III in International Trade
BSB30707	Certificate III in Occupational Health and Safety
BSB30807	Certificate III in Recordkeeping
BSB30907	Certificate III in Business Administration (Education)
BSB31007	Certificate III in Business Administration (Legal)
BSB31107	Certificate III in Business Administration (Medical)
BSB31207	Certificate III in Frontline Management
BSB40107	Certificate IV in Advertising
BSB40207	Certificate IV in Business
BSB40307	Certificate IV in Customer Contact
BSB40407	Certificate IV in Small Business Management
BSB40507	Certificate IV in Business Administration
BSB40607	Certificate IV in Business Sales
BSB40707	Certificate IV in Franchising
BSB40807	Certificate IV in Frontline Management
BSB40907	Certificate IV in Governance
BSB41007	Certificate IV in Human Resources
BSB41107	Certificate IV in International Trade
BSB41207	Certificate IV in Legal Services
BSB41307	Certificate IV in Marketing
BSB41407	Certificate IV in Occupational Health and Safety
BSB41507	Certificate IV in Project Management
BSB41607	Certificate IV in Purchasing
BSB41707	Certificate IV in Recordkeeping
BSB41807	Certificate IV in Unionism and Industrial Relations
BSB41907	Certificate IV in Business (Governance)
BSB50107	Diploma of Advertising
BSB50207	Diploma of Business

Code	Title
BSB50307	Diploma of Customer Contact
BSB50407	Diploma of Business Administration
BSB50507	Diploma of Franchising
BSB50607	Diploma of Human Resources Management
BSB50707	Diploma of Business (Governance)
BSB50807	Diploma of International Business
BSB50907	Diploma of International Education Services
BSB51007	Diploma of Legal Services
BSB51107	Diploma of Management
BSB51207	Diploma of Marketing
BSB51307	Diploma of Occupational Health and Safety
BSB51407	Diploma of Project Management
BSB51507	Diploma of Purchasing
BSB51607	Diploma of Quality Auditing
BSB51707	Diploma of Recordkeeping
BSB51807	Diploma of Unionism and Industrial Relations
BSB60107	Advanced Diploma of Advertising
BSB60207	Advanced Diploma of Business
BSB60307	Advanced Diploma of Customer Contact
BSB60407	Advanced Diploma of Management
BSB60507	Advanced Diploma of Marketing
BSB60607	Advanced Diploma of Occupational Health and Safety
BSB60707	Advanced Diploma of Project Management
BSB60807	Advanced Diploma of Recordkeeping
BSB60907	Advanced Diploma of Management (Human Resources)
BSB70107	Vocational Graduate Certificate in Organisational Learning and Capability Development
BSB70207	Vocational Graduate Certificate in International Education Services
BSB80107	Vocational Graduate Diploma of Organisational Learning and Capability Development

What's happened in each domain?

There are no longer domains, but broad competency fields in the training package; and in each field there have been changes to the units and the packaging rules for qualifications.

Administration

The Administration category in BSB07 contains qualifications covering general, education, medical and legal administration. There are five Business Administration qualifications at Certificate III level, one at Certificate IV and one Diploma.

Advertising

There are still three qualifications in this domain: a Certificate IV, a Diploma and an Advanced Diploma.

Business

There are six business qualifications in BSB07, ranging from a Certificate I to an Advanced Diploma qualification.

Business Sales

There is still only one qualification in Business Sales however it is now a Certificate IV. It is designed for individuals working in organisations where sales is a service or function of the business, but selling is not the core business.

Compliance Management

There are no specific compliance management qualifications. The units were developed in 2004 to be packaged at Certificate IV, Diploma and Advanced Diploma levels. They are suited to a wide range of business functions and can be effectively incorporated as electives in many qualifications.

Customer Contact

This is a new suite of qualifications for BSB. Formerly they were contained within the ICT02 Telecommunications Training Package. The IBSA Board has determined that these qualifications have broad application across IBSA's industries and should be relocated into BSB07.

Customer Contact has five qualifications ranging from a Certificate II to an Advanced Diploma.

The Certificate II is designed for customer service representatives, call/contact centre agents or telesales representatives. The Certificate III is also suitable for customer service representatives, call/contact centre agents or telesales representatives, as well as more senior customer service representatives. Units of competency covered in these qualifications include: meeting customer requirements, resolving customer complaints, working effectively in a contact centre environment and actioning customer contact.

The Certificate IV qualification has been designed for analysts, quality assurance officers, schedulers, subject matter experts/coaches and team leaders. Units of competency covered in this qualification include: developing teams and individuals, coordinating customer service strategies, implementing operational plans, providing leadership and managing stress in the workplace.

The Diploma is designed for analysts, campaign managers, quality assurance officers, schedulers, subject matter experts/coaches and experienced team leaders. The units of competency included in this qualification focus on the development of management skills such as: facilitating continuous improvement and capitalising on change and innovation, ensuring team effectiveness and a safe workplace.

The Advanced Diploma is designed for a wide range of managers such as: contact centre managers, customer service managers, operations and workforce managers. Units of competency in this qualification include: managing customer contact information, configuring and optimising customer contact technology, developing a business plan and managing customer contact operational costs.

Franchising

As was previously the case, there are two qualifications in this domain, BSB40707 Certificate IV in Franchising and BSB50507 Diploma of Franchising. The Certificate IV is targeted at franchisees and covers establishing and operating a franchise, managing compliance and the relationship with the franchisor. The Diploma covers establishing a franchise, managing the opening of new sites and expansion, managing relationships with franchisees, and closing a franchise.

Note that there is also a skill set for consultants assisting people to buy into a franchise, or to franchise an existing business operation.

Frontline Management

See Management

Governance

Governance has three qualifications, BSB41907 Certificate IV in Business (Governance), BSB50707 Diploma of Business (Governance) and BSB40907 Certificate IV in Governance.

BSB41907 Certificate IV in Business (Governance) and BSB50707 Diploma of Business (Governance) are specialist qualifications for Board members of Indigenous Organisations. These qualifications have been retained from the BSB01 Training Package and will be the subject of a review to be conducted by IBSA and the Office of the Registrar of Aboriginal and Torres Strait Islander Corporations.

BSB40907 Certificate IV in Governance is a generic governance qualification designed for Board Members with responsibility for coordinating high quality governance within an organisation. There are units on implementing board member responsibilities, analysing financial reports and working within an organisational structure. There are also several electives within this qualification which allow for a specialisation in indigenous governance. Such units cover maintaining and protecting indigenous culture, communicating with the community, managing indigenous cultural processes and contributing to a culturally appropriate workplace.

Human Resource Management

There are three Human Resource Management qualifications in BSB07. These are BSB41007 Certificate IV in Human Resources, BSB50607 Diploma of Human Resource Management and BSB60907 Advanced Diploma of Management (Human Resources). The Certificate IV in Human Resources has new units and the Advanced Diploma has been restructured.

International Education Services

International Education Services is another addition to the Business Services Training Package. The three new qualifications in international education are: BSB30507 Certificate III in Business Administration (International Education); BSB50907 Diploma of International Education Services, and BSB70207 Vocational Graduate Certificate in International Education Services. The contexts that international education addresses are international education (onshore), transnational education (offshore), international projects, and exchange and study abroad programs. These service contexts are delivered across four broad sectors: higher education, vocational education and training, language (ELICOS) and preparatory, primary and secondary schools.

The Certificate III reflects the role of an individual working in international education administration providing technical advice and support to a team. Typical job roles may include: student recruitment and admissions officer, administrative assistant or receptionist within the international office of a university, or a registered training provider such as a TAFE or ELICOS private training provider.

The Diploma reflects the role of someone working in international education administration who uses a range of specialised technical or managerial competencies to carry out and evaluate their work and the work of others. Typical job roles may include: manager/coordinator international student support services, manager – international marketing and director of student administration.

The Vocational Graduate Certificate reflects self directed development and achievement of broad and/or specialised areas of knowledge and skills in education administration. Typical job roles include: manager/coordinator international programs (onshore), RTO director – international childcare VTE programs (offshore) and director of student administration (international programs).

International Trade/Business

International trade has three qualifications ranging from a Certificate III to a Diploma. These qualifications are designed for workers and managers in export and import enterprises, and other specialist personnel involved with international trade and business.

The qualifications cover a diverse range of skills and knowledge involved with the work of international trade/business across a range of levels. The units cover activities such as assisting in the process of importing and exporting goods, international transfer of services and international transport of goods; researching international business opportunities and markets; marketing goods and services internationally; obtaining specialist permits for import and export of goods; forecasting international market and business needs; and promoting products and services to international markets.

Legal Services

As in BSB01 there are still three qualifications ranging from a Certificate III in Business Administration to a Diploma of Legal Services. The qualifications are designed for people working in occupations such as legal administration, legal assistants, legal secretaries, legal services, assistant paralegals, support officers and legal support recruitment consultants.

Management

The areas of Frontline Management and Management have been reviewed and, as there was considerable overlap between the two areas, they are now considered as one area. There are now four management qualifications in BSB07: BSB31207 Certificate III in Business (Frontline Management), BSB40807 Certificate IV in Frontline Management, BSB51107 Diploma of Management and BSB60407 Advanced Diploma of Management.

The Certificate III in Business (Frontline Management) has been fundamentally retained in its original state, with changes made to incorporate DEEWR requirements within the units of competency and equivalent units added where they have been sourced from updated parts of the BSB01 version of the Training Package.

The Certificate IV in Frontline Management, Diploma of Management and Advanced Diploma of Management now reflect the broad spectrum of management functions and as such, include competencies that were formerly covered in the frontline and strategic management domains in BSB01. The qualifications are applicable to anyone with management responsibility across all business contexts.

The Certificate IV is designed for team leaders, supervisors, or line management positions. The Diploma is designed for middle managers, and the Advanced Diploma is for senior managers moving towards the executive level.

Marketing

There are three marketing qualifications within BSB07, ranging from a Certificate IV to an Advanced Diploma.

Occupational Health and Safety

There are four Occupational Health and Safety (OHS) qualifications from Certificate III to Advanced Diploma. These qualifications were originally developed in 2004, following extensive consultation to meet organisational needs in coordinating and maintaining OHS programs. The qualifications apply to a range of vocations including occupational health and safety coordinator, occupational health and safety officer, both generalist office manager and office manager with an occupational health and safety specialisation.

Organisational Learning and Capability Development

There are two qualifications at a Vocational Graduate Certificate and Vocational Graduate Diploma level in Organisational Learning and Capability Development. The Vocational Graduate Certificate and the Vocational Graduate Diploma reflect the roles

of individuals who apply substantial specialised knowledge and skills in the field of learning and capability development.

Both qualifications are relevant to leaders and managers in an organisation where learning is used to build capability – in these roles they harness learning to enhance existing practices and thinking, workforce capability and career development. Typical job roles may include: human resources development (HRD) operational manager, organisational learning and leadership manager, workforce capability development leader and managers providing career development research or information.

These qualifications were submitted to DEST separately for endorsement and inclusion within the endorsed BSB07 Business Services Training Package.

Project Management

As was previously the case, there are three qualifications in this field: Certificate IV, Diploma and Advanced Diploma. These units and qualifications were originally designed in 2004, following extensive consultation. In this review they have been updated to apply to wide ranging vocational applications including project authorisation, project scope, management of the project, costing, risk management, integrative processes, procurement and human resources project management.

Purchasing

As well as being a specific work role, purchasing is also a cross-industry and generic work function; all organisations are involved in purchasing to some extent. There is a Certificate IV and a Diploma in Purchasing to address the needs of people in dedicated purchasing roles, and units which are available for inclusion in many other qualifications.

Quality Auditing

There is one qualification in this field, BSB51607 Diploma of Quality Auditing. The qualification applies to a wide range of specialised and managerial quality audit vocations, including planning, conducting and evaluating quality improvements, and organising and supporting quality audit systems. These units and qualification were originally developed in 2004, following extensive consultation and have been streamlined in this review to eliminate duplication.

Recordkeeping

The four qualifications for recordkeeping range from a Certificate III to an Advanced Diploma.

The Certificate III is designed for those working in positions such as assistant records clerks, assistant registry officers and administration officers. The Certificate IV is designed for those working in medical records, records clerks, records officers, registry officers and project assistants. Units covered include areas such as reviewing record status, setting up a recordkeeping system and electronic recordkeeping. The Diploma is targeted at those in senior recordkeeping positions such as archivists, records management coordinators and senior records officers. And the Advanced Diploma qualification is suitable for senior archivists, project managers or records managers.

Small Business Management

The BSB01 Small Business Management qualification was reviewed and, in response to needs identified through consultation and research undertaken for the Indigenous Small Business Skills Development Project, the following alterations and additions were submitted to DEST as proposed changes to the BSB01 Business Services Training Package:

- development of a new Certificate III in Micro Business Operations
- revision of the Certificate IV in Small Business Management
- development of skill sets

- redevelopment of the existing small business management units and the development of new small business management units.

The consultation process undertaken with Indigenous small business organisations, individuals and small business stakeholders facilitated a careful investigation of existing national competency standards to determine whether the training and development needs of small business and micro business were being met. The resultant analysis and further industry consultation refined and updated existing Small Business Management competency standards and produced new competency standards which meet the new and emerging needs of the expanding small business and micro business industry sectors.

These qualifications were submitted to DEST separately for endorsement and inclusion within the BSB07 Training Package.

Strategic Management

See Management

Unionism and Industrial Relations

As was previously the case, there are two qualifications in this specific competency field, BSB41807 Certificate IV in Unionism and Industrial Relations and BSB51807 Diploma of Unionism and Industrial Relations. The Certificate IV is designed to cater for union organisers and workplace union representatives, while the Diploma is suitable for union officials.

What changes have happened to the qualification structures?

Formerly most of the qualifications in BSB were structured to include X number of units from the specific domain, X number from what was termed the 'Common' domain and X number from elsewhere in BSB or any other training package.

BSB07 has endeavoured to retain the flexibility that BSB01 offered and in most cases qualifications provide a wide range of electives and the option to include one unit from a level higher or lower as an elective. However as the training package no longer has domains or 'common units and there is a new coding system, a different method for setting out the packaging was required. BSB07 uses a core and elective model. In some cases the number of units required for a qualification has changed.

Why is there variation of the number of units required in Certificates of the same level?

There are variations in the numbers of units required in different qualifications at the same level. For example, the number of units for a Certificate IV qualification ranges from 8 to 14. This has occurred because of feedback from industry. BSB applies to many different business contexts; and different industry sectors have different requirements and this is reflected in both the content and number of units for a given qualification. Ultimately the level of a qualification is determined by the contents of the combination of units rather than the number of units assigned to that qualification.

Are the 'pathways' into qualifications effectively 'pre-requisites' for entry into these qualifications?

The pathways provide advice for RTOs about the type of background, experience or competence needed by potential learners in order to participate in the qualification. The pathways are not pre-requisites, they are there as a reference point and can be utilised by RTOs when determining the suitability for enrolment with prospective learners.

What Skill Sets are in BSB07?

The skill sets are:

- Key Management Skill Set
- Medical Transcription and Legal Transcription Skill Sets
- Key Recordkeeping Skill Set
- Franchising Skill Set
- Governance Induction Skill Set
- Small Business Contracting Skill Set
- Small Business Financial Management Skill Set
- Small Business Home-based Skill Set
- Small Business Indigenous Corporate Governance Skill Set
- Small Business Marketing Skill Set
- Small Business Operations Preparatory Skill Set
- Small Business Preparatory Skill Set

When will BSB07 be reviewed?

As of 2006, all training packages adopted a model of continuous improvement. What this means in effect is that IBSA will be collecting information about the currency, relevance and practicality of all units and qualifications in BSB and updating it to reflect industry needs. Everyone has the opportunity to make suggestions about improvements through IBSA's website at www.ibsa.org.au. Future emphasis will be on improving BSB through a continuum of maintenance, endorsement and implementation, referred to as continuous improvement. However a full review will still be undertaken where evidence of continuous improvement is not considered to be sufficient, or where consultation indicates the need. This may be requested by the NQC or by the ISC.

What happens with students who started a qualification in BSB01?

Generally, there should be no new enrolments in a superseded training package 12 months after endorsement. However, each state and territory has different approaches within their publicly funded system as to when the changeover needs to occur. Providers should contact their state/territory registration authority for specific advice regarding that jurisdiction's transition arrangements.

Will I need to expand my scope of registration in order to deliver the revised qualifications?

The Training Package itself contains a list of the qualifications and their relationship to previous qualifications. If the qualification is equivalent it will generally not be necessary to change your scope of registration. However if there is no equivalent qualification, or if you want to add additional qualifications, skill sets or units you will need to apply to expand your scope of registration. You need to check the details of this with your local state/territory registration authority regarding specific advice for the transition arrangement applicable in their jurisdiction.

What are Employability Skills?

In May 2005, the decision was reached to incorporate employability skills within Training Package qualifications and units of competency. Consequently, from 2006 employability skills have replaced key competency information in Training Packages.

Employability skills are also sometimes referred to as generic skills, capabilities or key competencies. The employability skills discussed here build on the Mayer Committee's key competencies, which were developed in 1992 and attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), produced the *Employability Skills for the Future* report in 2002 in consultation with other peak employer bodies and with funding provided by the Department of Education, Science and Training (DEST) and the Australian National Training Authority (ANTA). Officially released in 2002, copies of the report are available from the DEST website at at:

http://www.dest.gov.au/archive/ty/publications/employability_skills/index.htm.

The report indicated that business and industry now require a broader range of skills than the Mayer Key Competencies Framework and featured an Employability Skills Framework identifying the following eight employability skills.¹

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

The report demonstrated how employability skills can be further described for particular occupational and industry contexts by sets of facets. The facets listed in the report are the aspects of the employability skills that the sample of employers surveyed identified as being important work skills. These facets were seen by employers as being dependent both in their nature and priority on an enterprise's business activity.

What are Employability Skills Summaries?

Summaries broadly identify the application of each Employability Skill in the context of the job role(s) covered by the qualification. They are designed to assist in the identification and inclusion of relevant industry applications of the Employability Skills into learning and assessment strategies.

An Employability Skills Summary describes the broad industry requirements that are further explained as measurable outcomes of performance in the unit of competency for each qualification. An Employability Skills Summary has been included for each qualification in BSB07 and the summaries capture the key aspects, or facets, of each Employability Skill that are important in the job roles covered by the qualification. They are not intended to be exhaustive lists or checklists for performance. An example of an employability skills summary from BSB07 is provided below.

¹ Personal attributes that contribute to employability were also identified in the report but are not part of the Employability Skills Framework.

BSB30107 Certificate III in Business

Employability Skill	Industry requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating verbally with others in negotiation, training and questioning writing a range of simple documentation and communications
Teamwork	<ul style="list-style-type: none"> completing individual tasks to support team goals conveying workplace procedures and work instructions to team members
Problem solving	<ul style="list-style-type: none"> resolving issues and conflicts with team members using manuals and other documentation to overcome problems with information technology or other office equipment
Initiative and enterprise	<ul style="list-style-type: none"> demonstrating individual responsibility for completing tasks suggesting improvements to support the development of improved work practices and team effectiveness
Planning and organising	<ul style="list-style-type: none"> contributing to planning processes with team members to meet expected outcomes gathering, organising and applying workplace information for the organisation's work processes and information systems
Self-management	<ul style="list-style-type: none"> identifying development needs and seeking training to fill needs monitoring and recording the performance of own work area
Learning	<ul style="list-style-type: none"> developing a comprehensive knowledge and understanding of products and services identifying priorities and pursuing personal work goals in accordance with organisational objectives
Technology	<ul style="list-style-type: none"> using information communication technology to communicate with team members or clients using word processing packages, spreadsheets and/or databases to produce written correspondence and reports

How should Employability Skills be addressed in learning and assessment activities?

Employability Skills are most appropriately worked with in relation to the criteria, knowledge and skills described in units of competency. However, at some point in the learning process, time must be devoted to openly discussing the concept of Employability Skills with learners. This should include reviewing how these skills are specifically applied to the unit(s) being studied (as contained in the Employability Skills Summaries). Learners' understanding of Employability Skills can be further enhanced by their participation in learning that adheres to adult learning principles. The process through which individuals learn can, in itself, emphasise particular Employability Skills

When working with Employability Skills, whether in training or assessment, they should always be considered within the context of that unit – and not as individual skills. This holistic approach of combining technical and Employability Skills is more relevant and closely aligned to real job expectations and practices.

DEST had produced a resource which provides further advices regarding Employability Skills in Training and Assessment, and is available at:
http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/es/incorporating_es.htm#Resources_to_support_the_implementation_of_Employability_Skills

How will Employability Skills be reported on?

The National Quality Council (NQC) has completed a project to develop a model for assessing and reporting on Employability skills, and has included a professional development strategy to support implementation. Basic principles of the model include:

- an integrated approach where the assessment of employability skills is integrated with the assessment of technical skills within units and qualifications; and
- descriptive reporting, where short text is used to describe the employability skills developed as part of a qualification.

The NQC has since approved a second stage project which will include a general awareness raising campaign and a national Train-the-Trainer program including PD workshops for key personnel in each State and Territory. Following delivery of the national Train-the-Trainer program, States and Territories will have responsibility for the roll-out of the PD strategy in their own jurisdictions. Also included as part of the second stage project is the establishment of an employability skills website from which learners will be able to download a qualification specific employability skills report on completion of a Training Package qualification.