



Australian Government

Department of Education, Employment  
and Workplace Relations

# BSB07 Business Services Training Package

## Mapping to Previous Training Package/Versions

*This document last updated  
8<sup>th</sup> November 2011*

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## Mapping of Qualifications

### BSB07 version 5 to 6

#### Mapping of qualifications to previous version of Training Package

| BSB07 Version 6<br>Qualifications code and title                         | BSB07 Version 5<br>Qualifications code and title | Comments  | E/N |
|--|--|---|-----|
| <b>Mapping of Qualifications Key: E = equivalent, N = not equivalent</b> |  |   |     |
| BSB20211 Certificate II in Customer Contact                              | BSB20207 Certificate II in Customer Contact      | Total number of units reduced from 10 to 9 and core and elective units updated. Removal of management and sales units from the electives list and units incorporated for outbound customer contact and for product knowledge for customer service operations. | N   |
| BSB30211 Certificate III in Customer Contact                             | BSB30207 Certificate III in Customer Contact     | Number of core units reduced and revised to ensure they suit all industry sectors, particularly inbound centres.  | E   |
| BSB40311 Certificate IV in Customer Contact                              | BSB40307 Certificate IV in Customer Contact      | Number of core units reduced and revised to cover the training needs of inbound centres.  | E   |
| BSB50311 Diploma of Customer Contact                                     | BSB50307 Diploma of Customer Contact             | Number of core units reduced and revised to cover the training needs of inbound centres.  | E   |
| BSB60407 Advanced Diploma of Management                                  | BSB60407 Advanced Diploma of Management          | Qualification updated to include Contact Centre Operations units of competency as electives.  | E   |
|  | BSB60307 Advanced Diploma of Customer Contact    | Deleted due to lack of demand and uptake. Customer contact units incorporated into BSB60407 Advanced Diploma of Management as elective units.   | N/A |

## BSB07 version 4 to 5

### Mapping of qualifications to previous version of Training Package

| BSB07 Version 5<br>Qualifications code and title                         | BSB07 Version 4<br>Qualifications code and title    | Comments  | E/N |
|--|---|---|-----|
| <b>Mapping of Qualifications Key: E = equivalent, N = not equivalent</b> |   |   |     |
| BSB41910 Certificate IV in Business<br>(Governance)                      | BSB41907 Certificate IV in Business<br>(Governance) | Amended to comply with NQC flexibility rules.<br>Qualification updated, total number of units reduced,<br>and core and elective units updated | E   |
| BSB50710 Diploma of Business<br>(Governance)                             | BSB50707 Diploma of Business<br>(Governance)        | Amended to comply with NQC flexibility rules.<br>Qualification updated, total number of units reduced,<br>and core and elective units updated | E   |
| BSB10107 Certificate I in Business                                       | BSB10107 Certificate I in Business                  | Addition of unit BSBITU202A Create and use<br>spreadsheets to elective bank of units  | E   |

## BSB07 version 3 to 4

### Mapping of qualifications to previous version of Training Package

| BSB07 Version 4<br>Qualifications code and title                         | BSB07 Version 3<br>Qualifications code and title | Comments  | E/N |
|--|--|---|-----|
| <b>Mapping of Qualifications Key: E = equivalent, N = not equivalent</b> |  |   |     |
| BSB20207 Certificate II in Customer Contact                              | BSB20207 Certificate II in Customer Contact      | BSBSLS402A, BSBSLS403A, BSBSLS404A, BSBSLS405A, BSBSLS406A removed from elective bank and BSBSLS407A and BSLS408A added to elective bank  | E   |
| BSB30110 Certificate III in Business                                     | BSB30107 Certificate III in Business             | Core unit BSBOHS201A replaced with BSBOHS301B, additional choice of elective units included   | E   |
| BSB30207 Certificate III in Customer Contact                             | BSB30207 Certificate III in Customer Contact     | BSBSLS402A, BSBSLS403A, BSBSLS404A, BSBSLS405A, BSBSLS406A removed from elective bank and BSBSLS407A and BSLS408A added to elective bank  | E   |
|  | BSB31207 Certificate III in Frontline Management | Deleted due to lack of demand. New skill set for aspiring supervisors developed as a pathway to Certificate IV in Frontline Management (FLM). FLM units incorporated into BSB30110 Certificate III in Business as electives | N   |
| BSB40107 Certificate IV in Advertising                                   | BSB40107 Certificate IV in Advertising           | BSBADV511A and BSBADV512A removed from elective bank and BSBADV408A,BSBMKG523A added to elective bank and three public relations units included as electives BSBPUB401A, BSBPUB402A and BSBPUB403A                          | E   |
| BSB40610 Certificate IV in Business Sales                                | BSB40607 Certificate IV in Business Sales        | Amended to comply with NQC flexibility rules. Qualification updated to incorporate additional choice of elective units, number of core units increased  | N   |
| BSB41307 Certificate IV in Marketing                                     | BSB41307 Certificate IV in Marketing             | BSBSLS402A, BSBSLS403A, BSBSLS404A, BSBSLS405A, BSBSLS406A removed from elective bank and BSBSLS407A and BSLS408A added to electives  | E   |
| BSB50107 Diploma of Advertising  | BSB50107 Diploma of Advertising                  | BSBADV511A and BSBADV512A removed from elective bank BSBMKG523A , BSBMKG520A, BSBMKG522A and a range of public relations units added to elective bank   | E   |
| BSB50207 Diploma of Business   | BSB50207 Diploma of Business                     | BSBADV511A and BSBADV512A removed from elective bank BSBMKG523A , BSBINN501A, BSBINN502A and BSBMGT403A added to elective bank  | E   |

|  |  |  |   |
|--|--|--|---|
| BSB50607 Diploma of Human Resources Management                               | BSB50607 Diploma of Human Resources Management                               | BSBDIV501A Manage diversity in the workplace and BSBHRM511A Manage expatriate staff added to elective bank   | E |
| BSB50807 Diploma of International Business                                   | BSB50807 Diploma of International Business                                   | BSBINN501A Establish systems that support innovation and BSBINN502A Build and sustain an innovative work environment added to elective bank                            | E |
| BSB51107 Diploma of Management   | BSB51107 Diploma of Management   | BSBMGT406A, BSBDIV501A,BSBINN501A, BSBINN502A and BSBHRM511A added to elective bank  | E |
| BSB51207 Diploma of Marketing  | BSB51207 Diploma of marketing  | BSBMKG518A, BSBMKG519A, BSBMKG520A, BSBMKG521A and BSBMKG522A added to elective bank   | E |
| BSB60110 Advanced Diploma of Advertising                                     | BSB60107 Advanced Diploma of Advertising                                     | Qualification updated to incorporate additional choice of elective units, and a changed core unit because of amalgamation of units of competency                       | E |
| BSB60507 Advanced Diploma of Marketing                                       | BSB60507 Advanced Diploma of Marketing                                       | BSBMKG523A, BSBMKG520A and BSBMKG611A added to elective bank   | E |
| TAE50310 Diploma of International Education Services                         | BSB50907 Diploma of International Education Services                         | Deleted from BSB07. Replaced with TAE50310 Diploma of International Education Services, located in TAE10 Training and Education Training Package                       | E |
| TAE70210 Vocational Graduate Certificate in Management (Learning)            | BSB70108 Vocational Graduate Certificate in Management (Learning)            | Deleted in BSB07. Replaced with TAE70210 Vocational Graduate Certificate in Management (Learning), located in TAE10 Training and Education Training Package            | E |
| TAE70310 Vocational Graduate Certificate in International Education Services | BSB70207 Vocational Graduate Certificate in International Education Services | Deleted in BSB07. Replaced with TAE70310 Vocational Graduate Certificate in International Education Services, located in TAE10 Training and Education Training Package | E |
| TAE80210 Vocational Graduate Diploma of Management (Learning)                | BSB80108 Vocational Graduate Diploma of Management (Learning)                | Deleted in BSB07. Replaced with TAE80210 Vocational Graduate Diploma of Management (Learning), located in TAE10 Training and Education Training Package                | E |

## BSB07 version 2 to 3

### Mapping of qualifications to previous version of Training Package

| BSB07 Version 3<br>Qualification code and title                          | BSB07 Version 2<br>Qualification code and title | Comments  | E/N |
|--|---|---|-----|
| <b>Mapping of Qualifications Key: E = equivalent, N = not equivalent</b> |   |   |     |
| BSB40110 Certificate IV in Legal Services                                | BSB41207 Certificate IV in Legal Services       | Qualification has been updated, total number of units increased to reflect current industry trends and amended to comply with NQC flexibility rules | N   |
| BSB50110 Diploma of Legal Services                                       | BSB51007 Diploma of Legal Services              | Qualification has been updated, total number of units increased to reflect current industry trends and amended to comply with NQC flexibility rules | N   |

## Mapping of previous BSB versions to BSB07 version 2

### Mapping of qualifications to previous version of Training Package

| BSB07 Version 2<br>Qualification code and title                                  | Qualification previous Training<br>Package/versions              | Comments   | E/N |
|--|--|--|-----|
| <b>Mapping of Qualifications Key: E = equivalent, N = not equivalent</b>         |  |  |     |
| BSB10107 Certificate I in Business   | BSB10101 Certificate I in Business                               | Outcomes deemed as equivalent to BSB10101<br>Amended to comply with NQC flexibility rules  | E   |
| BSB20107 Certificate II in Business  | BSB20101 Certificate II in Business                              | Outcomes deemed as equivalent to BSB20101<br>Amended to comply with NQC flexibility rules  | E   |
| BSB20207 Certificate II in Customer<br>Contact                                   |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N   |
| BSB30107 Certificate III in Business   | BSB30101 Certificate III in Business                             | Outcomes deemed as equivalent to BSB30101<br>Amended to comply with NQC flexibility rules  | E   |
| BSB30207 Certificate III in Customer<br>Contact                                  |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N   |
| BSB30307 Certificate III in Micro<br>Business Operations                         |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N   |
| BSB30407 Certificate III in Business<br>Administration                           | BSB30201 Certificate III in Business<br>Administration           | Outcomes deemed as equivalent to BSB30201<br>Amended to comply with NQC flexibility rules  | E   |
| BSB30507 Certificate III in Business<br>Administration (International Education) |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N   |
| BSB30607 Certificate III in International<br>Trade                               | BSB30804 Certificate III in Business<br>(International Trade)    | Outcomes deemed as equivalent to BSB30804<br>Amended to comply with NQC flexibility rules  | E   |
| BSB30707 Certificate III in Occupational<br>Health and Safety                    | BSB31606 Certificate III in Occupational<br>Health and Safety    | Outcomes deemed as equivalent to BSB31606<br>Amended to comply with NQC flexibility rules  | E   |
| BSB30807 Certificate III in<br>Recordkeeping                                     | BSB30401 Certificate III in Business<br>(Recordkeeping)          | Outcomes deemed as equivalent to BSB30401<br>Amended to comply with NQC flexibility rules  | E   |
| BSB30907 Certificate III in Business<br>Administration (Education)               |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N   |
| BSB31007 Certificate III in Business<br>Administration (Legal)                   | BSA30200 Certificate III in Business<br>(Legal Administration)   | Outcomes deemed as equivalent to BSA30200<br>Amended to comply with NQC flexibility rules  | E   |
| BSB31107 Certificate III in Business<br>Administration (Medical)                 | BSB30704 Certificate III in Business<br>(Medical Administration) | Outcomes deemed as equivalent to BSB30704<br>Amended to comply with NQC flexibility rules  | E   |
| BSB31207 Certificate III in Frontline  | BSB30504 Certificate III in Business                             | Outcomes deemed as equivalent to BSB30504  | E   |

|   |   |  |   |
|---|---|--|---|
| Management  | (Frontline Management)  | Amended to comply with NQC flexibility rules   |   |
| BSB40107 Certificate IV in Advertising                    | BSB40601 Certificate IV in Business (Advertising)               | Outcomes deemed as equivalent to BSB40601  | E |
| BSB40207 Certificate IV in Business                       | BSB40101 Certificate IV in Business                             | Outcomes deemed as equivalent to BSB40101<br>Amended to comply with NQC flexibility rules  | E |
| BSB40307 Certificate IV in Customer Contact               |   | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N |
| BSB40407 Certificate IV in Small Business Management      | BSB40401 Certificate IV in Business (Small Business Management) | Outcomes deemed as equivalent to BSB40401<br>Amended to comply with NQC flexibility rules  | E |
| BSB40507 Certificate IV in Business Administration        | BSB40201 Certificate IV in Business Administration              | Outcomes deemed as equivalent to BSB40201<br>Amended to comply with NQC flexibility rules  | E |
| BSB40607 Certificate IV in Business Sales                 | BSB30301 Certificate III in Business (Sales)                    | Outcomes deemed as equivalent to BSB30301  | E |
| BSB40707 Certificate IV in Franchising                    | BSB41704 Certificate IV in Business (Franchising)               | Outcomes deemed as equivalent to BSB41704<br>Amended to comply with NQC flexibility rules  | E |
| BSB40807 Certificate IV in Frontline Management           | BSB41004 Certificate IV in Business (Frontline Management)      | Outcomes deemed as equivalent to BSB41004<br>Amended to comply with NQC flexibility rules  | E |
| BSB40907 Certificate IV in Governance                     |   | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules | N |
| BSB41007 Certificate IV in Human Resources                | BSB40801 Certificate IV in Business (Human Resources)           | Outcomes deemed as equivalent to BSB40801<br>Amended to comply with NQC flexibility rules  | E |
| BSB41107 Certificate IV in International Trade            | BSB42004 Certificate IV in Business (International Trade)       | Outcomes deemed as equivalent to BSB42004  | E |
| BSB41307 Certificate IV in Marketing                      | BSB40701 Certificate IV in Business (Marketing)                 | Outcomes deemed as equivalent to BSB40701  | E |
| BSB41407 Certificate IV in Occupational Health and Safety | BSB41604 Certificate IV in Occupational Health and Safety       | Outcomes deemed as equivalent to BSB41604<br>Amended to comply with NQC flexibility rules  | E |
| BSB41507 Certificate IV in Project Management             | BSB41504 Certificate IV in Project Management                   | Outcomes deemed as equivalent to BSB41504  | E |
| BSB41607 Certificate IV in Purchasing                     | BSB41404 Certificate IV in Business (Purchasing)                | Outcomes deemed as equivalent to BSB41404<br>Amended to comply with NQC flexibility rules  | E |
| BSB41707 Certificate IV in Recordkeeping                  | BSB40301 Certificate IV in Business (Recordkeeping)             | Outcomes deemed as equivalent to BSB40301<br>Amended to comply with NQC flexibility rules  | E |
| BSB41807 Certificate IV in Unionism                       | BSB41804 Certificate IV in Unionism                             | Outcomes deemed as equivalent to BSB41804  | E |

|  |  |  |   |
|--|--|--|---|
| and Industrial Relations                             |  | Amended to comply with NQC flexibility rules   |   |
| BSB41907 Certificate IV in Business (Governance)     | BSB40901 Certificate IV in Business (Governance)   | Outcomes deemed as equivalent to BSB40901  | E |
| BSB50107 Diploma of Advertising                      | BSB50601 Diploma of Business (Advertising)   | Outcomes deemed as equivalent to BSB50601  | E |
| BSB50207 Diploma of Business                         | BSB50101 Diploma of Business   | Outcomes deemed as equivalent to BSB50101<br>Amended to comply with NQC flexibility rules              | E |
| BSB50307 Diploma of Customer Contact                 |  | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules             | N |
| BSB50407 Diploma of Business Administration          | BSB50201 Diploma of Business Administration  | Outcomes deemed as equivalent to BSB50201<br>Amended to comply with NQC flexibility rules              | E |
| BSB50507 Diploma of Franchising                      | BSB51704 Diploma of Business (Franchising)   | Outcomes deemed as equivalent to BSB51704<br>Amended to comply with NQC flexibility rules              | E |
| BSB50607 Diploma of Human Resources Management       | BSB50801 Diploma of Business (Human Resources)   | Outcomes deemed as equivalent to BSB50801<br>Amended to comply with NQC flexibility rules              | E |
| BSB50707 Diploma of Business (Governance)            | BSB50901 Diploma of Business (Governance)  | Outcomes deemed as equivalent to BSB50901  | E |
| BSB50807 Diploma of International Business           | BSB52004 Diploma of International Business   | Outcomes deemed as equivalent to BSB52004<br>Amended to comply with NQC flexibility rules              | E |
| BSB50907 Diploma of International Education Services |  | New qualification – no equivalent in BSB01   | N |
| BSB51107 Diploma of Management                       | BSB50401 Diploma of Business Management<br>BSB51004 Diploma of Business (Frontline Management) | Outcomes deemed as equivalent to BSB50401 and BSB51004<br>Amended to comply with NQC flexibility rules | E |
| BSB51207 Diploma of Marketing                        | BSB50701 Diploma of Business (Marketing)   | Outcomes deemed as equivalent to BSB50701  | E |
| BSB51307 Diploma of Occupational Health and Safety   | BSB51604 Diploma of Occupational Health and Safety   | Outcomes deemed as equivalent to BSB51604<br>Amended to comply with NQC flexibility rules              | E |
| BSB51407 Diploma of Project Management               | BSB51504 Diploma of Project Management   | Outcomes deemed as equivalent to BSB51504  | E |
| BSB51507 Diploma of Purchasing                       | BSB51404 Diploma of Business (Purchasing)  | Outcomes deemed as equivalent to BSB51404<br>Amended to comply with NQC flexibility rules              | E |
| BSB51607 Diploma of Quality Auditing                 | BSB51904 Diploma of Business (Quality  | Outcomes deemed as equivalent to BSB51904  | E |

|  |   |   |   |
|--|---|---|---|
|  | Auditing)   | Amended to comply with NQC flexibility rules  |   |
| BSB51707 Diploma of Recordkeeping  | Outcomes deemed as equivalent to BSB50301 Diploma of Business (Recordkeeping) | Outcomes deemed as equivalent to BSB50301<br>Amended to comply with NQC flexibility rules   | E |
| BSB51807 Diploma of Unionism and Industrial Relations                        | BSB51804 Diploma of Unionism  | Outcomes deemed as equivalent to BSB51804<br>Amended to comply with NQC flexibility rules   | E |
| BSB60107 Advanced Diploma of Advertising                                     | BSB60501 Advanced Diploma of Business (Advertising)                           | Outcomes deemed as equivalent to BSB60501   | E |
| BSB60207 Advanced Diploma of Business  |   | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules  | N |
| BSB60307 Advanced Diploma of Customer Contact                                |   | New qualification – no equivalent in BSB01<br>Amended to comply with NQC flexibility rules  | N |
| BSB60407 Advanced Diploma of Management                                      | BSB60201 Advanced Diploma of Business Management                              | Outcomes deemed as equivalent to BSB60201<br>Amended to comply with NQC flexibility rules   | E |
| BSB60507 Advanced Diploma of Marketing                                       | BSB60601 Advanced Diploma of Business (Marketing)                             | Outcomes deemed as equivalent to BSB60601   | E |
| BSB60607 Advanced Diploma of Occupational Health and Safety                  | BSB61004 Advanced Diploma of Occupational Health and Safety                   | Outcomes deemed as equivalent to BSB61004<br>Amended to comply with NQC flexibility rules   | E |
| BSB60707 Advanced Diploma of Project Management                              | BSB60904 Advanced Diploma of Project Management                               | Outcomes deemed as equivalent to BSB60904   | E |
| BSB60807 Advanced Diploma of Recordkeeping                                   | BSB60101 Advanced Diploma of Business (Recordkeeping)                         | Outcomes deemed as equivalent to BSB60101<br>Amended to comply with NQC flexibility rules   | E |
| BSB60907 Advanced Diploma of Management (Human Resources)                    | BSB60301 Advanced Diploma of Business (Human Resources)                       | Outcomes deemed as equivalent to BSB60301<br>Amended to comply with NQC flexibility rules   | E |
| BSB70108 Vocational Graduate Certificate in Management (Learning)            |   | New qualification – no equivalent in BSB01  | N |
| BSB70207 Vocational Graduate Certificate in International Education Services |   | New qualification – no equivalent in BSB01  | N |
| BSB80108 Vocational Graduate Diploma of Management (Learning)                |   | New qualification – no equivalent in BSB01  | N |
|  | BSB30601 Certificate III in e-Business  | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |

|   |   |   |
|---|---|---|
| BSB41101 Certificate IV in Business Management                | Deleted due to lack of clear vocational outcome; outcomes deemed as equivalent to BSB40207  | - |
| BSB41201 Certificate IV in e-Business                         | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB41904 Certificate IV in Business (Employment Services)     | Deleted units have been incorporated into elective units within the BSB41007 Certificate IV in Human Resources                        | - |
| BSB40501 Certificate IV in Business Development               | Deleted due to poor uptake and lack of clear vocational outcome   | - |
| BSB41301 Certificate IV in e-Business Development             | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB51301 Diploma of e-learning                                | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB50501 Diploma of Business Development                      | Deleted due to poor uptake and lack of clear vocational outcome   | - |
| BSB51101 Diploma of e-Business                                | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB51201 Diploma of Strategic e-Business Development          | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB60401 Advanced Diploma of Business Development             | Deleted due to lack of clear vocational outcome   | - |
| BSB60701 Advanced Diploma of e-Business                       | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |
| BSB60801 Advanced Diploma of Strategic e-Business Development | Deleted due to poor uptake and lack of clear vocational outcome, units have been incorporated throughout other domains as appropriate | - |

## Mapping of Units of Competency

### BSB07 version 5 to 6

#### Mapping of units of competency to previous version of Training Package

| BSB07 Version 6<br>Unit code and title  | BSB07 Version 5<br>Unit code and title                               | Comments   | E/N |
|---|--|--|-----|
| <b>Mapping of units of competency Key: E = equivalent, N = not equivalent</b> |  |  |     |
|   | BSBCC0201A Action customer contact                                   | Deleted and replaced by BSBCC0203A Conduct customer contact.   | N/A |
| BSBCC0203A Conduct customer contact   | BSBCC0201A Action customer contact                                   | New unit. Supersedes BSBCC0201A. Escalating enquiries and KPIs incorporated into the performance criteria. Use of multichannel communication systems emphasised in the performance criteria and range statement.   | N   |
|   | BSBCC0202A Conduct data collection                                   | Deleted and replaced by BSBCC0204A Collect data.   | N/A |
| BSBCC0204A Collect data   | BSBCC0202A Conduct data collection                                   | New unit. Supersedes BSBCC0202A. Performance criteria and range statement amended to refer to 'contact' as opposed to 'calls', in line with the need to address multi-channel communication. 'Escalating calls' included in the performance criteria. Critical aspects reviewed to succinctly address the essence of the unit. | E   |
|   | BSBIND101A Work effectively in a customer                            | Deleted and replaced by BSBCC0205A.  | N/A |
| BSBCC0205A Prepare for work in a customer contact environment                 | BSBIND101A Work effectively in a customer contact centre environment | New unit. Supersedes BSBIND101A. Performance criteria on performance management and team objective formation deleted. Problem solving deleted from required skills, and knowledge of organisational procedures, policies and guidelines deleted from required knowledge.   | N   |

| BSB07 Version 6<br>Unit code and title  | BSB07 Version 5<br>Unit code and title          | Comments  | E/N |
|---|---|---|-----|
| BSBCC0301B Use multiple information systems                                     | BSBCC0301A Use multiple information systems     | Required skills updated to focus on learning and development practices and compliance with policy and procedures. Use of database management system (DBMS) to control data access, enforce data integrity, manage concurrency, and access information incorporated into the performance criteria in line with the customer contact industry's escalated use of technology. Critical aspects reviewed to succinctly address the essence of the unit. | E   |
| BSBCC0302B Deploy customer service field staff                                  | BSBCC0302A Deploy customer service field staff  | Required skills updated to focus on learning and development practices and compliance with policy and procedures. Critical aspects reviewed to succinctly address the essence of the unit.  | E   |
| BSBCC0303B Conduct a telemarketing campaign                                     | BSBCC0303A Conduct a telemarketing campaign     | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCC0304C Provide sales solutions to customers                                 | BSBCC0304B Provide sales solutions to customers | Required skills updated to focus on learning and development practices and compliance with policy and procedures. Escalation of contact incorporated in range statement.  | E   |
| BSBCC0305B Process credit applications  | BSBCC0305A Process credit applications          | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCC0306B Process complex accounts   | BSBCC0306A Process complex accounts             | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCC0307A Work effectively in customer contact                                 |   | New unit  | N/A |
| BSBCC0308A Conduct outbound customer contact                                    |   | New unit  | N/A |
| BSBCC0309A Develop product and service knowledge for customer contact operation |   | New unit  | N/A |
| BSBCC0403A Schedule customer contact activity                                   |   | New unit  | N/A |
| BSBCC0404A Collect, analyse and record information                              |   | New unit  | N/A |

| BSB07 Version 6<br>Unit code and title                               | BSB07 Version 5<br>Unit code and title                                   | Comments  | E/N |
|--|--|---|-----|
|  | BSBCC0402A Gather, collate and record information                        | Deleted and replaced by BSBCC0405A Survey stakeholders to gather and record information.  | N/A |
| BSBCC0405A Survey stakeholders to gather and record information      | BSBCC0402A Gather, collate and record information                        | New unit. Supersedes BSBCC0402A. Title changed to reflect the true focus of the unit.   | N   |
| BSBCC0406A Run a multicentre   |  | New unit  | N/A |
|  | BSBCC0401A Administer customer contact telecommunications technology     | Deleted and replaced by BSBCC0407A  | N/A |
| BSBCC0407A Administer customer contact technology                    | BSBCC0401A Administer customer contact telecommunications technology     | New unit. Supersedes BSBCC0401A. Title changed, required skills updated to relate to multicentre technology, and focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0407A Administer customer contact technology                    | BSBCC0401A Administer customer contact telecommunications technology     | New unit. Supersedes BSBCC0401A. Title changed, required skills updated to relate to multicentre technology, and focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0501B Develop business continuity strategy                      | BSBCC0501A Develop business continuity strategy                          | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCC0502A Establish a multicentre                                   |  | New unit  | N/A |
| BSBCC0503A Manage data interrogation                                 |  | New unit  | N/A |
| BSBCC0504A Integrate customer contact operations in the organisation | BSBCC0609A Integrate customer contact operations within the organisation | New unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. Code changed to better reflect the work outcome at a Diploma level.         | E   |

| BSB07 Version 6<br>Unit code and title   | BSB07 Version 5<br>Unit code and title   | Comments  | E/N |
|--|--|---|-----|
| BSBCC0601B Optimise customer contact operations                                  | BSBCC0601A Optimise customer contact operations                                  | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0602B Manage customer contact information                                   | BSBCC0602A Manage customer contact information                                   | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0603B Design and launch new customer contact facilities                     | BSBCC0603A Design and launch new customer contact facilities                     | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0604B Develop and maintain a service level strategy                         | BSBCC0604A Develop and maintain a service level strategy                         | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0605B Develop and maintain a customer contact marketing strategy            | BSBCC0605A Develop and maintain a customer contact marketing strategy            | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0606B Forecast and plan using customer contact traffic information analysis | BSBCC0606A Forecast and plan using customer contact traffic information analysis | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCC0607B Manage customer contact centre staffing                               | BSBCC0607A Manage customer contact centre staffing                               | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
|  | BSBCC0609A Integrate customer contact operations within the organisation         | Deleted and replaced by BSBCC0504A Integrate customer contact operations in the organisation.                     | N/A |
| BSBCC0608B Manage customer contact operational costs                             | BSBCC0608A Manage customer contact operational costs                             | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCMM301B Process customer complaints   | BSBCMM301A Process customer complaints   | Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCOM603C Plan and establish compliance management systems                      | BSBCOM603B Plan and establish compliance management systems                      | Required knowledge updated to incorporate current Australian Standards.   | E   |
| BSBCON601B Develop and   | BSBCON601A Develop and   | Required knowledge updated to incorporate current Australian  | E   |

| BSB07 Version 6<br>Unit code and title                              | BSB07 Version 5<br>Unit code and title                               | Comments  | E/N |
|---|--|---|-----|
| maintain business continuity plans                                  | maintain business continuity plans                                   | Standards.  |     |
| BSBCUS201B Deliver a service to customers                           | BSBCUS201A Deliver a service to customers                            | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCUS301B Deliver and monitor a service to customers               | BSBCUS301A Deliver and monitor a service to customers                | Performance criteria amended so that the learner is not required to 'incorporate evidence of customer satisfaction in decision to modify products or services'. Required skills updated to focus on learning and development practices and compliance with policy and procedures. | E   |
| BSBCUS401B Coordinate implementation of customer service strategies | BSBCUS401A Coordinate implementation of customer service strategies  | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCUS402B Address customer needs                                   | BSBCUS402A Address customer needs                                    | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
| BSBCUS403B Implement customer service standards                     | BSBCUS403A Implement customer service standards                      | Required skills updated to focus on learning and development practices and compliance with policy and procedures.   | E   |
|   | BSBIND101A Work effectively in a customer contact centre environment | Deleted and replaced by BSBCCO205A Prepare for work in a customer contact environment   | N   |
| BSBITS401B Maintain business technology                             | BSBITS401A Maintain business technology                              | Required knowledge and Range Statement changed to include environmentally sustainable design practices.   | E   |
| BSBPUR501C Develop, implement and review purchasing strategies      | BSBPUR501B Develop, implement and review purchasing strategies       | Required knowledge and Range Statement changed to include environmentally sustainable practices.  | E   |
| BSBPUR503C Manage international purchasing                          | BSBPUR503B Manage international purchasing                           | Required knowledge and Range Statement changed to include environmentally sustainable practices.  | E   |
| BSBRKG403C Set up a business or records system for a small business | BSBRKG403B Set up a business or records system for a small business  | Required knowledge and Range Statement changed to include environmentally sustainable practices.  | E   |
| BSBRSK501B Manage risk  | BSBRSK501A Manage  | Required knowledge updated to incorporate current Australian  | E   |

| BSB07 Version 6<br>Unit code and title                       | BSB07 Version 5<br>Unit code and title                       | Comments   | E/N |
|--|--|--|-----|
|  | risk   | Standards.   |     |
| BSBSMB405B Monitor and manage small business operations      | BSBSMB405A Monitor and manage small business operations      | Required knowledge and Range Statement changed to include environmentally sustainable practices  | E   |
| BSBWOR203B Work effectively with others                      | BSBWOR203A Work effectively with others                      | Required knowledge and Range Statement changed to include environmentally sustainable practices  | E   |
| BSBWOR301B Organise personal work priorities and development | BSBWOR301A Organise personal work priorities and development | Performance criteria and required skills updated to focus on learning and development practices, KPIs and compliance with policy and procedures. | E   |

## BSB07 version 4 to 5

### Mapping of units of competency to previous version of Training Package

| BSB07 Version 5<br>Unit code and title  | BSB07 Version 4<br>Unit code and title  | Comments  | E/N |
|---|---|---|-----|
| <b>Mapping of units of competency Key: E = equivalent, N = not equivalent</b> |   |   |     |
| BSBATSIC411C Communicate with the community                                   | BSBATSIC411B Communicate with the community   | Updated content. Changes made to required skills and knowledge, context and method of assessment  | E   |
| BSBATSIC412A Maintain and protect cultural values in the organisation         | BSBATSIC403B Maintain and protect culture   | New unit. Supersedes BSBATSIC403B revised content, changes to performance criteria to clarify requirements  | E   |
| BSBATSIC511A Plan and conduct a community meeting                             | BSBATSIC510B Conduct a community meeting  | Minor wording changes to unit title generating a unit code change; performance criteria and elements to clarify requirements. Changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIL408C Manage a board meeting   | BSBATSIL408B Manage a Board meeting   | Minor changes made to content to clarify requirements. Changes made to required skills and knowledge, context and method of assessment  | E   |
| BSBATSIL411A Undertake the roles and responsibilities of a board member       | BSBATSIL401B Meet the roles and responsibilities of a Board member (1)<br>BSBATSIL501B Meet the role and responsibilities of a Board member (2) | New unit. Supersedes BSBATSIL401B and BSBATSIL501B. No direct one to one equivalence with individual previous units   | N   |
| BSBATSIL412A Participate effectively as a board member                        | BSBATSIL409B Manage time<br>BSBATSIL410B Manage stress<br>BSBATSIL509B Manage self as a board member  | New unit. Supersedes BSBATSIL409B, BSBATSIL410B and BSBATSIL509B. No direct one to one equivalence with individual previous units   | N   |
| BSBATSIL413A Review and apply the constitution                                | BSBATSIL402B Use the constitution   | Minor wording change to unit title. Updated content, changes made to required skills and knowledge, context and method of assessment  | E   |
| BSBATSIL503C Manage conflict  | BSBATSIL503B Manage conflict  | Minor wording changes to performance criteria and elements to clarify requirements. Changes made to required skills and knowledge, context and method of assessment   | E   |
| BSBATSIL510A Appoint and work with a manager                                  | BSBATSIL502B Work with the manager  | New unit. Supersedes BSBATSIL502B, revised content and changes to performance criteria  | N   |
| BSBATSIL511A Lead the organisation's  | BSBATSIM507B Establish and maintain   | New unit. Supersedes BSBATSIM507B   | N   |

| BSB07 Version 5<br>Unit code and title   | BSB07 Version 4<br>Unit code and title   | Comments  | E/N |
|--|--|---|-----|
| strategic planning cycle   | a strategic planning cycle   |   |     |
| BSBATSIL512A Be a leader in the community  | BSBATSIL508B Be a community leader   | New unit. Supersedes BSBATSIL508B, changes to performance criteria and elements to clarify requirements. Changes made to required skills and knowledge, context and method of assessment                            | E   |
| BSBATSIM414C Oversee the organisation's annual budget                                    | BSBATSIM414B Oversee the organisation's annual budget  | Minor changes made to content to clarify requirements. Changes made to required skills and knowledge, context and method of assessment  | E   |
| BSBATSIM416A Oversee organisational planning   | BSBATSIM404B Use the business plan<br>BSBATSIM407B Plan for organisational needs<br>BSBATSIM413B Oversee business planning | New unit that supersedes the three previous planning units and covers the same content. No direct one to one equivalence with individual previous units   | N   |
| BSBATSIM417A Implement organisational plans  | BSBATSIM404B Use the business plan<br>BSBATSIM407B Plan for organisational needs<br>BSBATSIM413B Oversee business planning | New unit that supersedes the three previous planning units and covers the same content. No direct one to one equivalence with individual previous units   | N   |
| BSBATSIM418A Oversee financial management  | BSBATSIM405B Monitor financial management and budgets<br>BSBATSIM406B Manage assets  | New unit. Supersedes BSBATSIM405B and BSBATSIM406B, revised content, includes additional information regarding responsibility for asset management. No direct one to one equivalence with individual previous units | N   |
| BSBATSIM419A Contribute to the development and implementation of organisational policies | BSBATSIM504B Develop and implement organisational policies   | New unit. Supersedes BSBATSIM504B, revised content, changes made to required skills and knowledge, context and method of assessment, title changed  | E   |
| BSBATSIM420A Oversee asset management  | BSBATSIM406B Manage assets   | New unit. Supersedes BSATSIM406B, revised contents with focus on overseeing management of assets, changes made to required skills and knowledge, context and method of assessment, title changed                    | E   |
| BSBATSIM421A Support a positive and culturally appropriate workplace culture             | BSBATSIM415B Contribute to a positive and culturally appropriate workplace   | New unit. Supersedes BSBATSIM415B, revised content, changes to performance criteria, title changed  | N   |
| BSBATSIM505C Control organisational  | BSBATSIM505B Control organisation  | Minor wording changes to clarify requirements, changes  | E   |

| BSB07 Version 5<br>Unit code and title              | BSB07 Version 4<br>Unit code and title                  | Comments   | E/N |
|---|---|--|-----|
| finances  | finances  | made to required skills and knowledge, context and method of assessment  |     |
| BSBATSIM506C Develop employment policies            | BSBATSIM506B Develop employment policies                | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIM511C Develop enterprise opportunities       | BSBATSIM511B Develop enterprise opportunities           | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIM514A Recruit and induct staff               | BSBATSIM513B Oversee recruitment and induction of staff | New unit. Supersedes BSBATSIM513B, revised content, changes to performance criteria, title changed                             | E   |
| BSBATSIW416C Obtain and manage consultancy services | BSBATSIW416B Obtain and manage consultancy services     | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIW417C Select and use technology              | BSBATSIW417B Select and utilise technology              | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIW514C Represent your organisation            | BSBATSIW514B Represent your organisation                | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |
| BSBATSIW515C Secure funding                         | BSBATSIW515B Secure funding                             | Minor wording changes to clarify requirements, changes made to required skills and knowledge, context and method of assessment | E   |

## BSB07 version 3 to 4

### Mapping of units of competency to previous version of Training Package

| BSB07 Version 4<br>Unit code and title  | BSB07 Version 3<br>Unit code and title                  | Comments  | E/N |
|---|---|---|-----|
| <b>Mapping of units of competency Key: E = equivalent, N = not equivalent</b> |   |   |     |
| BSBADV408A Review advertising media options                                   |   | New unit  | N   |
| BSBDIV501A Manage diversity in the workplace                                  |   | New unit  | N   |
| BSBHRM503B Manage performance management systems                              | BSBHRM503A Manage performance management systems        | Unit updated, minor changes to performance criteria, required knowledge and critical aspects  | E   |
| BSBHRM505B Manage remuneration and employee benefits                          | BSBHRM505A Manage remuneration and employee benefits    | Unit updated to include reference to being an employer of choice, flexible work arrangements and environment  | E   |
| BSBHRM602B Manage human resources strategic planning                          | BSBHRM602A Manage human resources strategic planning    | Unit updated to include reference to emerging practices and trends to include ageing workforce, multi-generational teams and working internationally; options for sourcing labour supply to include employing off-shore workers       | E   |
| BSBHRM511A Manage expatriate staff  |   | New unit  | N   |
| BSBINN601B Manage organisational change                                       | BSBINN601A Manage organisational change                 | Unit updated to include broadened definitions of trends and changes in the external environment to cover working globally, moving to a knowledge economy, workforce-driven change and the drive to corporate sustainability           | E   |
| BSBMGT406A Plan and monitor continuous improvement                            |   | New unit  | N   |
| BSBMGT516C Facilitate continuous improvement                                  | BSBMGT516B Facilitate continuous improvement            | Unit updated to include reference to sustainable and environmentally friendly work practices, compliance with regulations and corporate social responsibility considerations for sustainability, also referenced knowledge management | E   |
| BSBMGT608C Manage innovation and continuous improvement                       | BSBMGT608B Manage innovation and continuous improvement | Unit updated to include reference to sustainability, altered range statement to include sustainability, also referenced knowledge management  | E   |

| BSB07 Version 4<br>Unit code and title                                   | BSB07 Version 3<br>Unit code and title  | Comments  | E/N |
|--|---|---|-----|
| BSBMKG414B Undertake marketing activities                                | BSBMKG414A Undertake marketing activities   | Unit updated, required skills expanded to include research skills and learning skills, relevant legislation expanded in required knowledge            | E   |
| BSBMKG510B Plan e-marketing communications                               | BSBMKG510A Plan e-marketing communications  | Unit updated to incorporate new e-marketing tools   | E   |
| BSBMKG518A Plan and implement services marketing                         |   | New unit  | N   |
| BSBMKG519A Plan and implement business-to-business marketing             |   | New unit  | N   |
| BSBMKG520A Manage compliance within the marketing legislative framework  |   | New unit  | N   |
| BSBMKG521A Plan and implement sponsorship and event marketing            |   | New unit  | N   |
| BSBMKG522A Plan measurement of marketing effectiveness                   |   | New unit  | N   |
| BSBMKG523A Design and develop an integrated marketing communication plan | BSBADV511A Evaluate and recommend advertising media options<br>BSBADV512A Develop an advertising strategy and brief     | New unit developed by amalgamating BSBADV511A and BSBADV512A. Includes aspects of new media. The completion of both units is equivalent to BSBMKG523A | E   |
| BSBMKG611A Manage measurement of marketing effectiveness                 |   | New unit  | N   |
| BSBSLS407A Identify and plan sales prospects                             | BSBSLS402A Identify sales prospect<br>BSBSLS406A Self-manage sales performance  | New unit developed by amalgamating BSBSLS402A and BSBSLS406A  | N   |
| BSBSLS408A Present, secure and support sales solutions                   | BSBSLS403A Present a sales solution<br>BSBSLS404A Secure prospect commitment<br>BSBSLS405A Support post-sale activities | New unit developed by amalgamating BSBSLS403A, BSBSLS404A and BSBSLS405A  | N   |

## BSB07 version 2 to 3

### Mapping of units of competency to previous version of Training Package

| BSB07 Version 3<br>Unit code and title  | BSB07 Version 2<br>Unit code and title  | Comments  | E/N |
|---|---|---|-----|
| <b>Mapping of units of competency Key: E = equivalent, N = not equivalent</b> |   |   |     |
| BSBCMM402A Implement Effective communication strategies                       | BSBLEG409A Provide non-legal advice<br>BSBLEG410A Interact with other parties               | Units Deleted.<br>New unit incorporating aspects of BSBLEG409A Provide Non-legal advice and BSBLEG410A Interact with other parties                    | N   |
| BSBLEG403B<br>Maintain Trust Accounts   | BSBLEG403A<br>Maintain Trust Accounts   | Unit has been updated, equivalent to BSBLEG403A<br>Maintain Trust Account   | E   |
| BSBRES404A Research legal information using primary sources                   | BSBRES402A Research, locate and provide legal and other information in response to requests | Unit Deleted.<br>New unit incorporating and equivalent to BSBRES402A Research, locate and provide legal and other information in response to requests | E   |
| BSBCOM406A Conduct work within a compliance framework                         | Nil   | New unit  | N   |
| BSBLEG413A Identify and apply the legal framework                             | BSBRES403A Research legal processes   | Unit Deleted.<br>New unit incorporating and equivalent to BSBRES403A Research legal processes   | E   |
| BSBLEG414A Establish and maintain a file in legal services                    | BSBLEG501A Run a file   | Unit Deleted.<br>New unit incorporating and equivalent to BSBLEG501A Run a file   | E   |
| BSBLEG415A Apply the principles of contract law                               | Nil   | New unit  | N   |
| BSBLEG416A Apply the principles of the law of torts                           | Nil   | New unit  | N   |
| BSBLEG417A Apply the principles of evidence law                               | Nil   | New unit  | N   |
| BSBLEG418A Produce complex legal documents                                    | BSBLEG401A Prepare and produce complex legal documents                                      | Unit Deleted.<br>New unit incorporating and equivalent to BSBLEG401A Prepare and produce complex legal documents                                      | E   |
|   | BSBLEG412A Interpret and apply legislation  | Deleted   |     |

| BSB07 Version 3<br>Unit code and title                         | BSB07 Version 2<br>Unit code and title   | Comments  | E/N |
|--|--|---|-----|
|  | BSBLEG408A Arrange documents and list exhibits for litigation support          | Deleted, after consultation with industry   |     |
| BSBCMM501A Develop and nurture relationships                   | BSBLEG503A Obtain information from a client                                    | Unit Deleted<br>New unit, incorporates and equivalent to BSBLEG503A<br>Obtain information from a client                                     | E   |
| BSBRES502A Research legal information using secondary sources  | BSBRES501A Perform legal research and prepare reports to meet identified needs | Unit Deleted<br>New Unit, incorporating and equivalent to BSBRES501A<br>Perform legal research and prepare reports to meet identified needs | E   |
| BSBLED503A Maintain and enhance professional practice          |  | New unit  | N   |
| BSBLEG510A Apply legal principles in family law matters        | BSBLEG405A Provide support in family law matters                               | Unit Deleted<br>New Unit incorporating and equivalent to BSBLEG405A<br>Provide support in family law matters                                | E   |
| BSBLEG511A Apply legal principles in criminal law matters      | BSBLEG406A Provide support in criminal law matters                             | Unit Deleted<br>New Unit incorporating and equivalent to BSBLEG406A<br>Provide support in criminal law matters                              | E   |
| BSBLEG512A Apply legal principles in property law matters      | BSBLEG404A Provide support in property law matters                             | Unit Deleted<br>New Unit incorporating and equivalent to BSBLEG404A<br>Provide support in property law matters                              | E   |
| BSBLEG513A Apply legal principles in corporation law           | BSBLEG407A Provide support in commercial law matters                           | Unit Deleted<br>New Unit incorporating and equivalent to BSBLEG407A<br>Provide support in commercial law matters                            | E   |
| BSBLEG514A Assist with civil procedure                         |  | New unit  | N   |
| BSBLEG515A Apply legal principles in wills and probate matters |  | New unit  | N   |
|  | BSBLEG504A Draft legally binding documents                                     | Deleted   |     |
|  | BSBLEG505A Assist with the discovery process                                   | Deleted   |     |
|  | BSBLEG506A Appear in court   | Deleted   |     |
|  | BSBLEG507A Attend pre-trial  | Deleted   |     |

| BSB07 Version 3<br>Unit code and title | BSB07 Version 2<br>Unit code and title           | Comments | E/N |
|--|--|----------|-----|
|  | negotiations                                     |          |     |
|  | BSBLEG508A Cost complex files                    | Deleted  |     |
|  | BSBLEG509A Administer in-house mortgage practice | Deleted  |     |

## Mapping of previous BSB versions to BSB07 version 2

### Mapping of units of competency to previous version of Training Package

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions | Comments   | E/N |
|---|--|--|-----|
| <b>Mapping of units of competency Key: E = equivalent, N = not equivalent</b> |  |  |     |
| BSBADM101A Use business equipment and resources                               | BSBCMN105B Use business equipment                            | Unit updated and equivalent to BSBCMN105B                | E   |
| BSBADM301B Produce texts from shorthand notes                                 | BSBADM301A Produce texts from shorthand notes                | Unit updated and equivalent to BSBADM301A                | E   |
| BSBADM302B Produce texts from notes   | BSBADM302A Produce texts from notes                          | Unit updated and equivalent to BSBADM302A                | E   |
| BSBADM303B Produce texts from audio transcription                             | BSBADM303A Produce texts from audio transcription            | Unit updated and equivalent to BSBADM303A                | E   |
| BSBADM307B Organise schedules   | BSBADM307A Organise schedules                                | Unit updated and equivalent to BSBADM307A                | E   |
| BSBADM311A Maintain business resources  | BSBCMN307A Maintain business resources                       | Unit updated and equivalent to BSBCMN307A – minor change | E   |
| BSBADM401B Produce complex texts from shorthand notes                         | BSBADM401A Produce complex texts from shorthand notes        | Unit updated and equivalent to BSBADM401A                | E   |
| BSBADM405B Organise meetings  | BSBADM405A Organise meetings                                 | Unit updated and equivalent to BSBADM405A                | E   |
| BSBADM406B Organise business travel   | BSBADM406A Organise business travel                          | Unit updated and equivalent to BSBADM406A                | E   |
| BSBADM407B Administer projects  | BSBADM407A Administer projects                               | Unit updated and equivalent to BSBADM407A                | E   |
| BSBADM409A Coordinate business resources                                      | BSBCMN407A Coordinate business resources                     | Unit updated and equivalent to BSBCMN407A                | E   |
| BSBADM411A Produce complex texts from audio transcription                     |  | New Unit – No equivalent in BSB01                        | N   |
| BSBADM502B Manage meetings  | BSBADM502A Manage meetings                                   | Unit updated and equivalent to BSBADM502A                | E   |
| BSBADM503B Plan and manage conferences  | BSBADM503A Plan and manage conferences                       | Unit updated and equivalent to BSBADM503A                | E   |
| BSBADM504B Plan or review administrative systems                              | BSBADM504A Plan or review administration systems             | Unit updated and equivalent to BSBADM504A                | E   |
| BSBADM506B Manage business document design and development                    | BSBADM506A Manage business document design and development   | Unit updated and equivalent to BSBADM506A                | E   |
| BSBADV402B Conduct pre campaign testing                                       | BSBADV402A Conduct pre campaign testing                      | Unit updated and equivalent to BSBADV402A                | E   |

| BSB07 Version 2<br>Unit code and title                      | Unit code and title in previous Training<br>Package/versions  | Comments  | E/N |
|---|---|---|-----|
| BSBADV403B Monitor advertising production                   | BSBADV403A Monitor advertising production   | Unit updated and equivalent to BSBADV403A   | E   |
| BSBADV404B Schedule advertisements                          | BSBADV404A Schedule advertisements  | Unit updated and equivalent to BSBADV404A   | E   |
| BSBADV405A Perform media calculations                       |   | New Unit – No equivalent in BSB01   | N   |
| BSBADV406A Buy and monitor media                            |   | New Unit – No equivalent in BSB01   | N   |
| BSBADV407A Apply media analysis and processing tools        |   | New Unit – No equivalent in BSB01   | N   |
| BSBADV503B Coordinate advertising research                  | BSBADV503A Coordinate advertising research  | Unit updated and equivalent to BSBADV503A   | E   |
| BSBADV507B Develop a media plan                             | BSBADV507A Develop a media plan   | Unit updated and equivalent to BSBADV507A   | E   |
| BSBADV509A Create mass print media advertisements           | BSBADV504A Create advertisements  | New Unit – Based on, but not equivalent to; BSBADV504A Create advertisements  | E   |
| BSBADV510A Create mass electronic media advertisements      | BSBADV504A Create advertisements  | New Unit – Based on, but not equivalent to; BSBADV504A Create advertisements  | N   |
| BSBADV511A Evaluate and recommend advertising media options | BSBADV505A Evaluate and recommend 'above the line' media options and BSBADV506A Evaluate and recommend 'below the line' media options | New Unit – Based on, but not equivalent to; BSBADV505A Evaluate and recommend 'above the line' media options and BSBADV506A Evaluate and recommend 'below the line' media options | N   |
| BSBADV512A Develop an advertising strategy and brief        | BSBADV601A Create an advertising brief  | New Unit – Based on, but not equivalent to; BSBADV601A Create an advertising brief  | N   |
| BSBADV602B Develop an advertising campaign                  | BSBADV602A Develop an advertising campaign  | Unit updated and equivalent to BSBADV602A   | E   |
| BSBADV603B Manage advertising production                    | BSBADV603A Manage advertising production  | Unit updated and equivalent to BSBADV603A   | E   |
| BSBADV604B Execute an advertising campaign                  | BSBADV604A Execute an advertising campaign  | Unit updated and equivalent to BSBADV604A   | E   |
| BSBADV605B Evaluate campaign effectiveness                  | BSBADV605A Evaluate campaign effectiveness  | Unit updated and equivalent to BSBADV605A   | E   |
| BSBATSIC403B Maintain and protect culture                   | BSBATSIC403A Maintain and protect culture   | Unit updated and equivalent to BSBATSIC403A   | E   |
| BSBATSIC411B Communicate with the                           | BSBATSIC411A Communicate with the   | Unit updated and equivalent to BSBATSIC411A   | E   |

| BSB07 Version 2<br>Unit code and title                                     | Unit code and title in previous Training<br>Package/versions               | Comments                                    | E/N |
|--|--|---|-----|
| community  | community  |   |     |
| BSBATSIC510B Conduct a community meeting                                   | BSBATSIC510A Conduct a community meeting                                   | Unit updated and equivalent to BSBATSIC510A | E   |
| BSBATSIL401B Meet the roles and responsibilities of a Board member (1)     | BSBATSIL401A Meet the roles and responsibilities of a Board member (1)     | Unit updated and equivalent to BSBATSIL401A | E   |
| BSBATSIL402B Use the constitution  | BSBATSIL402A Use the constitution  | Unit updated and equivalent to BSBATSIL402A | E   |
| BSBATSIL408B Manage a Board meeting  | BSBATSIL408A Manage a Board meeting  | Unit updated and equivalent to BSBATSIL408A | E   |
| BSBATSIL409B Manage time   | BSBATSIL409A Manage time   | Unit updated and equivalent to BSBATSIL409A | E   |
| BSBATSIL410B Manage stress   | BSBATSIL410A Manage stress   | Unit updated and equivalent to BSBATSIL410A | E   |
| BSBATSIL501B Meet the roles and responsibilities of a Board member (2)     | BSBATSIL501A Meet the roles and responsibilities of a Board member (2)     | Unit updated and equivalent to BSBATSIL501A | E   |
| BSBATSIL502B Work with the manager   | BSBATSIL502A Work with the manager   | Unit updated and equivalent to BSBATSIL502A | E   |
| BSBATSIL503B Manage conflict   | BSBATSIL503A Manage conflict   | Unit updated and equivalent to BSBATSIL503A | E   |
| BSBATSIL508B Be a community leader   | BSBATSIL508A Be a community leader   | Unit updated and equivalent to BSBATSIL508A | E   |
| BSBATSIL509B Manage self as a Board member                                 | BSBATSIL509A Manage self as a Board member                                 | Unit updated and equivalent to BSBATSIL509A | E   |
| BSBATSIM404B Use the business plan   | BSBATSIM404A Use the business plan   | Unit updated and equivalent to BSBATSIM404A | E   |
| BSBATSIM405B Monitor financial management and budgets                      | BSBATSIM405A Monitor financial management and budgets                      | Unit updated and equivalent to BSBATSIM405A | E   |
| BSBATSIM406B Manage assets   | BSBATSIM406A Manage assets   | Unit updated and equivalent to BSBATSIM406A | E   |
| BSBATSIM407B Plan for organisational needs                                 | BSBATSIM407A Plan for organisational needs                                 | Unit updated and equivalent to BSBATSIM407A | E   |
| BSBATSIM412B Implement a business-like approach                            | BSBATSIM412A Implement a business-like approach                            | Unit updated and equivalent to BSBATSIM412A | E   |
| BSBATSIM413B Oversee business planning                                     | BSBATSIM413A Oversee business planning                                     | Unit updated and equivalent to BSBATSIM413A | E   |
| BSBATSIM414B Oversee the organisation's annual budget                      | BSBATSIM414A Oversee the organisation's annual budget                      | Unit updated and equivalent to BSBATSIM414A | E   |
| BSBATSIM415B Contribute to a positive and culturally appropriate workplace | BSBATSIM415A Contribute to a positive and culturally appropriate workplace | Unit updated and equivalent to BSBATSIM415A | E   |
| BSBATSIM504B Develop and implement   | BSBATSIM504A Develop and implement   | Unit updated and equivalent to BSBATSIM504A | E   |

| BSB07 Version 2<br>Unit code and title                         | Unit code and title in previous Training<br>Package/versions                        | Comments   | E/N |
|--|---|--|-----|
| organisational policies  | organisational policies   |  |     |
| BSBATSIM505B Control organisation finances                     | BSBATSIM505A Control organisation finances  | Unit updated and equivalent to BSBATSIM505A  | E   |
| BSBATSIM506B Develop employment services                       | BSBATSIM506A Develop employment policies  | Unit updated and equivalent to BSBATSIM506A  | E   |
| BSBATSIM507B Establish and maintain a strategic planning cycle | BSBATSIM507A Establish and maintain a strategic planning cycle                      | Unit updated and equivalent to BSBATSIM507A  | E   |
| BSBATSIM511B Develop enterprise opportunities                  | BSBATSIM511A Develop enterprise opportunities                                       | Unit updated and equivalent to BSBATSIM511A  | E   |
| BSBATSIM512B Manage Board competencies                         | BSBATSIM512A Manage Board competencies  | Unit updated and equivalent to BSBATSIM512A  | E   |
| BSBATSIM513B Oversee recruitment and induction of staff        | BSBATSIM513A Oversee recruitment and induction of staff                             | Unit updated and equivalent to BSBATSIM513A  | E   |
| BSBATSIW416B Obtain and manage consultancy services            | BSBATSIW416A Obtain and manage consultancy services                                 | Unit updated and equivalent to BSBATSIW416A  | E   |
| BSBATSIW417B Select and utilise technology                     | BSBATSIW417A Select and utilise technology  | Unit updated and equivalent to BSBATSIW417A  | E   |
| BSBATSIW514B Represent your organisation                       | BSBATSIW514A Represent your organisation  | Unit updated and equivalent to BSBATSIW514A  | E   |
| BSBATSIW515B Secure funding                                    | BSBATSIW515A Secure funding   | Unit updated and equivalent to BSBATSIW515A  | E   |
| BSBAUD402B Participate in a quality audit                      | BSBAUD401A Prepare for a quality audit<br>BSBAUD402A Participate in a quality audit | Unit updated and equivalent to BSBAUD401A  | E   |
| BSBAUD501B Initiate a quality audit                            | BSBAUD501A Initiate a quality audit   | Unit updated and equivalent to BSBAUD501A  | E   |
| BSBAUD503B Lead a quality audit                                | BSBAUD502A Prepare to lead a quality audit<br>BSBAUD503A Lead a quality Audit       | Unit updated and equivalent to BSBAUD502A  | E   |
| BSBAUD504B Report on a quality audit                           | BSBAUD504A Report on a quality audit  | Unit updated and equivalent to BSBAUD504A  | E   |
| BSBCCO201A Action customer contact                             |   | New Unit – No equivalent in BSB01  | N   |
| BSBCCO202A Conduct data collection                             | ICTCC270A Conduct data collection   | Unit updated and equivalent to ICT02<br>Telecommunications Training Package unit ICTCC270A | E   |
| BSBCCO301A Use multiple information                            | ICTCC320A Use multiple information  | Unit updated and equivalent to ICT02   | E   |

| BSB07 Version 2<br>Unit code and title                               | Unit code and title in previous Training<br>Package/versions        | Comments  | E/N |
|--|---|---|-----|
| systems  | systems   | Telecommunications Training Package unit ICTCC320A  |     |
| BSBCC0302A Deploy customer service field staff                       | ICTCC331A Deploy customer service field staff                       | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC331A                   | E   |
| BSBCC0303A Conduct a telemarketing campaign                          | ICTCC340A Conduct a telemarketing campaign                          | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC340A                   | E   |
| BSBCC0304B Provide sales solutions to customers                      | ICTCC341A Provide sales solutions to customers                      | ICTCC341A updated to BSBCC0304A   | E   |
|  | BSBCC0304A Provide sales solutions to customers (V2.0)              | BSBCC0304A updated to BSBCC0304B Evidence Guide has been modified to better reflect the required outcomes |     |
| BSBCC0304B Provide sales solutions to customers                      | BSBCC0304A Provide sales solutions to customers                     |   |     |
| BSBCC0305A Process credit applications                               | ICTCC360A Process high risk credit applications                     | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC360A                   | E   |
| BSBCC0306A Process complex accounts                                  | ICTCC361A Process complex accounts, service severance and defaults  | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC361A                   | E   |
| BSBCC0401A Administer customer contact telecommunications technology | ICTCC420A Administer customer contact telecommunications technology | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC420A                   | E   |
| BSBCC0402A Gather, collate and record information                    | ICTCC472A Gather, collate and record information                    | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC472A                   | E   |
| BSBCC0501A Develop business continuity strategies                    |   | New Unit – No equivalent in BSB01   | N   |
| BSBCC0601A Optimise customer contact operations                      | ICTCC610A Optimise customer contact operations                      | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC610A                   | E   |
| BSBCC0602A Manage customer contact information                       | ICTCC611A Manage customer contact information systems               | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC611A                   | E   |
| BSBCC0603A Design and launch new customer contact facilities         | ICTCC621A Design and launch new customer contact facilities         | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC621A                   | E   |
| BSBCC0604A Develop and maintain a service level strategy             | ICTCC630A Develop and maintain a service level strategy             | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC630A                   | E   |
| BSBCC0605A Develop and maintain a                                    | ICTCC640A Develop and maintain a                                    | Unit updated and equivalent to ICT02  | E   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions                             | Comments   | E/N |
|--|--|--|-----|
| customer contact marketing strategy  | customer contact marketing strategy  | Telecommunications Training Package unit ICTCC640A   |     |
| BSBCC0606A Forecast and plan using customer contact traffic information analysis         | ICTCC670A Forecast and plan using call traffic information analysis                      | Unit updated and equivalent to ICT02<br>Telecommunications Training Package unit ICTCC670A | E   |
| BSBCC0607A Manage customer contact centre staffing                                       | ICTCC680A Manage customer contact centre staffing  | Unit updated and equivalent to ICT02<br>Telecommunications Training Package unit ICTCC680A | E   |
| BSBCC0608A Manage customer contact operational costs                                     | ICTCC681A Manage customer contact operational costs                                      | Unit updated and equivalent to ICT02<br>Telecommunications Training Package unit ICTCC681A | E   |
| BSBCC0609A Integrate customer contact operations within the organisation                 | ICTCC683A Strategic integration of customer contact operations                           | Unit updated and equivalent to ICT02<br>Telecommunications Training Package unit ICTCC683A | E   |
| BSBCM101A Apply basic communication skills   | BSBCM103A Apply basic communication skills   | Unit updated and equivalent to BSBCM103A   | E   |
| BSBCM201A Communicate in the workplace   | BSBCM203A Communicate in the workplace   | Unit updated and equivalent to BSBCM203A – minor change                                    | E   |
| BSBCM301A Process customer complaints  | BSBCM316A Process customer complaints  | Unit updated and equivalent to BSBCM316A   | E   |
| BSBCM401A Make a presentation  | BSBMKG407A Make a presentation   | Unit updated and equivalent to BSBMKG407A  | E   |
| BSBCM311B Maintain workplace safety  | BSBCM311A Maintain workplace safety  | Unit updated and equivalent to BSBCM311A   | E   |
| BSBCOM401B Organise and monitor the operation of compliance management system            | BSBCOM401A Organise and monitor the operation of compliance management system            | Unit updated and equivalent to BSBCOM401A  | E   |
| BSBCOM402B Implement processes for the management of a breach in compliance requirements | BSBCOM402A Implement processes for the management of a breach in compliance requirements | Unit updated and equivalent to BSBCOM402A  | E   |
| BSBCOM403B Provide education and training on compliance requirements and systems         | BSBCOM403A Provide education and training on compliance requirements and systems         | Unit updated and equivalent to BSBCOM403A  | E   |
| BSBCOM404B Promote and liaise on compliance requirements, systems and related issues     | BSBCOM404A Promote and liaise on compliance requirements, systems and related issues     | Unit updated and equivalent to BSBCOM404A  | E   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions                           | Comments                                  | E/N |
|---|--|---|-----|
| BSBCOM405A Promote compliance with legislation  | BSBINT406A Promote compliance with legislation   | Unit updated and equivalent to BSBINT406A | E   |
| BSBCOM501B Identify and interpret compliance requirements                                   | BSBCOM501A Identify and interpret compliance requirements                              | Unit updated and equivalent to BSBCOM501A | E   |
| BSBCOM502B Evaluate and review compliance   | BSBCOM502A Evaluate and review compliance  | Unit updated and equivalent to BSBCOM502A | E   |
| BSBCOM503B Develop processes for the management of breaches in compliance requirements      | BSBCOM503A Develop processes for the management of breaches in compliance requirements | Unit updated and equivalent to BSBCOM503A | E   |
| BSBCOM601B Research compliance requirements and issues                                      | BSBCOM601A Research compliance requirements and issues                                 | Unit updated and equivalent to BSBCOM601A | E   |
| BSBCOM602B Develop and create compliance requirements                                       | BSBCOM602A Develop and create compliance requirements                                  | Unit updated and equivalent to BSBCOM602A | E   |
| BSBCOM603B Plan and establish compliance management systems                                 | BSBCOM603A Plan and establish compliance management systems                            | Unit updated and equivalent to BSBCOM603A | E   |
| BSBCON401A Work effectively in a business continuity context                                |  | New Unit – No equivalent in BSB01         | N   |
| BSBCON601A Develop and maintain business continuity plans                                   |  | New Unit – No equivalent in BSB01         | N   |
| BSBCON701A Establish and review the business continuity management framework and strategies |  | New Unit – No equivalent in BSB01         | N   |
| BSBCRT101A Apply critical thinking techniques   |  | New Unit – No equivalent in BSB01         | N   |
| BSBCRT301A Develop and extend critical and creative thinking skills                         |  | New Unit – No equivalent in BSB01         | N   |
| BSBCRT401A Articulate, present and debate ideas   |  | New Unit – No equivalent in BSB01         | N   |
| BSBCRT402A Collaborate in a creative process  |  | New Unit – No equivalent in BSB01         | N   |
| BSBCRT403A Explore the history and social impact of creativity                              |  | New Unit – No equivalent in BSB01         | N   |

| BSB07 Version 2<br>Unit code and title                                  | Unit code and title in previous Training<br>Package/versions  | Comments  | E/N |
|---|---|---|-----|
| BSBCRT501A Originate and develop concepts                               |   | New Unit – No equivalent in BSB01   | N   |
| BSBCRT601A Research and apply concepts and theories of creativity       |   | New Unit – No equivalent in BSB01   | N   |
| BSBCUS201A Deliver a service to customers                               | BSBCMN208A Deliver a service to customers, BSBCMN209A Provide information to clients, BSBCMN216A Create customer relationship, and BSBCMN217A Process customer feedback | New Unit – Based on, but not equivalent to; BSBCMN208A Deliver a service to customers, BSBCMN209A Provide information to clients, BSBCMN216A Create customer relationship, and BSBCMN217A Process customer feedback | N   |
| BSBCUS301A Deliver and monitor a service to customers                   | BSBCMN310A Deliver and monitor a service to customers   | Unit updated and equivalent to BSBCMN310A   | E   |
| BSBCUS401A Coordinate implementation of customer service strategies     | BSBCMN410A Coordinate implementation of customer service strategies   | Unit updated and equivalent to BSBCMN410A – minor change  | E   |
| BSBCUS402A Address customer needs                                       | BSBCMN418A Address customer needs   | Unit updated and equivalent to BSBCMN418A   | E   |
| BSBCUS403A Implement customer service standards                         | BSBCMN417A Coordinate customer service activities   | New Unit – Based on, but not equivalent to; BSBCMN417A Coordinate customer service activities   | N   |
| BSBCUS501B Manage quality customer service                              | BSBFLM507B Manage quality customer service (BSB01)  | BSBFLM507B updated to BSBCUS501A  | E   |
|   | BSBCUS501A manage quality customer service (V2.0)   | BSBCUS501A updated to BSBCUS501B PC2.2 and 2.3 have been reworded and made clearer  |     |
| BSBDES201A Follow a design process                                      |   | New Unit – No equivalent in BSB01   | N   |
| BSBDES202A Evaluate the nature of design in a specific industry context |   | New Unit – No equivalent in BSB01   | N   |
| BSBDES301A Explore the use of colour                                    |   | New Unit – No equivalent in BSB01   | N   |
| BSBDES302A Explore and apply the creative design process to 2D forms    |   | New Unit – No equivalent in BSB01   | N   |
| BSBDES303A Explore and apply the creative design process to 3D forms    |   | New Unit – No equivalent in BSB01   | N   |
| BSBDES304A Source and apply design                                      |   | New Unit – No equivalent in BSB01   | N   |

| BSB07 Version 2<br>Unit code and title                                      | Unit code and title in previous Training<br>Package/versions   | Comments  | E/N |
|---|--|---|-----|
| industry knowledge  |  |   |     |
| BSBDES305A Source and apply information on the history and theory of design |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES401A Generate design solutions  |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES402A Interpret and respond to a design brief                          |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES403A Develop and extend design skills and practice                    |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES501A Implement design solutions                                       |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES502A Establish, negotiate and refine a design brief                   |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES601A Manage design realisation  |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES602A Research global design trends                                    |  | New Unit – No equivalent in BSB01   | N   |
| BSBDES701A Research and apply design theory                                 |  | New Unit – No equivalent in BSB01   | N   |
| BSBDIV301A Work effectively with diversity                                  | BSBCMN315A Work effectively with diversity   | Unit updated and equivalent to BSBCMN315A   | E   |
| BSBDIV601A Develop and implement diversity policy                           | BSBMGT614A Develop and implement diversity policy<br>BSBHR604A Manage employee relations   | Unit updated and equivalent to BSBMGT614A   | E   |
| BSBDIV701A Develop cross cultural communication and negotiation strategies  |  | New Unit – No equivalent in BSB01   | N   |
| BSBEBU401A Review and maintain a website                                    | BSBEBUS407A Review and maintain the business aspects of a website  | Unit updated and equivalent to BSBEBUS407A  | E   |
| BSBEBU501A Investigate and design e business solutions                      | BSBEBUS501A Evaluate e-business opportunities, BSBEBUS502A Evaluate e-business models, BSBEBUS503A Design an e-business, BSBEBUS504A | New Unit – Based on, but not equivalent to; BSBEBUS501A, BSBEBUS502A, BSBEBUS503A, BSBEBUS504A, BSBEBUS601A, BSBEBUS602A BSBEBUS604A or BSBEBUS605A | N   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions  | Comments   | E/N |
|---|---|--|-----|
|   | implement an e-business strategy, BSBEBUS601A Develop an e-business strategy, BSBEBUS602A Develop an action plan for an e-business strategy and BSBEBUS604A Develop a business website strategy, BSBEBUS605A Identify and implement e-business innovation |  |     |
| BSBEBU502A Implement e business solutions   | BSBEBUS519A Manage online sales systems and BSBEBUS520A Manage online payments systems  | New Unit – Based on, but not equivalent to; BSBEBUS519A or BSBEBUS520A | N   |
| BSBEDU301A Assist with monitoring compliance in international education services                  |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU302A Assist in resolution of issues and incidents in an international education environment |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU303A Assist with the provision of international education information                       |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU304A Assist with the provision of pastoral care services to international students          |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU305A Assist with international education events and programs                                |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU401A Coordinate provision of pastoral care services to international students               |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU501A Facilitate international education compliance  |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU502A Manage international education issues and incidents                                    |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU503A Manage international student recruitment and selection                                 |   | New Unit – No equivalent in BSB01                                      | N   |
| BSBEDU504A Manage international   |   | New Unit – No equivalent in BSB01                                      | N   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions                           | Comments                                  | E/N |
|--|--|---|-----|
| education and training processes   |  |   |     |
| BSBEDU505A Manage international client accommodation services                          |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU506A Facilitate international education events and programs                      |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU507A Manage transnational offshore education programs                            |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU508A Manage international education financial and administrative processes       |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU509A Use information to enhance international education work role performance    |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU701A Investigate current trends in internationalisation of education             |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU702A Establish international onshore education initiatives                       |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU703A Establish transnational offshore education initiatives                      |  | New Unit – No equivalent in BSB01         | N   |
| BSBEDU704A Conduct applied international education research                            |  | New Unit – No equivalent in BSB01         | N   |
| BSBEMS401B Develop and implement business development strategies to expand client base | BSBEMS401A Develop and implement business development strategies to expand client base | Unit updated and equivalent to BSBEMS401A | E   |
| BSBEMS402B Develop and implement strategies to source and assess candidates            | BSBEMS402A Develop and implement strategies to source and assess candidates            | Unit updated and equivalent to BSBEMS402A | E   |
| BSBEMS403B Develop and provide employment management services to candidates            | BSBEMS403A Develop and provide employment management services to candidates            | Unit updated and equivalent to BSBEMS403A | E   |
| BSBEMS404B Manage the recruitment process for client organisations                     | BSBEMS404A Manage the recruitment process for client organisations                     | Unit updated and equivalent to BSBEMS404A | E   |

| BSB07 Version 2<br>Unit code and title                          | Unit code and title in previous Training<br>Package/versions    | Comments  | E/N |
|---|---|---|-----|
| BSBFIA301A Maintain financial records                           | BSBCMN308A Maintain financial records                           | Unit updated and equivalent to BSBCMN308A   | E   |
| BSBFIA302A Process payroll                                      | BSBADM308A Process payroll                                      | Unit updated and equivalent to BSBADM308A   | E   |
| BSBFIA303A Process accounts payable and receivable              | BSBADM309A Process accounts payable and receivable              | Unit updated and equivalent to BSBADM309A   | E   |
| BSBFIA304A Maintain a general ledger                            | BSBADM310A Maintain a general ledger                            | Unit updated and equivalent to BSBADM310A   | E   |
| BSBFIA401A Prepare financial reports                            | BSBADM408A Prepare financial reports                            | Unit updated and equivalent to BSBADM408A   | E   |
| BSBFIA402A Report on financial activity                         | BSBCMN408A Report on financial activity                         | Unit updated and equivalent to BSBCMN408A   | E   |
| BSBFIA501A Report on finances related to international business | BSBINT507A Report on finances related to international business | Unit updated and equivalent to BSBINT507A   | E   |
| BSBFIM501A Manage budgets and financial plans                   | BSBFLM513A Manage budgets and financial plans                   | Unit updated and equivalent to BSBFLM513A – minor change  | E   |
| BSBFIM502A Manage payroll                                       | BSBADM505A Manage payroll                                       | Unit updated and equivalent to BSBADM505A   | E   |
| BSBFIM601A Manage finances                                      |   | New Unit – No equivalent in BSB01   | N   |
| BSBFIM701A Manage financial resources                           |   | New Unit – No equivalent in BSB01   | N   |
| BSBFLM303C Contribute to effective workplace relationships      | BSBFLM303B Contribute to effective workplace relationships      | Unit updated and equivalent to BSBFLM303B   | E   |
| BSBFLM305C Support operational plan                             | BSBFLM305B Support operational plan                             | Unit updated and equivalent to BSBFLM305B   | E   |
| BSBFLM306C Provide workplace information and resourcing plans   | BSBFLM306B Provide workplace information and resourcing plans   | Unit updated and equivalent to BSBFLM306B   | E   |
| BSBFLM309C Support continuous improvement systems and processes | BSBFLM309B Support continuous improvement systems and processes | Unit updated and equivalent to BSBFLM309B   | E   |
| BSBFLM311C Support a workplace learning environment             | BSBFLM311B Support a workplace learning environment             | Unit updated and equivalent to BSBFLM311B   | E   |
| BSBFLM312C Contribute to team effectiveness                     | BSBFLM312A Contribute to team effectiveness (BSB01)             | BSBFLM312A updated to BSBFLM312B  | E   |
|   | BSBFLM312B Contribute to team effectiveness (V2.0)              | BSBFLM312B updated to BSBFLM312C Critical aspects of assessment re-worded to remove ambiguities |     |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions  | Comments  | E/N |
|---|---|---|-----|
| BSBFRA301B Work within a franchise  | BSBFRA301A Work within a franchise  | Unit updated and equivalent to BSBFRA301A   | E   |
| BSBFRA401B Manage compliance with franchisee obligations and legislative requirements | BSBFRA401A Manage compliance with franchisee obligations and legislative requirements   | Unit updated and equivalent to BSBFRA401A   | E   |
| BSBFRA402B Establish a franchise  | BSBFRA402A Establish a franchise  | Unit updated and equivalent to BSBFRA402A   | E   |
| BSBFRA403B Manage relationship with franchisor  | BSBFRA403A Manage relationship with franchisor  | Unit updated and equivalent to BSBFRA403A   | E   |
| BSBFRA404B Manage a multiple site franchise   | BSBFRA404A Manage a multiple site franchise   | Unit updated and equivalent to BSBFRA404A   | E   |
| BSBFRA501B Establish a franchise operation  | BSBFRA501A Establish a franchise operation  | Unit updated and equivalent to BSBFRA501A   | E   |
| BSBFRA502B Manage a franchise operation   | BSBFRA502A Manage a franchise operation   | Unit updated and equivalent to BSBFRA502A   | E   |
| BSBFRA503B Manage establishment of new sites or regions                               | BSBFRA503A Manage establishment of new sites or regions   | Unit updated and equivalent to BSBFRA503A   | E   |
| BSBFRA504B Manage relationships with franchisees                                      | BSBFRA504A Manage relationships with franchisees  | Unit updated and equivalent to BSBFRA504A   | E   |
| BSBFRA505B Manage closure of a franchise  | BSBFRA505A Manage closure of a franchise  | Unit updated and equivalent to BSBFRA505A   | E   |
| BSBG0V401A Implement Board member responsibilities                                    | BSBATSIL401A Meet the roles and responsibilities of a Board member (1) and BSBATSIL501A Meet the roles and responsibilities of a Board member (2) | New Unit – Based on, but not equivalent to; BSBATSIL401A Meet the roles and responsibilities of a Board member (1) and BSBATSIL501A Meet the roles and responsibilities of a Board member (2) | N   |
| BSBG0V402A Work within organisational structure                                       |   | New Unit – No equivalent in BSB01   | N   |
| BSBG0V403A Analyse financial reports and budgets                                      |   | New Unit – No equivalent in BSB01   | N   |
| BSBHRM401A Review human resources functions   | BSBHR401A Administer human resource systems   | New Unit – Based on, but not equivalent to; BSBHR401A   | N   |
| BSBHRM402A Recruit, select and induct staff   | BSBHR402A Recruit and select personnel<br>BSBMGT506A Recruit, select and induct   | Unit updated and equivalent to BSBHR402A – minor change   | E   |

| BSB07 Version 2<br>Unit code and title                           | Unit code and title in previous Training<br>Package/versions   | Comments  | E/N |
|--|--|---|-----|
|  | staff  |   |     |
| BSBHRM403A Support performance management process                |  | New Unit – No equivalent in BSB01   | N   |
| BSBHRM501A Manage human resources services                       | BSBHR501A Manage human resource consultancy services           | Unit updated and equivalent to BSBHR501A – minor change                                 | E   |
| BSBHRM502A Manage human resources management information systems | BSBHR502A Manage human resource management information systems | Unit updated and equivalent to BSBHR502A – minor change                                 | E   |
| BSBHRM503A Manage performance management systems                 | BSBHR503A Manage performance management systems                | Unit updated and equivalent to BSBHR503A – minor change                                 | E   |
| BSBHRM504A Manage workforce planning                             |  | New Unit – No equivalent in BSB01   | N   |
| BSBHRM505A Manage remuneration and employee benefits             | BSBHR505A Manage remuneration and employee benefits            | Unit updated and equivalent to BSBHR505A – minor change                                 | E   |
| BSBHRM506A Manage recruitment, selection and induction processes | BSBHR506A Manage recruitment selection and induction processes | Unit updated and equivalent to BSBHR506A – minor change                                 | E   |
| BSBHRM507A Manage separation or termination                      | BSBHR507A Manage separation/termination                        | Unit updated and equivalent to BSBHR507A  | E   |
| BSBHRM509A Manage rehabilitation or return to work programs      | BSBHR509A Manage rehabilitation/return-to-work programs        | Unit updated and equivalent to BSBHR509A  | E   |
| BSBHRM510A Manage mediation processes                            | BSBHR511A Implement mediation processes                        | Unit updated and equivalent to BSBHR511A – minor change                                 | E   |
| BSBHRM602A Manage human resources strategic planning             | BSBHR602A Manage human resource strategic planning             | Unit updated and equivalent to BSBHR602A  | E   |
| BSBHRM604A Manage employee relations                             | BSBHR604A Manage employee relations                            | Unit updated and equivalent to BSBHR604A  | E   |
| BSBIND101A Work effectively in a contact centre environment      | ICTCC110A Work effectively in a contact centre environment     | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC110A | E   |
| BSBIND201A Work effectively in a business environment            | BSBCM201A Work effectively in a business environment           | Unit updated and equivalent to BSBCM201A – minor change                                 | E   |
| BSBIND301A Work effectively in an educational environment        |  | New Unit – No equivalent in BSB01   | N   |

| BSB07 Version 2<br>Unit code and title                                       | Unit code and title in previous Training<br>Package/versions         | Comments   | E/N |
|--|--|--|-----|
| BSBIND302A Work effectively in the international education services industry |  | New Unit – No equivalent in BSB01                        | N   |
| BSBINM201A Process and maintain workplace information                        | BSBCMN206A Process and maintain workplace information                | Unit updated and equivalent to BSBCMN206A                | E   |
| BSBINM202A Handle mail   | BSBCMN212A Handle mail   | Unit updated and equivalent to BSBCMN212A – minor change | E   |
| BSBINM301A Organise workplace information                                    | BSBCMN305A Organise workplace information                            | Unit updated and equivalent to BSBCMN305A                | E   |
| BSBINM302A Utilise a knowledge management system                             | BSBCMN314A Utilise a knowledge management system                     | Unit updated and equivalent to BSBCMN314A – minor change | E   |
| BSBINM303A Handle receipt and despatch of information                        | BSALR301A Handle receipt and despatch of information                 | Unit updated and equivalent to BSALR301A                 | E   |
| BSBINM401A Implement workplace information system                            | BSBFLM406B Implement workplace information system                    | Unit updated and equivalent to BSBFLM406B – minor change | E   |
| BSBINM501A Manage an information or knowledge management system              | BSBMGT509A Manage a knowledge management system                      | Unit updated and equivalent to BSBMGT509A – minor change | E   |
| BSBINM601A Manage knowledge and information                                  | BSBMGT607A Manage knowledge and information                          | Unit updated and equivalent to BSBMGT607A – minor change | E   |
| BSBINN201A Contribute to workplace innovation                                | BSBCMN301A Exercise initiative in a business environment             | New Unit – Based on, but not equivalent to; BSBCMN301A   | N   |
| BSBINN301A Promote innovation in a team environment                          |  | New Unit – No equivalent in BSB01                        | N   |
| BSBINN501A Establish systems that support innovation                         |  | New Unit – No equivalent in BSB01                        | N   |
| BSBINN502A Build and sustain an innovative work environment                  |  | New Unit – No equivalent in BSB01                        | N   |
| BSBINN601A Manage organisational change                                      | BSBHR601A Manage change  | Unit updated and equivalent to BSBHR601A – minor change  | E   |
| BSBINN801A Lead innovative thinking and practice                             |  | New Unit – No equivalent in BSB01                        | N   |
| BSBINT301B Apply knowledge of the international trade environment to         | BSBINT301A Apply knowledge of the international trade environment to | Unit updated and equivalent to BSBINT301A                | E   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions                                    | Comments                                  | E/N |
|--|---|---|-----|
| complete work  | complete work   |   |     |
| BSBINT302B Apply knowledge of legislation relevant to international trade to complete work         | BSBINT302A Apply knowledge of legislation relevant to international trade to complete work      | Unit updated and equivalent to BSBINT302A | E   |
| BSBINT303B Organise the importing and exporting of goods   | BSBINT303A Organise the importing and exporting of goods  | Unit updated and equivalent to BSBINT303A | E   |
| BSBINT304B Assist in the international transfer of services  | BSBINT304A Assist in the international transfer of services                                     | Unit updated and equivalent to BSBINT304A | E   |
| BSBINT305B Prepare business documents for the international trade of goods                         | BSBINT305A Prepare business documents for the international trade of goods                      | Unit updated and equivalent to BSBINT305A | E   |
| BSBINT306B Apply knowledge of international finance and insurance to complete work requirements    | BSBINT306A Apply knowledge of international finance and insurance to complete work requirements | Unit updated and equivalent to BSBINT306A | E   |
| BSBINT401B Research international business opportunities   | BSBINT401A Research international business opportunities  | Unit updated and equivalent to BSBINT401A | E   |
| BSBINT405B Apply knowledge of import and export international conventions, laws and finance        | BSBINT405A Apply knowledge of import and export international conventions, laws and finance     | Unit updated and equivalent to BSBINT405A | E   |
| BSBINT407B Prepare business advice on export Free on Board Value                                   | BSBINT407A Prepare business advice on export Free on Board Value                                | Unit updated and equivalent to BSBINT407A | E   |
| BSBINT408B Prepare business advice on the taxes and duties for international trade transactions    | BSBINT408A Prepare business advice on the taxes and duties for international trade transactions | Unit updated and equivalent to BSBINT408A | E   |
| BSBINT409B Plan for international trade  | BSBINT409A Plan for international trade   | Unit updated and equivalent to BSBINT409A | E   |
| BSBIPR301A Comply with organisational requirements for protection and use of intellectual property |   | New Unit – No equivalent in BSB01         | N   |
| BSBIPR401A Use and respect copyright   |   | New Unit – No equivalent in BSB01         | N   |
| BSBIPR402A Protect and use new inventions and innovations  |   | New Unit – No equivalent in BSB01         | N   |
| BSBIPR403A Protect and use brands  |   | New Unit – No equivalent in BSB01         | N   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions                        | Comments   | E/N |
|--|---|--|-----|
| and business identity  |   |  |     |
| BSBIPR404A Protect and use innovative designs                                    |   | New Unit – No equivalent in BSB01  | N   |
| BSBIPR405A Protect and use intangible assets in small business                   |   | New Unit – No equivalent in BSB01  | N   |
| BSBIPR501A Manage intellectual property to protect and grow business             |   | New Unit – No equivalent in BSB01  | N   |
| BSBIPR601A Develop and implement strategies for intellectual property management |   | New Unit – No equivalent in BSB01  | N   |
| BSBITA401A Design databases  | BSBADM403A Develop and use complex databases  | New Unit – Based on, but not equivalent to; BSBADM403A Develop and use complex databases | N   |
| BSBITA601A Configure and optimise customer contact technology                    | ICTCC620A Configure and optimise customer contact technology                        | Unit updated and equivalent to ICTO2 Telecommunications Training Package unit ICTCC620A  | E   |
| BSBITB501A Establish and maintain a workgroup computer network                   | BSBADM501A Manage the establishment and maintenance of a workgroup computer network | Unit updated and equivalent to BSBADM501A  | E   |
| BSBITB701A Implement advanced electronic technologies                            |   | New Unit – No equivalent in BSB01  | N   |
| BSBITS401A Maintain business technology  | BSBCMN406A Maintain business technology   | Unit updated and equivalent to BSBCMN406A  | E   |
| BSBITU101A Operate a personal computer   | BSBCMN107A Operate a personal computer  | Unit updated and equivalent to BSBCMN107A – minor change                                 | E   |
| BSBITU102A Develop keyboard skills   | BSBCMN108A Develop keyboard skills  | Unit updated and equivalent to BSBCMN108A  | E   |
| BSBITU201A Produce simple word processed documents                               | BSBCMN213A Produce simple word processed documents                                  | Unit updated and equivalent to BSBCMN213A  | E   |
| BSBITU202A Create and use spreadsheets   | BSBCMN214A Create and use simple spreadsheets                                       | Unit updated and equivalent to BSBCMN214A  | E   |
| BSBITU203A Communicate electronically  |   | New Unit – No equivalent in BSB01  | N   |
| BSBITU301A Create and use databases  | BSBADM305A Create and use databases   | Unit updated and equivalent to BSBADM305A  | E   |

| BSB07 Version 2<br>Unit code and title                 | Unit code and title in previous Training<br>Package/versions  | Comments   | E/N |
|--|---|--|-----|
| BSBITU302B Create electronic presentations             | BSBADM306A Create electronic presentations (BSB01)<br><br>BSBITU302A Create electronic presentations (V2.0)   | BSBADM306A updated to BSBITU302A<br><br>BSBITU302A updated to BSITU302B Code should have changed from an A to a B in September 2008 when changes were made to the Evidence Guide | E   |
| BSBITU303A Design and produce text documents           |   | New Unit – No equivalent in BSB01  | N   |
| BSBITU304A Produce spreadsheets                        |   | New Unit – No equivalent in BSB01  | N   |
| BSBITU305A Conduct online transactions                 | BSBEBUS304A Buy online,<br>BSBEBUS305A Sell online,<br>BSBEBUS306A Make payments online,<br>BSBEBUS307A Bank online,<br>BSBEBUS404A Trade online and<br>BSBEBUS405A Conduct online financial transactions | New Unit – Based on, but not equivalent to;<br>BSBEBUS304A, BSBEBUS305A, BSBEBUS306A,<br>BSBEBUS307A, BSBEBUS404A or BSBEBUS405A   | N   |
| BSBITU306A Design and produce business documents       | BSBCMN306A Produce business documents   | Unit updated and equivalent to BSBCMN306A  | E   |
| BSBITU307A Develop keyboarding speed and accuracy      |   | New Unit – No equivalent in BSB01  | N   |
| BSBITU309A Produce desktop published documents         |   | New Unit – No equivalent in BSB01  | N   |
| BSBITU401A Design and develop complex text documents   |   | New Unit – equivalent BSBADM402A Produce complex business documents  | E   |
| BSBITU402A Develop and use complex spreadsheets        | BSBADM404A Develop and use complex spreadsheets   | Unit updated and equivalent to BSBADM404A  | E   |
| BSBITU404A Produce complex desktop published documents |   | New Unit – No equivalent in BSB01  | N   |
| BSBLED101A Plan skills development                     | BSBCMN104A Plan skills development  | Unit updated and equivalent to BSBCMN104A – minor change   | E   |
| BSBLED301A Undertake e-learning                        | BSBEBUS309A Undertake e-learning  | Unit updated and equivalent to BSBEBUS309A   | E   |
| BSBLED401A Develop teams and                           | BSBCMN404A Develop teams and  | Unit updated and equivalent to BSBCMN404A  | E   |

| BSB07 Version 2<br>Unit code and title                                       | Unit code and title in previous Training<br>Package/versions     | Comments  | E/N |
|--|--|---|-----|
| individuals  | individuals  |   |     |
| BSBLED501A Develop a workplace learning environment                          | BSBFLM511B Develop a workplace learning environment              | Unit updated and equivalent to BSBFLM511B               | E   |
| BSBLED502A Manage programs that promote personal effectiveness               | BSBHR508A Manage work/life skills                                | Unit updated and equivalent to BSBHR508A – minor change | E   |
| BSBLED701A Lead personal and strategic transformation                        |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED702A Lead learning strategy implementation                             |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED703A Implement improved learning practice                              |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED704A Review enterprise e learning systems and solutions implementation |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED705A Plan and implement a mentoring program                            |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED706A Plan and implement a coaching strategy                            |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED707A Establish career development services                             |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED708A Conduct a career development session                              |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED709A Identify and communicate trends in career development             |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLED710A Develop human capital   |  | New Unit – No equivalent in BSB01                       | N   |
| BSBLEG301A Apply knowledge of the legal system to complete tasks             | BSALPP301A Apply knowledge of the legal system to complete tasks | Unit updated and equivalent to BSALPP301A               | E   |
| BSBLEG302A Carry out search of the public record                             | BSALPP302A Carry out search of the public record                 | Unit updated and equivalent to BSALPP302A               | E   |
| BSBLEG303A Deliver court documentation                                       | BSALPP303A Deliver court documentation                           | Unit updated and equivalent to BSALPP303A               | E   |
| BSBLEG304A Apply the principles of   | BSACS301A Apply the principles of                                | Unit updated and equivalent to BSACS301A A              | E   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions  | Comments   | E/N |
|---|---|--|-----|
| confidentiality and security within the legal environment   | confidentiality and security within the legal environment   |  |     |
| BSBLEG305A Use legal terminology in order to carry out tasks  | BSALC301A Use legal terminology in order to carry out tasks   | Unit updated and equivalent to BSALC301A U   | E   |
| BSBLEG306A Maintain records for time and disbursements in a legal practice                              | BSALF301A Maintain records for time and disbursements in a legal practice                               | Unit updated and equivalent to BSALF301A M   | E   |
| BSBLEG308A Assist in prioritising and planning activities in a legal practice                           | BSALO301A Assist in prioritising and planning activities in a legal practice                            | Unit updated and equivalent to BSALO301A A   | E   |
| BSBLEG403A Maintain trust accounts  | BSALF401A Maintain trust accounts   | Unit updated and equivalent to BSALF401A – minor change including the removal of prerequisite requirements | E   |
| BSBLEG514A Assist with civil procedure  |   | New Unit   | N   |
| BSBMED301B Interpret and apply medical terminology appropriately  | BSBMED301A Use advanced medical terminology   | Unit updated and equivalent to BSBMED301A – minor change   | E   |
| BSBMED302B Prepare and process medical accounts   | BSBMED302A Prepare and process medical accounts   | Unit updated and equivalent to BSBMED302A – minor change   | E   |
| BSBMED303B Maintain patient records   | BSBMED303A Maintain patient records   | Unit updated and equivalent to BSBMED303A – minor change   | E   |
| BSBMED304B Assist in controlling stocks and supplies  | BSBMED304A Assist in controlling stocks and supplies  | Unit updated and equivalent to BSBMED304A  | E   |
| BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment | BSBMED305A Apply the principles of confidentiality, privacy and security within the medical environment | Unit updated and equivalent to BSBMED305A  | E   |
| BSBMED401B Manage patient record keeping system   | BSBMED401A Manage patient record keeping system   | Unit updated and equivalent to BSBMED401A  | E   |
| BSBMGT401A Show leadership in the workplace   |   | New Unit   | N   |
| BSBMGT402A Implement operational plan   | BSBFLM405B Implement operational plan   | Unit updated and equivalent to BSBFLM405B – minor change   | E   |
| BSBMGT403A Implement continuous improvement   | BSBFLM409B Implement continuous improvement   | Unit updated and equivalent to BSBFLM409B – minor change   | E   |
| BSBMGT404A Lead and facilitate off site   | BSBEBUS409A Lead and facilitate e-  | Unit updated and equivalent to BSBEBUS409A   | E   |

| BSB07 Version 2<br>Unit code and title                     | Unit code and title in previous Training<br>Package/versions  | Comments  | E/N |
|--|---|---|-----|
| staff  | staff   |   |     |
| BSBMGT405A Provide personal leadership                     | ICTCC480B Provide leadership in a contact centre  | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC480B | E   |
| BSBMGT502B Manage people performance                       | BSBMGT502A Manage people performance  | Unit updated and equivalent to BSBMGT502A – minor change                                | E   |
| BSBMGT515A Manage operational plan                         | BSBFLM505B Manage operational plan  | Unit updated and equivalent to BSBFLM505B – minor change                                | E   |
| BSBMGT516B Facilitate continuous improvement               | BSBFLM509B Facilitate continuous improvement (BSB01)  | BSBFLM509B updated to BSBMGT516A  | E   |
|  | BSBMGT516A Facilitate continuous improvement (V2.0)   | BSBMGT516A updated to BSBMGT516B Critical aspects of assessment re-worded               |     |
| BSBMGT516B Facilitate continuous improvement               | BSBMGT516A Facilitate continuous improvement  |   |     |
| BSBMGT605B Provide leadership across the organisation      | BSBMGT605A Provide leadership across the organisation   | Unit updated and equivalent to BSBMGT605A   | E   |
| BSBMGT608B Manage innovation and continuous improvement    | BSBMGT608A Manage innovation and continuous improvement   | Unit updated and equivalent to BSBMGT608A   | E   |
| BSBMGT615A Contribute to organisation development          | BSBHR603A Contribute to organisation development  | Unit updated and equivalent to BSBHR603A – minor change                                 | E   |
| BSBMGT616A Develop and implement strategic plans           | BSBMGT601A Contribute to strategic direction and BSBMGT602A Contribute to the development and implementation of strategic plans | New Unit – Based on, but not equivalent to; BSBMGT601A or BSBMGT602A                    | N   |
| BSBMGT617A Develop and implement a business plan           |   | New Unit – No equivalent in BSB01   | N   |
| BSBMGT618A Develop a contact centre business plan          | ICTCC682A Develop a contact centre business plan  | Unit updated and equivalent to ICT02 Telecommunications Training Package unit ICTCC682A | E   |
| BSBMKG401B Profile the market                              | BSBMKG401A Profile the market   | Unit updated and equivalent to BSBMKG401A   | E   |
| BSBMKG402B Analyse consumer behaviour for specific markets | BSBMKG402A Analyse consumer behaviour for specific markets  | Unit updated and equivalent to BSBMKG402A   | E   |
| BSBMKG408B Conduct market research                         | BSBMKG408A Conduct market research  | Unit updated and equivalent to BSBMKG408A   | E   |

| BSB07 Version 2<br>Unit code and title                       | Unit code and title in previous Training<br>Package/versions                        | Comments   | E/N |
|--|---|--|-----|
| BSBMKG409A Design direct response offers                     |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBMKG410A Test direct marketing activities                  |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBMKG411A Analyse direct marketing databases                |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBMKG412A Conduct e-marketing communications                | BSBEBUS522A Conduct e-marketing communications                                      | Unit updated and equivalent to BSBEBUS522A                           | E   |
| BSBMKG413A Promote products and services                     | BSBCM409A Promote products and services   | Unit updated and equivalent to BSBCM409A                             | E   |
| BSBMKG414A Undertake marketing activities                    | BSBCM414A Undertake marketing activities  | Unit updated and equivalent to BSBCM414A                             | E   |
| BSBMKG415A Research international markets                    | BSBINT403A Research international markets   | Unit updated and equivalent to BSBINT403A                            | E   |
| BSBMKG416A Market goods and services internationally         | BSBINT402A Market goods and services internationally                                | Unit updated and equivalent to BSBINT402A                            | E   |
| BSBMKG501B Identify and evaluate marketing opportunities     | BSBMKG501A Evaluate marketing opportunities   | Unit updated and equivalent to BSBMKG501A – minor change             | E   |
| BSBMKG502B Establish and adjust the marketing mix            | BSBMKG502A Establish and adjust the marketing mix                                   | Unit updated and equivalent to BSBMKG502A – minor change             | E   |
| BSBMKG506B Plan market research                              | BSBMKG506A Plan market research   | Unit updated and equivalent to BSBMKG506A                            | E   |
| BSBMKG507A Interpret market trends and developments          | BSBMKG403A Analyse market data and<br>BSBMKG404A Forecast market and business needs | New Unit – Based on, but not equivalent to; BSBMKG403A or BSBMKG404A | N   |
| BSBMKG508A Plan direct marketing activities                  |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBMKG509A Implement and monitor direct marketing activities |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBMKG510A Plan e-marketing communications                   | BSBEBUS521A Plan e-marketing communications   | Unit updated and equivalent to BSBEBUS521A                           | E   |
| BSBMKG511A Analyse data from international markets           | BSBINT503A Analyse data from international markets                                  | Unit updated and equivalent to BSBINT503A                            | E   |

| BSB07 Version 2<br>Unit code and title                                   | Unit code and title in previous Training<br>Package/versions   | Comments   | E/N |
|--|--|--|-----|
| BSBMKG512A Forecast international market and business needs              | BSBINT504A Forecast international market and business needs  | Unit updated and equivalent to BSBINT504A  | E   |
| BSBMKG513A Promote products and services to international markets        | BSBINT508A Promote products and services to international markets  | Unit updated and equivalent to BSBINT508A  | E   |
| BSBMKG514A Implement and monitor marketing activities                    | BSBMKG405A Implement and monitor marketing activities, BSBMKG504A Implement a marketing solution and BSBMKG505A Review marketing performance   | New Unit – Based on, but not equivalent to; BSBMKG405A, BSBMKG504A or BSBMKG505A                         | N   |
| BSBMKG515A Conduct a marketing audit                                     | BSBMKG303A Draft an elementary marketing audit report  | New Unit – Based on, but not equivalent to; BSBMKG303A Draft an elementary marketing audit report        | N   |
| BSBMKG516B Profile international markets                                 | BSBINT501A Profile international markets   | Unit updated and equivalent to BSBINT501A  | E   |
| BSBMKG517A Analyse consumer behaviour for specific international markets | BSBINT502A Analyse consumer behaviour for specific international markets   | Unit updated and equivalent to BSBINT502A  | E   |
| BSBMKG603B Manage the marketing process                                  | BSBMKG603A Manage the marketing process  | Unit updated and equivalent to BSBMKG603A  | E   |
| BSBMKG605B Evaluate international marketing opportunities                | BSBMKG605A Evaluate international marketing opportunities  | Unit updated and equivalent to BSBMKG605A  | E   |
| BSBMKG606B Manage international marketing programs                       | BSBMKG606A Manage international marketing programs   | Unit updated and equivalent to BSBMKG606A  | E   |
| BSBMKG607B Manage market research  | BSBMKG607A Manage market research  | Unit updated and equivalent to BSBMKG607A  | E   |
| BSBMKG608A Develop organisational marketing objectives                   | BSBMKG301A Research the market, BSBMKG302A Identify marketing opportunities, BSBMKG503A Develop a marketing communications plan, BSBMKG601A Develop marketing strategies and BSBMKG602A Develop a marketing plan | New Unit – Based on, but not equivalent to; BSBMKG301A, BSBMKG302A, BSBMKG503A, BSBMKG601A or BSBMKG602A | N   |
| BSBMKG609A Develop a marketing plan                                      | BSBMKG301A Research the market, BSBMKG302A Identify marketing  | New Unit – Based on, but not equivalent to; BSBMKG301A, BSBMKG302A or BSBMKG602A                         | N   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions                                  | Comments   | E/N |
|---|---|--|-----|
|   | opportunities, and BSBMKG602A<br>Develop a marketing plan                                     |  |     |
| BSBMKG610A Develop, implement and monitor a marketing campaign                                | ICTCC641A Campaign design and fulfilment  | Unit updated and equivalent to ICTCC641A                 | E   |
| BSBOHS201A Participate in OHS processes   | BSBCMN211A Participate in workplace safety procedures   | Unit updated and equivalent to BSBCMN211A – minor change | E   |
| BSBOHS301B Apply knowledge of OHS legislation in the workplace                                | BSBOHS301A Apply knowledge of ohs legislation in the workplace                                | Unit updated and equivalent to BSBOHS301A                | E   |
| BSBOHS302B Participate effectively in OHS communication and consultative processes            | BSBOHS302A Participate effectively in OHS communication and consultative processes            | Unit updated and equivalent to BSBOHS302A                | E   |
| BSBOHS303B Contribute to OHS hazard identification and risk assessment                        | BSBOHS303A Contribute to OHS hazard identification and risk assessment                        | Unit updated and equivalent to BSBOHS303A                | E   |
| BSBOHS304B Contribute to OHS hazard control   | BSBOHS304A Contribute to OHS hazard control   | Unit updated and equivalent to BSBOHS304A                | E   |
| BSBOHS305B Contribute to OHS issue resolution   | BSBOHS305A Contribute to OHS issue resolution   | Unit updated and equivalent to BSBOHS305A                | E   |
| BSBOHS306B Contribute to implementing emergency prevention activities and response procedures | BSBOHS306A Contribute to implementing emergency prevention activities and response procedures | Unit updated and equivalent to BSBOHS306A                | E   |
| BSBOHS307B Participate in OHS investigations  | BSBOHS307A Participate in OHS investigations  | Unit updated and equivalent to BSBOHS307A                | E   |
| BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS          | BSBOHS401A Contribute to the implementation of a systematic approach to managing OHS          | Unit updated and equivalent to BSBOHS401A                | E   |
| BSBOHS402B Contribute to the implementation of the OHS consultation process                   | BSBOHS402A Contribute to the implementation of the OHS consultation process                   | Unit updated and equivalent to BSBOHS402A                | E   |
| BSBOHS403B Identify hazards and assess OHS risks  | BSBOHS403A Identify hazards and assess OHS risks  | Unit updated and equivalent to BSBOHS403A                | E   |
| BSBOHS404B Contribute to the implementation of strategies to control                          | BSBOHS404A Contribute to the implementation of strategies to control                          | Unit updated and equivalent to BSBOHS404A                | E   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions  | Comments  | E/N |
|---|---|---|-----|
| OHS risk  | OHS risk  |   |     |
| BSBOHS405B Contribute to the implementation of emergency procedures                                 | BSBOHS405A Contribute to the implementation of emergency procedures                                 | Unit updated and equivalent to BSBOHS405A   | E   |
| BSBOHS406C Use equipment to conduct workplace monitoring  | BSBOHS406A Use equipment to conduct workplace monitoring (BSB01)                                    | BSBOHS406A updated to BSBOHS406B  | E   |
|   | BSBOHS406B Use equipment to conduct workplace monitoring (V2.0)                                     | BSBOHS406B updated to BSBOHS406C Change to Required Skills and Critical aspects of assessment |     |
| BSBOHS407A Monitor a safe workplace   | BSBCM411A Monitor a safe workplace  | Unit updated and equivalent to BSBCM411A – minor change                                       | E   |
| BSBOHS408A Assist with compliance with OHS and other relevant laws                                  | BSBCM421A Assist with compliance with OHS and other relevant laws                                   | Unit updated and equivalent to BSBCM421A  | E   |
| BSBOHS501B Participate in the coordination and maintenance of a systematic approach to managing OHS | BSBOHS501A Participate in the coordination and maintenance of a systematic approach to managing OHS | Unit updated and equivalent to BSBOHS501A   | E   |
| BSBOHS502B Participate in the management of the OHS information and data systems                    | BSBOHS502A Participate in the management of the OHS information and data systems                    | Unit updated and equivalent to BSBOHS502A   | E   |
| BSBOHS503B Assist in the design and development of OHS participative arrangements                   | BSBOHS503A Assist in the design and development of OHS participative arrangements                   | Unit updated and equivalent to BSBOHS503A   | E   |
| BSBOHS504B Apply principles of OHS risk management  | BSBOHS504A Apply principles of OHS risk management  | Unit updated and equivalent to BSBOHS504A   | E   |
| BSBOHS505C Manage hazards in the work environment   | BSBOHS505A Manage hazards in the work environment (BSB01)   | BSBOHS505A updated to BSBOHS505B  | E   |
|   | BSBOHS505B Manage hazards in the work environment (V2.0)  | BSBOHS505B updated to BSBOHS505C Required knowledge amended                                   |     |
| BSBOHS506B Monitor and facilitate the management of hazards associated with plant                   | BSBOHS506A Monitor and facilitate the management of hazards associated with plant                   | Unit updated and equivalent to BSBOHS506A   | E   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions                                   | Comments                                  | E/N |
|--|--|---|-----|
| BSBOHS507B Facilitate the application of principles of occupational health to control OHS risk | BSBOHS507A Facilitate the application of principles of occupational health to control OHS risk | Unit updated and equivalent to BSBOHS507A | E   |
| BSBOHS508B Participate in the investigation of incidents                                       | BSBOHS508A Participate in the investigation of incidents                                       | Unit updated and equivalent to BSBOHS508A | E   |
| BSBOHS509A Ensure a safe workplace   | BSBMGT505A Ensure a safe workplace   | Unit updated and equivalent to BSBMGT505A | E   |
| BSBOHS601B Develop a systematic approach to managing OHS                                       | BSBOHS601A Develop a systematic approach to managing OHS                                       | Unit updated and equivalent to BSBOHS601A | E   |
| BSBOHS602B Develop OHS information and data analysis and reporting and recording processes     | BSBOHS602A Develop OHS information and data analysis and reporting and recording processes     | Unit updated and equivalent to BSBOHS602A | E   |
| BSBOHS603B Analyse and evaluate OHS risk   | BSBOHS603A Analyse and evaluate OHS risk   | Unit updated and equivalent to BSBOHS603A | E   |
| BSBOHS604B Apply ergonomic principles to control OHS risk                                      | BSBOHS604A Apply ergonomic principles to control OHS risk                                      | Unit updated and equivalent to BSBOHS604A | E   |
| BSBOHS605B Apply occupational hygiene principles to control OHS risk                           | BSBOHS605A Apply occupational hygiene principles to control OHS risk                           | Unit updated and equivalent to BSBOHS605A | E   |
| BSBOHS606B Develop and implement crisis management processes                                   | BSBOHS606A Develop and implement crisis management processes                                   | Unit updated and equivalent to BSBOHS606A | E   |
| BSBOHS607B Advise on application of safe design principles to control OHS risk                 | BSBOHS607A Advise on application of safe design principles to control OHS risk                 | Unit updated and equivalent to BSBOHS607A | E   |
| BSBOHS608B Conduct an OHS audit  | BSBOHS608A Conduct an OHS audit  | Unit updated and equivalent to BSBOHS608A | E   |
| BSBOHS609B Evaluate an organisation's OHS performance  | BSBOHS609A Evaluate an organisation's OHS performance  | Unit updated and equivalent to BSBOHS609A | E   |
| BSBPMG401A Apply project scope management techniques   | BSBPM401A Apply scope management techniques  | Unit updated and equivalent to BSBPM401A  | E   |
| BSBPMG402A Apply time management techniques  | BSBPM402A Apply time management techniques   | Unit updated and equivalent to BSBPM402A  | E   |
| BSBPMG403A Apply cost management techniques  | BSBPM403A Apply cost management techniques   | Unit updated and equivalent to BSBPM403A  | E   |
| BSBPMG404A Apply quality management techniques   | BSBPM404A Apply quality management techniques  | Unit updated and equivalent to BSBPM404A  | E   |

| BSB07 Version 2<br>Unit code and title                         | Unit code and title in previous Training<br>Package/versions    | Comments   | E/N |
|--|---|--|-----|
| BSBPMG405A Apply human resources management approaches         | BSBPM405A Apply human resources management approaches           | Unit updated and equivalent to BSBPM405A                               | E   |
| BSBPMG406A Apply communications management techniques          | BSBPM406A Apply communications management techniques            | Unit updated and equivalent to BSBPM406A                               | E   |
| BSBPMG407A Apply risk management techniques                    | BSBPM407A Apply risk management techniques                      | Unit updated and equivalent to BSBPM407A                               | E   |
| BSBPMG408A Apply contract and procurement procedures           | BSBPM408A Apply contract and procurement techniques             | Unit updated and equivalent to BSBPM408A                               | E   |
| BSBPMG501A Manage application of project integrative processes | BSBPM501A Manage application of project integrative processes   | Unit updated and equivalent to BSBPM501A                               | E   |
| BSBPMG502A Manage project scope                                | BSBPM502A Manage project scope                                  | Unit updated and equivalent to BSBPM502A                               | E   |
| BSBPMG503A Manage project time                                 | BSBPM503A Manage project time                                   | Unit updated and equivalent to BSBPM503A                               | E   |
| BSBPMG504A Manage project costs                                | BSBPM504A Manage project costs                                  | Unit updated and equivalent to BSBPM504A                               | E   |
| BSBPMG505A Manage project quality                              | BSBPM505A Manage project quality                                | Unit updated and equivalent to BSBPM505A                               | E   |
| BSBPMG506A Manage project human resources                      | BSBPM506A Manage project human resources                        | Unit updated and equivalent to BSBPM506A                               | E   |
| BSBPMG507A Manage project communications                       | BSBPM507A Manage project communications                         | Unit updated and equivalent to BSBPM507A                               | E   |
| BSBPMG508A Manage project risk                                 | BSBPM508A Manage project risk                                   | Unit updated and equivalent to BSBPM508A                               | E   |
| BSBPMG509A Manage project procurement                          | BSBPM509A Manage project procurement                            | Unit updated and equivalent to BSBPM509A                               | E   |
| BSBPMG510A Manage projects                                     | BSBCM419A Manage projects and<br>BSBADM407A Administer projects | New Unit – Based on, but not equivalent to;<br>BSBCM419A or BSBADM407A | N   |
| BSBPMG601A Direct the integration of projects                  | BSBPM601A Direct the integration of multiple projects/programs  | Unit updated and equivalent to BSBPM601A                               | E   |
| BSBPMG602A Direct the scope of a project program               | BSBPM602A Direct the scope of multiple projects/programs        | Unit updated and equivalent to BSBPM602A                               | E   |
| BSBPMG603A Direct time management of a project program         | BSBPM603A Direct time management of a project program           | Unit updated and equivalent to BSBPM603A                               | E   |
| BSBPMG604A Direct cost management of a project program         | BSBPM604A Direct cost management of a project program           | Unit updated and equivalent to BSBPM604A                               | E   |
| BSBPMG605A Direct quality                                      | BSBPM605A Direct quality management                             | Unit updated and equivalent to BSBPM605A                               | E   |

| BSB07 Version 2<br>Unit code and title                              | Unit code and title in previous Training<br>Package/versions                | Comments   | E/N |
|---|---|--|-----|
| management of a project program                                     | of multiple projects/programs   |  |     |
| BSBPMG606A Direct human resources management of a project program   | BSBPM606A Direct human resources management of multiple projects/programs   | Unit updated and equivalent to BSBPM606A                 | E   |
| BSBPMG607A Direct communications management of a project program    | BSBPM607A Direct communications management of multiple projects/programs    | Unit updated and equivalent to BSBPM607A                 | E   |
| BSBPMG608A Direct risk management of a project program              | BSBPM608A Direct risk management of multiple projects/programs              | Unit updated and equivalent to BSBPM608A                 | E   |
| BSBPMG609A Direct procurement and contracting for a project program | BSBPM609A Direct procurement and contracting for multiple projects/programs | Unit updated and equivalent to BSBPM609A                 | E   |
| BSBPRO301A Recommend products and services                          | BSBCMN309A Recommend products and services                                  | Unit updated and equivalent to BSBCMN309A – minor change | E   |
| BSBPRO401A Develop product knowledge                                | BSBSLS301A Develop product knowledge  | Unit updated and equivalent to BSBSLS301A – minor change | E   |
| BSBPUB401A Develop and apply knowledge of public relations industry |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB402A Develop public relations campaigns                       |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB403A Develop public relations documents                       |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB501A Manage the public relations publication process          |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB502A Develop and manage complex public relations campaigns    |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB503A Manage fundraising and sponsorship activities            |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUB504A Develop and implement crisis management plans            |   | New Unit – No equivalent in BSB01                        | N   |
| BSBPUR301B Purchase goods and services                              | BSBPUR301A Purchase goods and services                                      | Unit updated and equivalent to BSBPUR301A                | E   |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions      | Comments   | E/N |
|---|---|--|-----|
| BSBPUR401B Plan purchasing  | BSBPUR401A Plan purchasing  | Unit updated and equivalent to BSBPUR401A                | E   |
| BSBPUR402B Negotiate contracts  | BSBPUR402A Negotiate contracts                                    | Unit updated and equivalent to BSBPUR402A                | E   |
| BSBPUR403B Conduct international purchasing                                   | BSBPUR403A Conduct international purchasing                       | Unit updated and equivalent to BSBPUR403A                | E   |
| BSBPUR501B Develop, implement and review purchasing strategies                | BSBPUR501A Develop, implement and review purchasing strategies    | Unit updated and equivalent to BSBPUR501A                | E   |
| BSBPUR502B Manage supplier relationships                                      | BSBPUR502A Manage supplier relationships                          | Unit updated and equivalent to BSBPUR502A                | E   |
| BSBPUR503B Manage international purchasing                                    | BSBPUR503A Manage international purchasing                        | Unit updated and equivalent to BSBPUR503A                | E   |
| BSBPUR504B Manage a supply chain  | BSBPUR504A Manage a supply chain                                  | Unit updated and equivalent to BSBPUR504A                | E   |
| BSBREL401A Establish networks   | BSBCM403A Establish business networks                             | Unit updated and equivalent to BSBCM403A – minor change  | E   |
| BSBREL402A Build client relationships and business networks                   | BSBMKG406A Build client relationships                             | Unit updated and equivalent to BSBMKG406A                | E   |
| BSBREL403A Implement international client relationship strategies             | BSBINT404A Implement international client relationship strategies | Unit updated and equivalent to BSBINT404A                | E   |
| BSBREL501A Build international client relationships                           | BSBINT505A Build international client relationships               | Unit updated and equivalent to BSBINT505A                | E   |
| BSBREL502A Build international business networks                              | BSBINT506A Build international business networks                  | Unit updated and equivalent to BSBINT506A                | E   |
| BSBREL701A Develop and cultivate collaborative partnerships and relationships |   | New Unit – No equivalent in BSB01                        | E   |
| BSBRES401A Analyse and present research information                           | BSBCM405A Analyse and present research information                | Unit updated and equivalent to BSBCM405A – minor change  | E   |
| BSBRES801A Initiate and lead applied research                                 |   | New Unit – No equivalent in BSB01                        | N   |
| BSBRKG301B Control records  | BSBRKG301A Control records  | Unit updated and equivalent to BSBRKG301A – minor change | E   |
| BSBRKG302B Undertake disposal   | BSBRKG302A Undertake disposal                                     | Unit updated and equivalent to BSBRKG302A – minor change | E   |

| BSB07 Version 2<br>Unit code and title                                 | Unit code and title in previous Training<br>Package/versions  | Comments   | E/N |
|--|---|--|-----|
| BSBRKG303B Retrieve information from records                           | BSBRKG303A Retrieve information from records  | Unit updated and equivalent to BSBRKG303A – minor change             | E   |
| BSBRKG304B Maintain business records                                   | BSBRKG304A Maintain business records  | Unit updated and equivalent to BSBRKG304A – minor change             | E   |
| BSBRKG305A Review recordkeeping functions                              |   | New Unit – No equivalent in BSB01                                    | N   |
| BSBRKG401B Review the status of a record                               | BSBRKG401A Review the status of a record  | Unit updated and equivalent to BSBRKG401A – minor change             | E   |
| BSBRKG402B Provide information from and about records                  | BSBRKG402A Provide information from and about records   | Unit updated and equivalent to BSBRKG402A – minor change             | E   |
| BSBRKG403B Set up a business or records system for a small business    | BSBRKG403A Set up a business or records system for a small office   | Unit updated and equivalent to BSBRKG403A – minor change             | E   |
| BSBRKG404A Monitor and maintain records in an online environment       | BSBEBUS406A Monitor and maintain records in an online environment   | Unit updated and equivalent to BSBEBUS406A – minor change            | E   |
| BSBRKG502B Manage and monitor business or records systems              | BSBRKG502A Manage and monitor business or records systems   | Unit updated and equivalent to BSBRKG502A – minor change             | E   |
| BSBRKG505B Document or reconstruct a business or records system        | BSBRKG505A Document or reconstruct a business or records system   | Unit updated and equivalent to BSBRKG505A – minor change             | E   |
| BSBRKG506A Develop and maintain terminology and classification schemes | BSBRKG503A Develop and maintain a classification scheme and BSBRKG504A Develop terminology for activities and records | New Unit – Based on, but not equivalent to; BSBRKG503A or BSBRKG504A | N   |
| BSBRKG601B Define recordkeeping framework                              | BSBRKG601A Define recordkeeping framework   | Unit updated and equivalent to BSBRKG601A – minor change             | E   |
| BSBRKG603B Prepare a functional analysis for an organisation           | BSBRKG603A Prepare a functional analysis for an organisation  | Unit updated and equivalent to BSBRKG603A – minor change             | E   |
| BSBRKG604B Determine security and access rules and procedures          | BSBRKG604A Determine security and access rules and procedures   | Unit updated and equivalent to BSBRKG604A – minor change             | E   |
| BSBRKG605B Determine records requirements to document a function       | BSBRKG605A Determine records requirements to document a function  | Unit updated and equivalent to BSBRKG605A – minor change             | E   |
| BSBRKG606B Design a records retention and disposal schedule            | BSBRKG606A Design a records retention and disposal schedule   | Unit updated and equivalent to BSBRKG606A – minor change             | E   |

| BSB07 Version 2<br>Unit code and title                            | Unit code and title in previous Training<br>Package/versions | Comments   | E/N |
|---|--|--|-----|
| BSBRKG607B Document and monitor the record creating context       | BSBRKG607A Document and monitor the record-creating context  | Unit updated and equivalent to BSBRKG607A – minor change | E   |
| BSBRKG608B Plan management of records over time                   | BSBRKG608A Plan management of records over time              | Unit updated and equivalent to BSBRKG608A – minor change | E   |
| BSBRSK401A Identify risk and apply risk management processes      | BSBCMN416A Identify risk and apply risk management processes | Unit updated and equivalent to BSBCMN416A                | E   |
| BSBRSK501A Manage risk  | BSBMGT508A Manage risk management system                     | New Unit – Based on, but not equivalent to; BSBMGT508A   | N   |
| BSBSLS402A Identify sales prospects                               | BSBSLS302A Identify sales prospects                          | Unit updated and equivalent to BSBSLS302A – minor change | E   |
| BSBSLS403A Present a sales solution                               | BSBSLS303A Present a sales solution                          | Unit updated and equivalent to BSBSLS303A – minor change | E   |
| BSBSLS404A Secure prospect commitment                             | BSBSLS304A Secure prospect commitment                        | Unit updated and equivalent to BSBSLS304A – minor change | E   |
| BSBSLS405A Support post sale activities                           | BSBSLS305A Support post sale activities                      | Unit updated and equivalent to BSBSLS305A – minor change | E   |
| BSBSLS406A Self manage sales performance                          | BSBSLS306A Self manage sales performance                     | Unit updated and equivalent to BSBSLS306A – minor change | E   |
| BSBSLS501A Develop a sales plan                                   |  | New Unit – No equivalent in BSB01                        | N   |
| BSBSLS502A Lead and manage a sales team                           | BSBSLS401A Lead a sales team                                 | Unit updated and equivalent to BSBSLS401A – minor change | E   |
| BSBSMB201A Identify suitability for micro business                |  | New Unit – No equivalent in BSB01                        | N   |
| BSBSMB301A Investigate micro business opportunities               | BSBSBM301A Research business opportunities                   | New Unit – Based on, but not equivalent to; BSBSBM301A   | N   |
| BSBSMB302A Develop a micro business proposal                      |  | New Unit – No equivalent in BSB01                        | N   |
| BSBSMB303A Organise finances for the micro business               |  | New Unit – No equivalent in BSB01                        | N   |
| BSBSMB304A Determine resource requirements for the micro business |  | New Unit – No equivalent in BSB01                        | N   |
| BSBSMB305A Comply with regulatory,                                |  | New Unit – No equivalent in BSB01                        | N   |

| BSB07 Version 2<br>Unit code and title   | Unit code and title in previous Training<br>Package/versions | Comments   | E/N |
|--|--|--|-----|
| taxation and insurance requirements for the micro business                         |  |  |     |
| BSBSMB306A Plan a home based business  |  | New Unit – No equivalent in BSB01                      | N   |
| BSBSMB307A Set up information and communications technology for the micro business |  | New Unit – No equivalent in BSB01                      | N   |
| BSBSMB401A Establish legal and risk management requirements of small business      | BSBSBM401A Establish business and legal requirements         | Unit updated and equivalent to BSBSBM401A              | E   |
| BSBSMB402A Plan small business finances  | BSBSBM402A Undertake financial planning                      | Unit updated and equivalent to BSBSBM402A              | E   |
| BSBSMB403A Market the small business   | BSBSBM403A Promote the business                              | Unit updated and equivalent to BSBSBM403A              | E   |
| BSBSMB404A Undertake small business planning                                       | BSBSBM404A Undertake business planning                       | Unit updated and equivalent to BSBSBM404A              | E   |
| BSBSMB405A Monitor and manage small business operations                            | BSBSBM405A Monitor and manage business operations            | Unit updated and equivalent to BSBSBM405A              | E   |
| BSBSMB406A Manage small business finances  | BSBSBM406A Manage finances                                   | Unit updated and equivalent to BSBSBM406A              | E   |
| BSBSMB407A Manage a small team   | BSBSBM407A Manage a small team                               | Unit updated and equivalent to BSBSBM407A              | E   |
| BSBSMB408B Manage personal, family, cultural and business obligations              |  | New Unit – No equivalent in BSB01                      | N   |
| BSBSMB409A Build and maintain relationships with small business stakeholders       |  | New Unit – No equivalent in BSB01                      | N   |
| BSBSUS201A Participate in environmentally sustainable work practices               | BSBCMN109A Follow environmental work practices               | New Unit – Based on, but not equivalent to; BSBCMN109A | N   |
| BSBSUS301A Implement and monitor environmentally sustainable work practices        |  | New Unit – No equivalent in BSB01                      | N   |

| BSB07 Version 2<br>Unit code and title                                  | Unit code and title in previous Training<br>Package/versions                    | Comments  | E/N |
|---|---|---|-----|
| BSBSUS501A Develop workplace policy and procedures for sustainability   |   | New Unit – No equivalent in BSB01   | N   |
| BSBWOR201A Manage personal stress in the workplace                      |   | New Unit – No equivalent in BSB01   | N   |
| BSBWOR202A Organise and complete daily work activities                  | BSBCMN202A Organise and complete daily work activities                          | Unit updated and equivalent to BSBCMN202A – minor change                      | E   |
| BSBWOR203A Work effectively with others                                 | BSBCMN204A Work effectively with others   | Unit updated and equivalent to BSBCMN204A – minor change                      | E   |
| BSBWOR204A Use business technology                                      | BSBCMN205A Use business technology  | Unit updated and equivalent to BSBCMN205A                                     | E   |
| BSBWOR301A Organise personal work priorities and development            | BSBCMN302A Organise personal work priorities and development                    | Unit updated and equivalent to BSBCMN302A – minor change                      | E   |
| BSBWOR302A Work effectively as an off site worker                       | BSBEBUS310A Work effectively as an off site worker                              | Unit updated and equivalent to BSBEBUS310A                                    | E   |
| BSBWOR401A Establish effective workplace relationships                  | BSBFLM403B Implement effective workplace relationships                          | Unit updated and equivalent to BSBFLM403B – minor change                      | E   |
| BSBWOR402A Promote team effectiveness                                   | BSBFLM412A Promote team effectiveness   | Unit updated and equivalent to BSBFLM412A – minor change                      | E   |
| BSBWOR403A Manage stress in the workplace                               |   | New Unit – No equivalent in BSB01   | N   |
| BSBWOR404B Develop work priorities                                      | BSBCMN402A Develop work priorities (BSB01)                                      | BSBCMN402A updated to BSBWOR404A  | E   |
|   | BSBWOR404A Develop work priorities (V2.0)                                       | BSBWOR404A updated to BSBWOR404B PC2.1; 3.2 and 3.4 reworded and made clearer |     |
| BSBWOR501B Manage personal work priorities and professional development | BSBFLM501B Manage personal work priorities and professional development (BSB01) | BSBFLM501B updated to BSBWOR501A  | E   |
|   | BSBWOR501A (V2.0)   | BSBWOR501A updated to BSBWOR501B Required knowledge amended                   |     |

| BSB07 Version 2<br>Unit code and title  | Unit code and title in previous Training<br>Package/versions                                      | Comments  | E/N |
|---|---|---|-----|
| BSBWOR502B Ensure team effectiveness  | BSBFLM512A Ensure team effectiveness (BS01)<br><br>BSBWOR502A Ensure team effectiveness (V2.0)    | BSBFLM512A updated to BSBWOR502A<br><br>BSBWOR502A updated to BSBWOR502B Required knowledge amended | E   |
| BSBWRK401A Develop and implement an organising plan                           | BSBUN401A Develop and implement an organising plan  | Unit updated and equivalent to BSBUN401A – minor change   | E   |
| BSBWRK402A Empower workers  | BSBUN402A Empower members   | Unit updated and equivalent to BSBUN402A – minor change   | E   |
| BSBWRK403A Communicate with workers   | BSBUN403A Communicate with workers  | Unit updated and equivalent to BSBUN403A – minor change   | E   |
| BSBWRK404A Promote equality of opportunity and fair treatment for all workers | BSBUN404A Promote equality of opportunity and fair treatment for all members                      | Unit updated and equivalent to BSBUN404A – minor change   | E   |
| BSBWRK405A Promote union values, principles and policies                      | BSBUN405A Promote the values, principles and policies of the union                                | Unit updated and equivalent to BSBUN405A – minor change   | E   |
| BSBWRK406A Participate in the bargaining process                              | BSBUN406A Undertake bargaining  | New Unit – Based on, but not equivalent to; BSBUN406A   | N   |
| BSBWRK407A Provide advice to union members                                    | BSBUN407A Provide advice to union members and undertake negotiations                              | New Unit – Based on, but not equivalent to; BSBUN407A   | N   |
| BSBWRK408A Undertake negotiations   | BSBUN407A Provide advice to union members and undertake negotiations                              | New Unit – Based on, but not equivalent to; BSBUN407A   | N   |
| BSBWRK409A Prepare for and participate in dispute resolution                  | BSBUN408A Prepare cases for the union and BSBUN409A Appear before tribunals and represent members | New Unit – Based on, but not equivalent to; BSBUN408A or BSBUN409A                                  | N   |
| BSBWRK410A Implement industrial relations procedures                          | BSBHR405A Implement industrial relations procedures   | Unit updated and equivalent to BSBHR405A – minor change   | E   |
| BSBWRK501A Develop, manage and review campaigns and projects                  | BSBUN501A Develop, manage and review campaigns and projects                                       | Unit updated and equivalent to BSBUN501A – minor change   | E   |
| BSBWRK502A Represent the union in key forums                                  | BSBUN502A Represent the union in key forums   | Unit updated and equivalent to BSBUN502A – minor change   | E   |

| BSB07 Version 2<br>Unit code and title                | Unit code and title in previous Training<br>Package/versions | Comments  | E/N |
|---|--|---|-----|
| BSBWRK503A Coordinate case preparation and research   | BSBUN503A Coordinate case preparation and research           | Unit updated and equivalent to BSBUN503A – minor change | E   |
| BSBWRK504A Advocate and present cases for members     | BSBUN504A Advocate and present cases for members             | Unit updated and equivalent to BSBUN504A – minor change | E   |
| BSBWRK505A Develop, implement and manage union policy | BSBUN505A Develop, implement and manage union policy         | Unit updated and equivalent to BSBUN505A – minor change | E   |
| BSBWRK506A Coordinate research and analysis           | BSBUN506A Coordinate research and analysis                   | Unit updated and equivalent to BSBUN506A – minor change | E   |
| BSBWRK507A Apply strategic unionism                   |  | New Unit – No equivalent in BSB01                       | N   |
| BSBWRK508A Manage and oversee bargaining              | BSBUN406A Undertake bargaining                               | New Unit – Based on, but not equivalent to; BSBUN406A   | N   |
| BSBWRK509A Manage industrial relations                | BSBHR504A Manage industrial relations policies and processes | Unit updated and equivalent to BSBHR504A – minor change | E   |
| BSBWRT301A Write simple documents                     | BSBCMN318A Write simple documents                            | Unit updated and equivalent to BSBCMN318A               | E   |
| BSBWRT401A Write complex documents                    | BSBCMN420A Write complex documents                           | Unit updated and equivalent to BSBCMN420A               | E   |
| BSBWRT501A Write persuasive copy                      | BSBADV502A Write persuasive copy                             | Unit updated and equivalent to BSBADV502A               | E   |