

## Features of the BSB07 Business Services Training Package Qualifications

BSB07 Business Services Training Package contains 64 qualifications from Certificate I through to Vocational Graduate Diploma.

There are no direct links between the qualifications and licensing, legislative or regulatory requirements. However, arrangements have been made with the Australian Human Resources Institute (AHRI) for graduates in the human resources courses to be eligible for membership of that organisation.

The qualification structures have been designed on a core plus electives model, and feature the flexibility to accommodate a wide variety of industry contexts and to suit individual enterprise requirements. An added feature of the qualifications in BSB07 is that suggested electives are provided for some qualifications to achieve different vocational outcomes and Employability Skills summaries have been added to the qualification documents.

Advice has also been added regarding the pathways into and from a qualification to provide greater guidance to potential participants.

As with BSB01, there are no unit prerequisites within BSB07; however the preferred pathways provides general, non-prescriptive entry level advice for learners and training providers. This advice generally covers three pathways:

- a completed qualification  
or
- partially completed, related qualification  
or
- relevant vocational experience in cases without a formal qualification.

This category of advice also lists indicative job roles which may assist not only entry to a qualification but also in the identification of recognition of prior learning opportunities.

The majority of qualifications contained in BSB01 have been retained within BSB07. Eleven (11) qualifications were removed from the Training Package in areas such as e-business and business development as the skills and knowledge are now part of everyday business practice and are now embedded within a broad range of qualifications.

The units and qualifications in Workplace Training and Assessment have also been deleted from the Training Package in line with DEST requirements to reduce duplication between Training Packages. Units of competency can be selected from TAA04 Training and Assessment Training Package as required.

New units of competency in Creative Thinking, Design and Innovation and eleven (11) new qualifications have been introduced into the Training Package. The new qualifications cover the areas of:

- Micro Business Operations
- Customer Contact (previously in the ICT02 Telecommunications Training Package)
- Administration (Education)
- International Education Services
- Organisational Learning and Capability Development.

## Creative Thinking, Design and Innovation

These units have been developed in response to recent studies which call for government, education and business initiatives and responses to foster new ideas and ways of working for both individuals and organisations to underpin both the creative wellbeing of Australia and its



economic competitiveness. In keeping with the research there are no qualifications in Creative Thinking, Design and Innovation. The 28 units of competency that have been developed have been packaged within a broad range of qualifications within the Training Package.

## Micro Business Operations

IBSA was funded by Indigenous Business Australia (IBA) and the Department of Employment and Workplace Relations (DEWR) to map and develop units of competency and qualifications that meet the training needs of Indigenous people in small business and Indigenous businesses so they can improve, develop and implement their business ideas and practices.

An Interagency Group (IAG) comprising of Indigenous Business Australia (IBA), DEWR, Department of Education, Science and Training (DEST), the Department of Family and Community Services (FACS) and the Office of Indigenous Policy Coordination (OIPC) met quarterly with IBSA during the project.

The project consultants met with a wide range of people across Australia who were involved in or associated with Indigenous small businesses. Their discussions provided invaluable advice and input into identifying the issues that Indigenous small businesses were facing and revealing their training needs.

Following the consultations Research Reports (refer to Appendices 5 and 6) were produced which detailed the methodology of the consultation process, analysis of desktop research and consultation data gathered, and revealed the identification of major issues and the training needs analysis necessary for the next stage of the project – functional analysis and mapping of training needs against units of competency.

At a critical stage in the process of consultations it was concluded that Indigenous learners and other potential Small Business owners and directors needed improved learning pathways to build business capability. It was agreed that this would be best achieved by enhancing the existing Certificate IV in Small Business and developing a new Certificate III qualification and identifying skill sets. For this reason, from December 2005 the qualifications and skills required by Indigenous people to develop small business and entrepreneurial capability were linked to the Business Services Training Package. Small Business Management qualifications and skill sets were developed to be inclusive of Indigenous and other cultural requirements, as well as providing qualifications and skill sets that complement the delivery of accredited courses designed for Indigenous and other learner needs.

## Customer Contact

There are five qualifications in Customer Contact ranging from a Certificate II to an Advanced Diploma qualification.

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

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



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

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

These qualifications were previously a stream within the ICT02 Telecommunications Training Package. The IBSA Board has determined that these qualifications have a broad cross-industry application and should be relocated within BSB07.

## Administration (Education)

The BSB30907 Certificate III in Business Administration (Education) has been developed for people working in roles such as education program support worker, school support officer or student services officer and represents IBSA's commitment to servicing the needs of its Education portfolio.

## International Education Services

Three (3) new qualifications (Certificate III in Business Administration (International Education), Diploma of International Education Services and Vocational Graduate Certificate in International Education Services) were developed in **International Education Services** as the outcome of a project that identified a need for the provision of training for people working in the international education administration sector. These skills include the need to understand the international education sector as a whole, elements of which include legislation, regulations and policy governing the sector and client services. These qualifications are based upon the four international education contexts; international education (onshore), transnational education (offshore), international projects and exchange and study abroad programs. These service contexts are delivered across four educational sectors: higher education, vocational education and training, language (ELICOS) and preparatory and secondary and primary schools.

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

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

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



## **Organisational Learning and Capability Development.**

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

The Vocational Graduate Certificate and the Vocational Graduate Diploma reflect the roles of individuals who apply substantial specialised knowledge and skills in the field of learning and capability development.

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