

BUSINESS SERVICES TRAINING QUALIFICATION OUTLINE

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Management Qualifications

BSB40807– Certificate IV in Frontline Management

BSB51107 – Diploma of Management

Please refer to Management Qualification Outline

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QUALIFICATIONS

An Overview of the AQF

A qualification is the award granted upon completion of an accredited course of study at school, university, TAFE or a private education provider such as State Enterprise Training.

An accredited course is one that has undergone a government administered process of review, either directly through relevant state and territory authorities or indirectly through universities which are appointed 'self-accrediting' entities. An increasing number of courses have national accreditation, giving them recognition throughout Australia by industry and education bodies.

THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent yet flexible framework for all qualifications in post-compulsory education and training. The framework was introduced Australia-wide on 1 January 1995.

The AQF connects the schools sector, vocational education and training sector and higher education sector in a single framework, listing the qualifications available in each sector, and providing guidelines about the links between them.

AQF	Business Services Training Package
Schools Sector Senior Secondary Certificate of Education	
Vocational Education & Training sector (VET) Certificate I Certificate II Certificate III Certificate IV Diploma Advanced Diploma Vocational Graduate Certificate Vocational Graduate Diploma	Certificate II in Business Certificate III in Business Certificate IV in Business Diploma of Business Advanced Diploma of Business Vocational Graduate Certificate or Diploma
Higher Education Sector Diploma Advanced Diploma Associate Degree Bachelor Degree Graduate Certificate Graduate Diploma Master Degree Doctoral Degree	Leading to Higher Education: Bachelor Degree in Business Graduate Certificate & Diploma in Business Master of Business Administration (MBA) Doctoral Degree in Business

Prerequisite: None

Qualification Overview

Certificate II in business requires 12 units to be completed for successful completion. Units are selected from a common pool of units and the option of selecting elective units. The qualification covers basic skills and knowledge to achieve work outcomes in an administration/clerical environment.

Target Group

The Certificate II in Business is an entry-level qualification to enter the work force and commence a working career. This qualification is for participants who want to enter the business sector for employment and/or study purposes.

The individual would normally be engaged in a workplace in which they demonstrate basic operational knowledge in a moderate range of areas and have limited responsibility.

Qualification Outcomes

- Demonstrate basic operational knowledge
- Apply known solutions to a range of predictable problems
- Perform a range of tasks where choice between limited range of options is required
- Take limited responsibility for own outputs
- Communicate and collaborate with others as part of a group or team

Learning and Assessment Strategies

On site delivery:

This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the twelve units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their administration/clerical knowledge and skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence and demonstration of learning progression and competency.
- Oral questions and answers with the assessor.

The qualification is completed in approximately twelve months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

QUALIFICATION PACKAGING RULE

12 units must be selected for this qualification
1 core unit *plus*
11 elective units

Core Unit

- BSBOHS201A Participate in OHS processes

Elective Units

7 of the elective units must be selected from the elective units listed below.

The other 4 elective units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 2 of the 4 units may be selected from either a Certificate I or a Certificate III qualification.

- BSBCUS201A Deliver a service to customers
- BSBIND201A Work effectively in a business environment
- BSBINM201A Process and maintain workplace information
- BSBINM202A Handle mail
- BSBINN201A Contribute to workplace innovation
- BSBCMM201A Communicate in the workplace
- BSBITU201A Produce simple word processed documents
- BSBITU202A Create and use spreadsheets
- BSBITU203A Communicate electronically
- BSBSMB201A Identify suitability for micro business
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR202A Organise and complete daily work activities
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology
- FNSICGEN305A Maintain daily financial/business records

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate III in business requires 12 units to be completed for successful completion. The qualification covers generic business, leadership, administrative and clerical skills that are required for workers that need a depth and complexity of knowledge to be able to work independently in their workplace.

Target group

The Certificate III in Business is a qualification designed for an experienced administration worker looking to develop and/or formalise their broad base of skills and knowledge. The individual would normally be engaged in a workplace in which they demonstrate a depth of knowledge in a broad range of areas, take responsibility for their own output, provide advice, problem solve and possibly contribute some leadership in specific areas.

Qualification Outcomes

- Apply a broad range of well developed skills.
- Problem solving.
- Perform processes that require discretion and judgement.
- Interpret available information and make decisions.
- Take limited responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the twelve units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate II with State Enterprise Training.

QUALIFICATION PACKAGING RULES

12 units must be selected for this qualification

1 Core unit *plus*

11 Elective units

Core Unit

- BSBOHS201A Participate in OHS processes

Elective Units

7 of the elective units must be selected from the elective units listed below.

The other 4 elective units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 1 unit may be selected from a Certificate II qualification or 2 units may be taken from a Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBFIA301A Maintain financial records
- BSBADM311A Maintain business resources
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBINN301A Promote innovation in a team environment
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use databases
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU305A Conduct online transactions
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBPRO301A Recommend products and services
- BSBPUR301B Purchase goods and services
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker
- BSBWRT301A Write simple documents

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

This qualification requires 12 units to be completed for successful completion. The qualification covers skills & knowledge required for workers in a service &/or sales role. This includes generic business, leadership and administrative skills as well as skills for inbound & outbound service & sales roles.

Target Group

The Certificate III in Customer Contact is a qualification designed for an experienced worker looking to develop and/or formalise their broad base of skills and knowledge. The individual would normally be engaged in a workplace in which they demonstrate a depth of knowledge in a broad range of areas, take responsibility for their own output, provide advice, problem solve and possibly contribute some leadership in specific areas. Common roles would include sales representatives, customer service representatives, call centre agents, telesales.

Qualification Outcomes

- Apply a broad range of well developed skills.
- Problem solving.
- Perform processes that require discretion and judgement.
- Interpret available information and make decisions.
- Take limited responsibility for the output of others if required.

Learning and Assessment Strategies

Workshop delivery: Complete the Certificate III in 10 face-to-face workshops, approximately one every 4 weeks. Each workshop covers one unit. The workshops are all day workshops and encompass the assessment for the relevant unit throughout the course of the day.

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the twelve units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

The qualification is completed in approximately fourteen months although this can vary according to the learning circumstances of each participant,

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate II with State Enterprise Training.

QUALIFICATION PACKAGING RULES

12 units must be selected for this qualification

6 Core units *plus*

6 Elective units

Core Units

- | | |
|--------------|---|
| ● BSBCCO301A | Use multiple information systems |
| ● BSBCUS301A | Deliver and monitor a service to customers |
| ● BSBOHS301B | Apply knowledge of OHS legislation in the workplace |
| ● BSBPRO401A | Develop product knowledge |
| ● BSBWOR203A | Work effectively with others |
| ● BSBWOR301A | Organise personal work priorities and development |

Elective Units

The 6 elective units may be selected from the elective units listed below, or from an equivalent AQF level qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package.

Where elective units are being chosen from other Training Package qualifications, up to 2 of the 6 elective units may be selected from Certificate II or Certificate IV qualifications. The remaining 4 elective units must be chosen from a Certificate III qualification.

- | | |
|----------------|--|
| ● BSBCCO202A | Conduct data collection |
| ● BSBCCO302A | Deploy customer service field staff |
| ● BSBCCO303A | Conduct a telemarketing campaign |
| ● BSBCCO304A | Provide sales solutions to customers |
| ● BSBCCO305A | Process credit applications |
| ● BSBCCO306A | Process complex accounts, service severance and default |
| ● BSBCMM301A | Process customer complaints |
| ● BSBLED301A | Undertake e-learning |
| ● BSBMGT401A | Show leadership in the workplace |
| ● BSBMGT402A | Implement operational plan |
| ● BSBMGT405A | Provide personal leadership |
| ● BSBPRO301A | Recommend products and services |
| ● BSBSLS402A | Identify sales prospects |
| ● BSBSLS403A | Present a sales solution |
| ● BSBSLS404A | Secure prospect commitment |
| ● BSBSLS405A | Support post-sale activities |
| ● BSBSLS406A | Self-manage sales performance |
| ● BSBWOR201A | Manage personal stress in the workplace |
| ● FNSICCUS301B | Respond to customer enquiries |
| ● FNSICSAM301A | Identify opportunities for cross selling products and services |

Delivery

- On-site delivery program
- Self paced distance learning
- Workshop delivery
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate III in Business Administration requires 13 units to be completed for successful completion. The qualification has a focus on specialist skills including computer and finance required for workers that need to develop or formalise specialist administration skills for their work roles.

Target Group

The Certificate III in Business Administration is a qualification designed for an experienced administration worker looking to develop and/or formalise specialist skills and knowledge as well as develop and/or formalise their generic skills and knowledge. The individual would normally be engaged in a workplace in which they are required to have a depth of knowledge in a specialist range of administration areas such as finance, payroll and well developed computer software skills.

Qualification Outcomes

- Apply a specialist range skills as well as a well developed broad range of skills.
- Problem solve in a specialist administration area such as finance and payroll.
- Perform processes that require discretion and judgement.
- Interpret available information and make decisions.
- Take limited responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the thirteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace and testimony from a nominated workplace supervisor.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months although this can vary according to the learning circumstances of each participant,

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate II with State Enterprise Training.

QUALIFICATION PACKAGING RULES

13 units must be selected for this qualification

2 Core units *plus*
7 Administration units *plus*
4 Elective units

Core Units

- BSBITU307A Develop keyboarding speed and accuracy
- BSBOHS201A Participate in OHS processes

Administration Units

- BSBFIA302A Process payroll
- BSBFIA303A Process accounts payable and receivable
- BSBFIA304A Maintain a general ledger
- BSBADM307B Organise schedules
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBWRT301A Write simple documents

Elective Units

4 electives selected from the remaining administration units, the generic business elective units listed below or from an equivalent AQF qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 2 electives may be selected from a Certificate II or Certificate IV qualification.

- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBFIA301A Maintain financial records
- BSBADM302B Produce texts from notes
- BSBADM303B Produce texts from audio transcription
- BSBADM311A Maintain business resources
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBINM303A Handle receipt and despatch of information
- BSBINN201A Contribute to workplace innovation
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use databases
- BSBITU305A Conduct online transactions
- BSBOHS407A Monitor a safe workplace
- BSBPRO301A Recommend products and services
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR204A Use business technology
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

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Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate III in Business Administration (Medical) requires 13 units to be completed for successful completion. The qualification has a focus on medical administration skills including medical accounts and patient record management in a confidential medical environment

Target Group

The Certificate III in Business Administration (Medical) is a qualification designed for an experienced administration worker looking to develop and/or formalise specialist skills and knowledge as well as develop and/or formalise their generic skills and knowledge. The individual would normally be engaged in a workplace in which they are required to have a depth of knowledge in a specialist range of medical administration areas. Typical roles would include medical receptionist, medical clerk, hospital administrator, ward clerk & patient information administrator.

Qualification Outcomes

- Apply a specialist range skills as well as a well developed broad range of skills.
- Problem solve in a specialist administration area such as finance and payroll.
- Perform processes that require discretion and judgement.
- Interpret available information and make decisions.
- Take limited responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the thirteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace and testimony from a nominated workplace supervisor.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months although this can vary according to the learning circumstances of each participant,

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate II with State Enterprise Training.

QUALIFICATION PACKAGING RULES

13 units must be selected for this qualification

- 2 Core units *plus*
- 5 Medical administration units *plus*
- 4 Administration units *plus*
- 2 Elective units

Core Units

- BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

- BSBOHS201A Participate in OHS processes *or*
- BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Medical Administration Units

- BSBMED301B Interpret and apply medical terminology appropriately
- BSBMED302B Prepare and process medical accounts
- BSBMED303B Maintain patient records
- BSBMED304B Assist in controlling stocks and supplies
- BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment
- BSBMED401B Manage patient record keeping system

Administration Units

- BSBFIA302A Process payroll
- BSBFIA303A Process accounts payable and receivable
- BSBFIA304A Maintain a general ledger
- BSBADM307B Organise schedules
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBWRT301A Write simple documents

Elective Units

2 other elective units selected from the remaining administration units, the remaining medical administration units or the generic business elective units listed below or selected from an equivalent AQF qualification in the BSB07 Business Services Training Package or other currently endorsed national Training Package. If not listed below, these 2 elective units may be selected from a Certificate II or Certificate IV qualification.

- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBFIA301A Maintain financial records
- BSBADM302B Produce texts from notes
- BSBADM303B Produce texts from audio transcription
- BSBADM311A Maintain business resources
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBINM303A Handle receipt and despatch of information
- BSBINN201A Contribute to workplace innovation
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use databases
- BSBITU305A Conduct online transactions
- BSBOHS407A Monitor a safe workplace
- BSBPRO301A Recommend products and services
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR204A Use business technology
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320 or

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate IV in business requires 10 units to be completed for successful completion. The qualification covers generic business, leadership, advanced administrative and clerical skills that are required for workers that need to apply a depth and complexity of knowledge to a variety of contexts and activities which can be complex and non-routine in nature.

Target Group

This qualification reflects the roles of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. The individual would normally be engaged in a workplace in which they are required to demonstrate a complexity of knowledge & skill covering a broad range of varied administrative activities, evaluate and analyse current practices, develop new procedures and provide leadership and guidance to others whilst being responsible for the output of others if required.

Qualification Outcomes

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts
- Apply solutions to unpredictable problems
- Perform processes across a wide variety of workplace contexts.
- Analyse and evaluate information
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the ten units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate III with State Enterprise Training.

QUALIFICATION PACKAGING RULES

10 units must be selected for this qualification

1 Core unit *plus*

9 Elective units

Core Unit

- BSOHS407A Monitor a safe workplace

Elective Units

At least 5 of the elective units must be selected from the elective units listed below.

The other 4 elective units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

● BSBCUS401A	Coordinate implementation of customer service strategies
● BSBCUS402A	Address customer needs
● BSBCUS403A	Implement customer service standards
● BSBEBU401A	Review and maintain a website
● BSBFIA402A	Report on financial activity
● BSBADM405B	Organise meetings
● BSBADM409A	Coordinate business resources
● BSBINN301A	Promote innovation in a team environment
● BSBCMM401A	Make a presentation
● BSBITA401A	Design databases
● BSBITS401A	Maintain business technology
● BSBITU401A	Design and develop complex text documents
● BSBITU402A	Develop and use complex spreadsheets
● BSBITU404A	Produce complex desktop published documents
● BSBLED401A	Develop teams and individuals
● BSBMKG413A	Promote products and services
● BSBMKG414A	Undertake marketing activities
● BSBPMG510A	Manage projects
● BSBRKG402B	Provide information from and about records
● BSBREL401A	Establish networks
● BSBRES401A	Analyse and present research information
● BSBRSK401A	Identify risk and apply risk management processes
● BSBSUS301A	Implement and monitor environmentally sustainable work practices
● BSBWRT401A	Write complex documents

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate IV in Customer Contact requires 13 units to be completed for successful completion. The qualification has a focus on operational planning, operational management and developing & leading others.

Target Group

This qualification reflects the roles of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. The individual would normally be engaged in a workplace in which they are required to have a complex knowledge in a variety of contexts regarding well-developed service and/or sales concepts such as systems, operational planning and be able to guide and lead others in the application and planning of these skills.

Qualification Outcomes

- Apply a broad range of well-developed skills incorporating understanding of theoretical concepts
- Apply solutions to unpredictable problems
- Perform processes across a wide variety of workplace contexts.
- Analyse and evaluate information
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

Workshop delivery: Complete the Certificate IV in 10 face-to-face workshops, approximately one every 4 weeks. Each workshop covers one unit. The workshops are all-day workshops and encompass the assessment for the relevant unit throughout the course of the day.

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the thirteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate III with State Enterprise Training.

QUALIFICATION PACKAGING RULES

13 units must be selected for this qualification

7 Core units *plus*

6 Elective units

Core Unit

●	BSBCCO402A	Gather, collate and record information
●	BSBCUS401A	Coordinate implementation of customer service strategies
●	BSBLED401A	Develop teams and individuals
●	BSBMGT403A	Implement continuous improvement
●	BSBMGT405A	Provide personal leadership
●	BSBOHS407A	Monitor a safe workplace
●	FNSICORG515A	Provide mentoring and coaching within the workplace

Elective Units

The 6 elective units may be selected from the list below, or from this or any other nationally endorsed Training Package. Where elective units are being chosen from other Training Package qualifications, up to 2 of the 6 elective units may be selected from Certificate III or Diploma qualifications. The remaining 4 elective units must be chosen from equivalent level qualifications.

●	BSBCOM401B	Organise and monitor the operation of compliance management system
●	BSBCOM402B	Implement processes for the management of a breach in compliance requirements
●	BSBCOM403B	Provide education and training on compliance requirements and systems
●	BSBCOM404B	Promote and liaise on compliance requirements, systems and related issues
●	BSBCCO401A	Administer customer contact telecommunications technology
●	BSBHRM402A	Recruit, select and induct staff
●	BSBINM401A	Implement workplace information system
●	BSBINN301A	Promote innovation in a team environment
●	BSBMGT401A	Show leadership in the workplace
●	BSBMGT402A	Implement operational plan
●	BSBPMG404A	Apply quality management techniques
●	BSBPMG407A	Apply risk management techniques
●	BSBPMG510A	Manage projects
●	BSBSLS501A	Develop a sales plan
●	BSBSLS502A	Lead and manage a sales team
●	BSBWOR401A	Establish effective workplace relationships
●	BSBWOR403A	Manage stress in the workplace
●	CHCINF5B	Meet statutory and organisational information requirements
●	CHCPOL3A	Undertake research activities
●	PSPPM402B	Manage simple projects
●	THHGCS06B	Plan and implement sales activities
●	THHGLE05B	Roster staff

Delivery

- On-site delivery program
- Self paced distance learning
- Workshop delivery
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate IV in Business Administration requires 10 units to be completed for successful completion. The qualification has a focus on specialist advanced skills including computer, finance and leadership.

Target Group

This qualification reflects the roles of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. The individual would normally be engaged in a workplace in which they are required to have a complex knowledge in a variety of contexts regarding specialist administration areas such as finance and computer software and be able to guide and lead others in the application and planning of these skills.

Qualification Outcomes

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts
- Apply solutions to unpredictable problems
- Perform specialist and generic processes across a wide variety of workplace contexts.
- Analyse and evaluate information particularly in specialist areas of administration such as finance and computer software applications.
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the ten units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate III with State Enterprise Training.

QUALIFICATION PACKAGING RULES

10 units must be selected for this qualification

5 Administration units

5 Elective units

Administration Units

● BSBFIA401A	Prepare financial reports
● BSBADM401B	Produce complex texts from shorthand notes
● BSBADM405B	Organise meetings
● BSBADM406B	Organise business travel
● BSBADM411A	Produce complex texts from audio transcription
● BSBINM401A	Implement workplace information system
● BSBITA401A	Design databases
● BSBITU401A	Design and develop complex text documents
● BSBITU402A	Develop and use complex spreadsheets
● BSBITU404A	Produce complex desktop published documents
● BSBWRT401A	Write complex documents

Elective Units

At least 1 of the elective units must be selected from the above remaining administration units, the elective units listed below or from an equivalent level qualification within the BSB07 Business Services Training Package.

The remaining 4 elective units may be selected from the elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

BSBITU307A Develop keyboarding speed and accuracy cannot be selected as an elective unit for this qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

● BSBCUS401A	Coordinate implementation of customer service strategies
● BSBCUS402A	Address customer needs
● BSBEBU401A	Review and maintain a website
● BSBFIA402A	Report on financial activity
● BSBADM407B	Administer projects
● BSBADM409A	Coordinate business resources
● BSBINN301A	Promote innovation in a team environment
● BSBCMM401A	Make a presentation
● BSBITS401A	Maintain business technology
● BSBMKG413A	Promote products and services
● BSBMKG414A	Undertake marketing activities
● BSBMED401B	Manage patient record keeping system
● BSBOHS407A	Monitor a safe workplace
● BSBREL401A	Establish networks
● BSBRES401A	Analyse and present research information
● BSBRSK401A	Identify risk and apply risk management processes
● BSBSUS301A	Implement and monitor environmentally sustainable work practices

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

Certificate IV in Business Human Resources requires 10 units to be completed for successful completion. The qualification covers specialty HR management knowledge and skills at an operational level, as well as generic business, leadership, advanced administrative and clerical skills.

Target Group

The Certificate IV in Business Human Resources is a qualification designed for an operational level HR management practitioner or an advanced administrator looking to develop and/or formalise their specialist and broad base HR and business skills and knowledge. The individual would normally be engaged in a workplace in which they are required to demonstrate a complexity of specialist knowledge & skill covering a broad range of varied HR and administrative activities, evaluate and analyse current practices, develop new procedures and provide leadership and guidance to others whilst being responsible for the output of others if required.

Qualification Outcomes

- Apply a broad range of well developed HR management skills incorporating understanding of theoretical concepts
- Apply HR management solutions to unpredictable problems
- Perform HR management and administrative processes across a wide variety of workplace contexts.
- Analyse and evaluate information
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the ten units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will vary from one to two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence portfolio.
- Demonstration of specific skills required in their workplace.
- Oral questions and answers with the assessor.

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate III with State Enterprise Training.

QUALIFICATION PACKAGING RULES

10 units must be selected for this qualification

4 Core Units *plus*

6 Elective Units

Core Units

- | | |
|--------------|---|
| ● BSBHRM401A | Review human resources functions |
| ● BSBHRM402A | Recruit, select and induct staff |
| ● BSBHRM403A | Support performance management process |
| ● BSBWRK410A | Implement industrial relations procedures |

Elective Units

At least 3 of the elective units must be selected from the elective units listed below.

The other 3 elective units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

- | | |
|--------------|---|
| ● BSBCUS402A | Address customer needs |
| ● BSBFIA402A | Report on financial activity |
| ● BSBADM405B | Organise meetings |
| ● BSBADM406B | Organise business travel |
| ● BSBINN301A | Promote innovation in a team environment |
| ● BSBCMM401A | Make a presentation |
| ● BSBITA401A | Design databases |
| ● BSBITU401A | Design and develop complex text documents |
| ● BSBITU402A | Develop and use complex spreadsheets |
| ● BSBITU404A | Produce complex desktop published documents |
| ● BSBOHS407A | Monitor a safe workplace |
| ● BSBRKG404A | Monitor and maintain records in an online environment |
| ● BSBEMS401B | Develop and implement business development strategies to expand client base |
| ● BSBEMS402B | Develop and implement strategies to source and assess candidates |
| ● BSBEMS403B | Develop and provide employment management services to candidates |
| ● BSBEMS404B | Manage the recruitment process for client organisations |
| ● BSBREL401A | Establish networks |
| ● BSBRES401A | Analyse and present research information |
| ● BSBRSK401A | Identify risk and apply risk management processes |
| ● BSBWOR401A | Establish effective workplace relationships |
| ● BSBWOR402A | Promote team effectiveness |
| ● BSBWRT401A | Write complex documents |

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

The Diploma of Business requires 8 units to be completed for successful completion. The qualification covers advanced business skills requiring depth and complexity of knowledge such as, strategic planning, evaluation, management & coordination.

Target Group

The qualification reflects the role of individuals with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions. The individual would normally be engaged in a workplace in which they are required to demonstrate a complexity of knowledge & skill, with substantial depth in some areas where judgement and planning is required and participation in development of strategic initiatives. Performance of complex technical operations which may include planning and evaluation. Group or team coordination may be part of this person's role.

Qualification Outcomes

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts with substantial depth in some areas
- Transfer and apply theoretical concepts and technical skills to a range of situations both predictable and unpredictable.
- Evaluate information, using it for planning and forecasting
- Analyse and plan approaches to technical problems or management requirements
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the eight units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will be approximately two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written activities to demonstrate depth of knowledge including case studies.
- Work based evidence portfolio for demonstration of substantial depth of knowledge and complexity of skill in some areas
- Demonstration of complex technical, creative or management skills through workplace simulations.

The qualification is completed in approximately twelve months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate IV with State Enterprise Training.

QUALIFICATION PACKAGING RULES

8 units must be selected for this qualification

8 units selected from the units listed below; no more than 3 units may be selected from any one area. The units must be relevant to the work outcome and local industry requirements.

Business Administration Units

●	BSBCUS501A	Manage quality customer service
●	BSBFIM501A	Manage budgets and financial plans
●	BSBFIM502A	Manage payroll
●	BSBADM502B	Manage meetings
●	BSBADM503B	Plan and manage conferences
●	BSBADM504B	Plan or review administration systems
●	BSBADM506B	Manage business document design and development
●	BSBSLS501A	Develop a sales plan
●	BSBSLS502A	Lead and manage a sales team
●	BSBSUS501A	Develop workplace policy and procedures for sustainability
●	BSBWRK509A	Manage industrial relations

Human Resource Management Units

●	BSBHRM501A	Manage human resources services
●	BSBHRM502A	Manage human resources management information systems
●	BSBHRM503A	Manage performance management systems
●	BSBHRM504A	Manage workforce planning
●	BSBHRM505A	Manage remuneration and employee benefits
●	BSBHRM506A	Manage recruitment, selection and induction processes
●	BSBHRM507A	Manage separation or termination
●	BSBHRM509A	Manage rehabilitation or return-to-work programs
●	BSBHRM510A	Manage mediation processes
●	BSBLED501A	Develop a workplace learning environment
●	BSBLED502A	Manage programs that promote personal effectiveness

Management Units

●	BSBINM501A	Manage an information or knowledge management systems
●	BSBINN502A	Build and sustain an innovative team environment
●	BSBMGT502B	Manage people performance
●	BSBMGT515A	Manage operational plan
●	BSBMGT516A	Facilitate continuous improvement
●	BSBPMG510A	Manage projects
●	BSBRISK501A	Manage risk
●	BSBWOR501A	Manage personal work priorities and professional development
●	BSBWOR502A	Ensure team effectiveness

OH&S Units

●	BSBOHS501B	Participate in the coordination and maintenance of a systematic approach to managing OHS
●	BSBOHS502B	Participate in the management of the OHS information and data systems
●	BSBOHS503B	Assist in the design and development of OHS participative arrangements
●	BSBOHS504B	Apply principles of OHS risk management
●	BSBOHS505B	Manage hazards in the work environment
●	BSBOHS506B	Monitor and facilitate the management of hazards associated with plant
●	BSBOHS509A	Ensure a safe workplace

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320 or Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

The Diploma of Business Administration requires 8 units to be completed for successful completion. The qualification covers advanced administration skills requiring depth and complexity of knowledge such as, management & coordination, planning and payroll management.

Target Group

The qualification reflects the role of individuals with substantial experience in a range of settings and who are seeking to further develop their skills across a wide range of business functions. The individual would normally be engaged in a workplace in which they are required to demonstrate a complexity of specialist knowledge & skill in the areas of management, planning and payroll with substantial depth in some areas where judgement and planning is required. Group or team coordination may be part of this person's role.

Qualification Outcomes

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts with substantial depth in some specialist areas
- Transfer and apply theoretical concepts and technical skills to a range of situations both predictable and unpredictable.
- Evaluate information, using it for planning and forecasting
- Analyse and plan approaches to technical problems or management requirements
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the eight units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will be approximately two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written activities to demonstrate depth of knowledge including case studies.
- Work based evidence portfolio for demonstration of substantial depth of knowledge and complexity of skill in some areas
- Demonstration of complex technical, creative or management skills through workplace simulations.

The qualification is completed in approximately twelve months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate IV with State Enterprise Training.

QUALIFICATION PACKAGING RULES

8 units must be selected for this qualification

5 Administration units *plus*
3 Elective units

Administration Units

● BSBFIM502A	Manage payroll
● BSBADM502B	Manage meetings
● BSBADM503B	Plan and manage conferences
● BSBADM504B	Plan or review administration systems
● BSBADM506B	Manage business document design and development
● BSBPMG510A	Manage projects

Elective Units

The 3 elective units may be selected from the elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate IV or Advanced Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

● BSBCUS501A	Manage quality customer service
● BSBINM501A	Manage an information or knowledge management systems
● BSBINN301A	Promote innovation in a team environment
● BSBITB501A	Establish and maintain a workgroup computer network
● BSBMGT502B	Manage people performance
● BSBSUS501A	Develop workplace policy and procedures for sustainability
● BSBWOR501A	Manage personal work priorities and professional development
● BSBWOR502A	Ensure team effectiveness

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320

Email: clientservices@setraining.com.au

Prerequisite: None

Qualification Overview

The Diploma of Human Resources requires 8 units to be completed for successful completion. The qualification covers human resource management, regulatory frameworks, management strategies and systems and leading others.

Target Group

This qualification reflects the role of individuals who possess a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff.

Qualification Outcomes

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts with substantial depth in some areas
- Transfer and apply theoretical concepts and technical skills to a range of situations both predictable and unpredictable.
- Evaluate information, using it for planning and forecasting
- Analyse and plan approaches to technical problems or management requirements
- Take responsibility for the output of others if required.

Learning and Assessment Strategies

On site delivery: This qualification is delivered on site at the workplace.

The participant is provided with their own learning resource folder containing resources for the eight units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Our assessor is with the participant for a learning session every four weeks at a mutually agreeable time. The session times will be approximately two hours depending on the work to be covered for each particular unit and the competency level of the participant.

Assessments for this qualification will include:

- Written activities to demonstrate depth of knowledge including case studies.
- Work based evidence portfolio for demonstration of substantial depth of knowledge and complexity of skill in some areas
- Demonstration of complex technical, creative or management skills through workplace simulations.

The qualification is completed in approximately twelve months, although this can vary according to the learning circumstances of each participant.

Distance delivery: The qualification program is offered by distance so you can work at your own pace. You will be required to complete assessment activities then post or email your activities to State Enterprise Training for assessment. This is a fully supported program where you will work with your assessor.

Loyalty upgrade: This program is offered as a loyalty upgrade program for participants who have completed their certificate IV in Human Resources with State Enterprise Training.

QUALIFICATION PACKAGING RULES

8 units must be selected for this qualification

3 Compulsory units *plus*
5 Elective units

Compulsory units: 3 compulsory units

- BSBHRM501A Manage human resources services
- BSBHRM503A Manage performance management systems
- BSBHRM504A Manage workforce planning

At least **3** of the **elective units** must be selected from the elective units listed below.

Human Resource Management

- BSBHRM502A Manage human resources management information systems
- BSBHRM505A Manage remuneration and employee benefits
- BSBHRM506A Manage recruitment, selection and induction processes
- BSBHRM507A Manage separation or termination
- BSBHRM509A Manage rehabilitation or return-to-work programs
- BSBHRM510A Manage mediation processes

Learning and Development

- BSBLED502A Manage programs that promote personal effectiveness

Workplace Relations

- BSBWRK509A Manage industrial relations

The other **2 elective units** may be selected from the remaining units listed above, or State Enterprise Training will be offering the following pool of elective units:

- BSBFIM502A Manage payroll
- BSBADM502B Manage meetings
- BSBADM503B Plan and manage conferences
- BSBADM504B Plan or review administration sys.
- BSBADM506B Manage business document design and development
- BSBPMG510A Manage projects
- BSBCUS501A Manage quality customer service
- BSBINM501A Manage an information or knowledge management systems
- BSBINN301A Promote innovation in a team environment
- BSBMGT502B Manage people performance
- BSBSUS501A Develop workplace policy and procedures for sustainability
- BSBWOR501A Manage personal work priorities and professional development
- BSBWOR502A Ensure team effectiveness

Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

For further information on courses or training options, please contact us by

Phone: 1300 739 320 or Email: clientservices@setraining.com.au

Name:	Organisation:	Date:
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Certificate II in Business

National Code BSB20107

Course Structure

12 units: 1 core unit plus 11 elective units
7 of the elective units must be selected from the elective units listed below.

Common Units

Unit Code	Unit Name	
BSBOHS201A	Participate in OHS processes (compulsory)	✓
BSBCUS201A	Deliver a service to customers	
BSBIND201A	Work effectively in a business environment	
BSBINM201A	Process and maintain workplace information	
BSBINM202A	Handle Mail	
BSBINN201A	Contribute to workplace innovation	
BSBCMM201A	Communicate in the workplace	
BSBITU201A	Produce simple word processed documents	
BSBITU202A	Create and use spreadsheets	
BSBITU203A	Communicate electronically	
BSBSMB201A	Identify suitability for micro business	
BSBSUS201A	Participate in environmentally sustainable work activities	
BSBWOR202A	Organise and complete daily work activities	
BSBWOR203A	Work effectively with others	
BSBWOR204A	Use business technology	
FNSICGEN305A	Maintain daily financial/business records	

Certificate III in Business

National Code BSB30107

Course Structure

12 units: 1 core unit and 11 elective units
7 of the elective units must be selected from the elective units listed below.

Common Units

Unit Code	Unit Name	
BSBOHS201A	Participate in OHS processes (compulsory)	✓
BSBCUS301A	Deliver and monitor a service to customers	
BSBDIV301A	Work effectively with diversity	
BSBFIA301A	Maintain Financial Records	
BSBADM311A	Maintain business resources	
BSBINM301A	Organise workplace information	
BSBINM302A	Utilise a knowledge management system	
BSBINN301A	Promote innovation in a team environment	
BSBCMM301A	Process customer complaints	
BSBITU301A	Create and use databases	
BSBITU302A	Create electronic presentations	
BSBITU303A	Design and produce text documents	
BSBITU304A	Produce spreadsheets	
BSBITU305A	Conduct online transactions	
BSBITU306A	Design and produce business documents	
BSBITU309A	Produce desktop published documents	
BSBPRO301A	Recommend products and services	
BSBPUR301A	Purchase goods and services	
BSBSUS301A	Implement and monitor environmentally sustainable work practices	
BSBWOR301A	Organise personal work priorities and development	
BSBWOR302A	Work effectively as an off-site worker	
BSBWRT301A	Write simple documents	

Certificate III in Customer Contact

National Code BSB30207

Course Structure

12 units: 6 core units plus 6 elective units
Common Units

Unit Code	Unit Name	
BSBCCO301A	Use multiple information systems	✓
BSBCUS301A	Deliver and monitor a service to customers	✓
BSBOHS301B	Apply knowledge of OHS legislation in the workplace	✓
BSBPRO401A	Develop product knowledge	✓
BSBWOR203A	Work effectively with others	✓
BSBWOR301A	Organise personal work priorities and development	✓
BSBCCO202A	Conduct data collection	
BSBCCO302A	Deploy customer service field staff	
BSBCCO303A	Conduct a telemarketing campaign	
BSBCCO304A	Provide sales solutions to customers	
BSBCCO305A	Process credit applications	
BSBCCO306A	Process complex accounts, service severance and default	
BSBCMM301A	Process customer complaints	
BSBLED301A	Undertake e-learning	
BSBMGT401A	Show leadership in the workplace	
BSBMGT402A	Implement operational plan	
BSBMGT405A	Provide personal leadership	
BSBPRO301A	Recommend products and services	
BSBSLS402A	Identify sales prospects	
BSBSLS403A	Present a sales solution	
BSBSLS404A	Secure prospect commitment	
BSBSLS405A	Support post-sale activities	
BSBSLS406A	Self-manage sales performance	
BSBWOR201A	Manage personal stress in the workplace	
FNSICCUS301B	Respond to customer enquiries	
FNSICSAM301A	Identify opportunities for cross selling products and service	

Certificate III in Business Administration

National Code BSB30407

Course Structure

13 units: 2 core units, 7 from administration plus 4 elective units

Unit Code	Unit Name	
BSBITU307A	Develop keyboarding speed and accuracy (compulsory)	✓
BSBOHS201A	Participate in OHS processes (compulsory)	✓

Administration Units

BSBFIA302A	Process payroll	
BSBFIA303A	Process accounts payable and receivable	
BSBFIA304A	Maintain a general ledger	
BSBADM307B	Organise schedules	
BSBITU302A	Create electronic presentations	
BSBITU303A	Design and produce text documents	
BSBITU304A	Produce spreadsheets	
BSBITU306A	Design and produce business documents	
BSBITU309A	Produce desktop published documents	
BSBWRT301A	Write simple documents	

Elective Units

BSBCUS301A	Deliver and monitor a service to customers	
BSBDIV301A	Work effectively with diversity	
BSBFIA301A	Maintain financial records	
BSBADM302B	Produce texts from notes	
BSBADM303B	Produce texts from audio transcription	
BSBADM311A	Maintain business resources	
BSBINM301A	Organise workplace information	
BSBINM302A	Utilise a knowledge management system	
BSBINM303A	Handle receipt and dispatch information	
BSBINN201A	Contribute to workplace innovation	
BSBCMM301A	Process customer complaints	
BSBITU301A	Create and use databases	
BSBITU305A	Conduct online transactions	
BSBOHS407A	Monitor a safe workplace	
BSBPRO301A	Recommend products and services	
BSBSUS201A	Participate in environmentally sustainable work activities	
BSBWOR204A	Use business technology	
BSBWOR301A	Organise personal work priorities and development	
BSBWOR302A	Work effectively as an off-site worker	

Certificate III in Business Administration (Medical)

National Code BSB31107

Course Structure

13 units: 2 core units, 5 medical administration units, 4 administrative units plus 2 elective units

Unit Code	Unit Name	
BSBITU307A	Develop keyboarding speed and accuracy (compulsory)	✓
BSBOHS201A	Participate in OHS processes (compulsory) OR	
BSBOHS306B	Contribute to implementing emergency prevention activities and response procedures	
BSBMED301B	Interpret and apply medical terminology appropriately	
BSBMED302B	Prepare & process medical accounts	
BSBMED303B	Maintain patient records	
BSBMED304B	Assist in controlling stocks & supplies	
BSBMED305B	Apply the principles of confidentiality, privacy & security within the medical environment	
BSBMED401B	Manage patient record keeping system	

For **Administration** and **Elective units** see unit selection under **Certificate III in Business Administration**

Resource Needs Analysis

Computer operating system

Office 2003 Windows XP

Office 2007 Other _____

Financial Software System

MYOB Version _____

Other _____

Certificate IV in Business

National Code BSB40207

Course Structure

10 units: 1 core unit plus 9 elective units

Unit Code	Unit Name	
BSBOHS407A	Monitor a safe workplace	✓
BSBCUS401A	Coordinate implementation of customer service strategies	
BSBCUS402A	Address customer needs	
BSBCUS403A	Implement customer service standards	
BSBEBU401A	Review and maintain a website	
BSBFIA402A	Report on financial activity	
BSBADM405B	Organise meetings	
BSBADM409A	Coordinate business resources	
BSBINN301A	Promote innovation in a team environment	
BSBCMM401A	Make a presentation	
BSBITA401A	Design databases	
BSBITS401A	Maintain business technology	
BSBITU401A	Design and develop complex text documents	
BSBITU402A	Design and use complex spreadsheets	
BSBITU404A	Produce complex desktop published documents	
BSBLED401A	Develop teams and individuals	
BSBMKG413A	Promote products and services	
BSBMKG414A	Undertake marketing activities	
BSBPMG510A	Manage projects	
BSBRKG402B	Provide information from and about records	
BSBREL401A	Establish networks	
BSBRES401A	Analyse & present research info	
BSBRSK401A	Identify risk and apply risk management processes	
BSBSUS301A	Implement and monitor environmentally sustainable work practices	
BSBWRT401A	Write complex documents	

Certificate IV in Customer Contact

National Code BSB40307

Course Structure

13 units: 7 core units plus 6 elective units

Unit Code	Unit Name	
BSBCCO402A	Gather, collate & record information	✓
BSBCUS401A	Coordinate implementation of customer service strategies	✓
BSBLED401A	Develop teams and individuals	✓
BSBMGT403A	Implement continuous improvement	✓
BSBMGT405A	Provide personal leadership	✓
BSBOHS407A	Monitor a safe workplace	✓
FNSICORG515B	Provide mentoring & coaching in the workplace	✓
BSBCOM401B	Organise and monitor the operation of compliance management system	
BSBCOM402B	Implement processes for management of a breach in compliance	
BSBCOM403B	Provide education and training on compliance requirements and systems	
BSBCOM404B	Promote and liaise on compliance requirements, systems and related issues	
BSBCCO401A	Administer customer contact telecommunications technology	
BSBHRM402A	Recruit, select and induct staff	
BSBINM401A	Implement workplace information system	
BSBINN301A	Promote innovation in a team environment	
BSBMGT401A	Show leadership in the workplace	
BSBMGT402A	Implement operational plan	
BSBPMG404A	Apply quality management techniques	
BSBPMG407A	Apply risk management techniques	
BSBPMG510A	Manage Projects	
BSBSLS501A	Develop a sales plan	
BSBSLS502A	Lead and manage a sales team	
BSBWOR401A	Establish effective workplace relationships	
BSBWOR403A	Manage stress in the workplace	
CHCINF5B	Meet statutory and organisational information requirements	
CHCPOL3A	Undertake research activities	
PSPPM402B	Manage simple projects	
THHGCS06B	Plan and implement sales activities	
THHGLE05B	Roster staff	

Certificate IV in Business Administration

National Code BSB40507

Course Structure

10 units: 5 units from Administration units plus 5 Elective Units.

Administration Units

Unit Code	Unit Name	
BSBFIA401A	Prepare financial reports	
BSBADM401B	Produce complex texts from shorthand notes	
BSBADM405B	Organise meetings	
BSBADM406B	Organise business travel	
BSBADM411A	Produce complex texts from audio transcription	
BSBINM401A	Implement workplace information systems	
BSBITA401A	Design databases	
BSBITU401A	Design and develop complex text documents	
BSBITU402A	Develop and use complex spreadsheets	
BSBITU404A	Produce complex desktop published documents	
BSBWRT401A	Write complex documents	

Elective Units

Unit Code	Unit Name	
BSBCUS401A	Coordinate implementation of customer service strategies	
BSBCUS402A	Address customer needs	
BSBEBU401A	Review and maintain a website	
BSBFIA402A	Report on financial activity	
BSBADM407B	Administer projects	
BSBADM409A	Coordinate business resources	
BSBINN301A	Promote innovation in a team environment	
BSBCMM401A	Make a presentation	
BSBITS401A	Maintain business technology	
BSBMKG413A	Promote products and services	
BSBMKG414A	Undertake marketing activities	
BSBMED401B	Manage patient record keeping system	
BSBOHS407A	Monitor a safe workplace	
BSBREL401A	Establish networks	
BSBRES401A	Analyse & present research info	
BSBRSK401A	Identify risk and apply risk management processes	
BSBSUS301A	Implement and monitor environmentally sustainable work practices	

Certificate IV in Human Resources

National Code BSB41007

Course Structure

10 units: 4 HR Core units plus 6 elective units

Unit Code	Unit Name	
BSBHRM401A	Review Human Resource functions	✓
BSBHRM402A	Recruit, select and induct staff	✓
BSBHRM403A	Support performance management process	✓
BSBWKR410A	Implement industrial relations procedures	✓
BSBCUS402A	Address customer needs	
BSBFIA402A	Report on financial activity	
BSBADM405B	Organise meetings	
BSBADM406B	Organise business travel	
BSBINN301A	Promote innovation in a team environment	
BSBCMM401A	Make a presentation	
BSBITA401A	Design databases	
BSBITU401A	Design and develop complex text documents	
BSBITU402A	Develop and use complex spreadsheets	
BSBITU404A	Produce complex desk top published documents	
BSBOHS407A	Monitor a safe workplace	
BSBRKG404A	Monitor and maintain records in an online environment	
BSBEMS401B	Develop and implement business development strategies to expand client base	
BSBEMS402B	Develop and implement strategies to source and assess clients	
BSBEMS403B	Develop & provide employment management services to candidates	
BSBEMS404B	Manage the recruitment process for client organisations	
BSBREL401A	Establish networks	
BSBRES401A	Analyse and present research information	
BSBRSK401A	Identify risk and apply risk management processes	
BSBWOR401A	Establish effective workplace relationships	
BSBWOR402A	Promote team effectiveness	
BSBWRT401A	Write complex documents	

Diploma of Business

National Code BSB50207

Course Structure

8 units: (No more than 3 from any area):

Business Administration units

Unit Code	Unit Name
BSBCUS501A	Manage quality customer service
BSBFIM501A	Manage budgets and financial plans
BSBFIM502A	Manage payroll
BSBADM502B	Manage meetings
BSBADM503B	Plan and manage conferences
BSBADM504B	Plan or review administration systems
BSBADM506B	Manage business document design and development
BSBSLS501A	Develop a sales plan
BSBSLS502A	Lead and manage a sales team
BSBSUS501A	Develop workplace policy and procedures for sustainability
BSBWRK509A	Manage industrial relations

Human Resource Management Units

Unit Code	Unit Name
BSBHRM501A	Manage human resource services
BSBHRM502A	Manage human resource management information systems
BSBHRM503A	Manage performance management systems
BSBHRM504A	Manage workforce planning
BSBHRM505A	Manage remuneration and employee benefits
BSBHRM506A	Manage recruitment, selection & induction processes
BSBHRM507A	Manage separation or termination
BSBHRM509A	Manage rehabilitation or return to work programs
BSBHRM510A	Manage mediation processes
BSBLED501A	Develop a workplace learning environment
BSBLED502A	Manage programs that promote personal effectiveness

Management Units

Unit Code	Unit Name
BSBINM501A	Manage an information or knowledge management system
BSBINN502A	Build and sustain an innovative team environment
BSBMGT502B	Manage people performance
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement
BSBPMG510A	Manage projects
BSBRSK501A	Manage risk
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness

OH & S Units

Unit Code	Unit Name
BSBOHS501B	Participate in the coordination and maintenance of a systematic approach to managing OHS
BSBOHS502B	Participate in the management of the OHS information and data systems
BSBOHS503B	Assist in the design and development of OHS participative arrangements
BSBOHS504B	Apply principles of OHS risk management
BSBOHS505B	Manage hazards in the work environment
BSBOHS506B	Monitor and facilitate the management of hazards associated with plant
BSBOHS509A	Ensure a safe workplace

Diploma of Business Administration

National Code BSB50407

Course Structure

8 units: 5 units from administration plus 3 elective units

Administration Units

Unit Code	Unit Name
BSBFIM502	Manage payroll
BSBADM502B	Manage meetings
BSBADM503B	Plan & manage conferences
BSBADM504B	Plan or review administration systems
BSBADM506B	Manage business document design & development
BSBPMG510A	Manage projects

Elective Units

Unit Code	Unit Name
BSBCUS501A	Manage quality customer service
BSBINM501A	Manage an information or knowledge management system
BSBINN301A	Promote innovation in a team environment
BSBMGT502B	Manage people performance
BSBITB501A	Establish and maintain a workgroup computer
BSBSUS501A	Develop workplace policy and procedures for sustainability
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness

Diploma of Human Resources

National Code BSB50607

Course Structure

8 units: 3 Compulsory units plus 8 elective units

Compulsory Units

Unit Code	Unit Name
BSBHRM501A	Manage human resource services
BSBHRM503A	Manage performance management systems
BSBHRM504A	Manage workplace planning
BSBADM504B	Plan or review administration systems
BSBADM506B	Manage business document design & development
BSBPMG510A	Manage projects
BSBMGT502B	Manage people performance
BSBSUS501A	Develop workplace policy and procedures for sustainability
BSBWOR501A	Manage personal work priorities and professional development
BSBWOR502A	Ensure team effectiveness

