

## BSB30112 Certificate III in Business

### Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB30110 Certificate III in Business.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS301B Apply knowledge of OHS legislation in the workplace replaced with BSBWHS302A Apply knowledge of WHS legislation in the workplace.</li></ul>

### Description

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

### Job roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

### **Pathways from the qualification**

- BSB40212 Certificate IV in Business, or a range of other Certificate IV qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

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



## **Packaging Rules**

**Total number of units = 12**

**1 core unit *plus***

**11 elective units**

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

**4 elective units** may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed below, **1 elective unit** may be selected from a Certificate II qualification and **2 elective 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.

### **Core unit**

BSBWH302A Apply knowledge of WHS legislation in the workplace

### **Elective units**

#### **Customer service**

BSBCUS301B Deliver and monitor a service to customers

#### **Diversity**

BSBDIV301A Work effectively with diversity

#### **Financial administration**

BSBFIA301A Maintain financial records

#### **General administration**

BSBADM311A Maintain business resources

#### **Information management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBFLM306C Provide workplace information and resourcing plans

#### **Innovation**

BSBINN301A Promote innovation in a team environment

#### **Intellectual property**

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

#### **Interpersonal communication**

BSBCMM301B Process customer complaints

#### **IT use**

BSBITU301A Create and use databases

BSBITU302B 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

#### **Management**

BSBFML309C Support continuous improvement systems and processes

BSBFML305C Support operational plan

**Product skills and advice**

BSBPRO301A Recommend products and services

**Purchasing and contracting**

BSBPUR301B Purchase goods and services

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace effectiveness**

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

BSBFML303C Contribute to effective workplace relationships

BSBFML312C Contribute to team effectiveness

BSBFML311C Support a workplace learning environment

**Writing**

BSBWRT301A Write simple documents

## BSB30211 Certificate III in Customer Contact

### Modification History

Release	Comments
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 1	<p>This version first released with <i>BSB07 Business Training Package version 6.0</i>.</p> <p>Replaces BSB30207 Certificate III in Customer Contact.</p>

### Description

This qualification reflects the role of individuals who typically undertake complex customer interaction under supervision and with some authority to delegate.

Duties at this level would include working with multiple communication channels, receiving and responding to customer requests, handling customer complaints, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice and capturing data.

### Job roles

Possible job roles relevant to this qualification include:

- customer contact agents or operators
- customer services representatives
- telesales representatives.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathway for candidates considering this qualification include:

- BSB20211 Certificate II in Customer Contact or other relevant qualifications

OR

- vocational experience assisting in a range of support roles without a formal business qualification.

### **Pathways from the qualification**

- BSB40311 Certificate IV in Customer Contact or a range of other Certificate IV qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

## **Entry Requirements**

There are no entry requirements for this qualification.



## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• listening and questioning to identify customer needs</li> <li>• using appropriate tone and language</li> <li>• writing customer notes, emails and faxes</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• referring matters to nominated personnel as required</li> <li>• working as a member of a team and applying knowledge of one's own role to achieve team goals</li> <li>• working with diverse persons and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• processing complex enquiries</li> <li>• searching product and service information, using multiple sources of information to match customer requests</li> <li>• using problem-solving approaches to identify customer needs and expectations</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing to suggestions for improvements to products, services and processes</li> <li>• supporting operational plans and organisational goals</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• maintaining customer records</li> <li>• managing and updating multiple information sources</li> <li>• operating multiple enterprise systems</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own performance</li> <li>• managing own time and work priorities</li> <li>• managing personal stress</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• learning new ideas, skills and techniques</li> <li>• seeking appropriate technical help with new computerised systems, products and services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes to action customer contact, i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email</li> <li>• using technology to assist the manipulation of information</li> </ul>

## Packaging Rules

**Total number of units = 12**

**4 core units *plus***

**8 elective units** of which:

- 2 units must be from Group A elective units below
- the remaining 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### **Core units**

BSBCCO301B Use multiple information systems

BSBCCO307A Work effectively in customer contact

BSBCCO309A Develop product and service knowledge for customer contact operation

BSBCUS301B Deliver and monitor a service to customers

### **Elective units**

#### **Group A**

BSBCCO203A Conduct customer contact

BSBCCO204A Collect data

BSBCCO302B Deploy customer service field staff

BSBCCO303B Conduct a telemarketing campaign

BSBCCO304C Provide sales solutions to customers

BSBCCO305B Process credit applications

BSBCCO306B Process complex accounts

BSBCCO308A Conduct outbound customer contact

BSBCCO403A Schedule customer contact activity

BSBCMM301B Process customer complaints

BSBITU203A Communicate electronically

BSBITU307A Develop keyboarding speed and accuracy

BSBLED301A Undertake elearning

BSBWOR203B Work effectively with others

BSBWOR301B Organise personal work priorities and development

#### **Group B**

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBMGT405A Provide personal leadership

BSBSLS407A Identify and plan sales prospects

BSBSLS408A Present, secure and support sales solutions

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWHS201A Contribute to health and safety of self and others

BSBWHS302A Apply knowledge of WHS legislation in the workplace

BSBWOR201A Manage personal stress in the workplace

FNSSAM301A Identify opportunities for cross-selling products and services

ICAICT209A Interact with ICT clients

ICASAS204A Record client support requirements

ICASAS305A Provide IT advice to clients

## BSB30307 Certificate III in Micro Business Operations

### Modification History

Release	Comments
Release 4	Equivalent updated version released with Version 9: <ul style="list-style-type: none"><li>• new unit added to elective pool: BSBSMB308A.</li><li>• minor editorial reformatting.</li></ul>
Release 3	This version first released with <i>BSB07 Business Services Training Package Version 8.0</i> . <ul style="list-style-type: none"><li>• Elective unit BSBHRM402A replaced with BSBHRM405A</li><li>• Imported unit FNSFLIT201B deleted.</li></ul>
Release 2	New release of this Qualification with <i>BSB07 Business Services Training Package Version 6.0</i> . <ul style="list-style-type: none"><li>• Elective unit FNSFLIT201B replaced with FNSFLT201A</li><li>• SIRXQUA001A included as an elective unit</li><li>• Outdated advice removed</li><li>• Updated unit codes:<ul style="list-style-type: none"><li>• BSBCUS301A now BSBCUS301B</li><li>• BSBWOR301A now BSBWOR301B.</li></ul></li></ul>
Release 1	This qualification first released with <i>BSB07 Business Services Training Package Version 8.0</i> .

## **Description**

This qualification reflects the role of skilled operators who apply a broad range of competencies in varied micro business contexts, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a small team.

### **Job roles**

- Independent Contractor
- Micro Business Operator.

## **Pathways Information**

### **Pathways into the qualification**

Candidates may enter the qualification through a number of entry points including:

- with personal or vocational experience in a specific industry
- with vocational experience in a specific industry and an industry specific qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40407 Certificate IV in Small Business Management.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• interpreting the needs of customers and markets</li> <li>• persuading key business stakeholders effectively</li> <li>• reading, interpreting and clarifying regulatory, taxation, financial and other business documentation</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying teamwork skills to a range of micro business situations</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• seeking information and advice to identify and solve problems</li> <li>• using numeracy skills to calculate own financial position and projected cash flow for the business</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• developing innovative solutions to workplace challenges</li> <li>• identifying micro business opportunities</li> <li>• translating business ideas into a viable micro business proposal</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• collecting and analysing information about market needs</li> <li>• determining the required resources to establish the micro business</li> <li>• taking action to ensure that the business complies with taxation and business registration requirements</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• having personal goals and aspirations for the micro business</li> <li>• managing own time and priorities</li> <li>• taking personal responsibility for development of the business proposal</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• seeking assistance and expert advice on financial, taxation and insurance requirements of the business</li> <li>• seeking out and learning new ideas, skills and techniques</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• applying business technology for communication, preparing a proposal, budgeting and compliance</li> <li>• choosing, using and maintaining machinery and equipment</li> </ul>

	for the micro business
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## **Packaging Rules**

**Total number of units = 10**

**5 core units *plus***

**5 elective units**, of which:

- all 5 elective units may be selected from the elective units listed below and/or a Certificate III qualification from any currently endorsed Training Package or accredited course at the same qualification level
- 1 elective unit may be selected from a Certificate II or Certificate IV qualification if not listed below.

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

### **Core units**

BSBSMB301A Investigate micro business opportunities

BSBSMB302A Develop a micro business proposal

BSBSMB303A Organise finances for the micro business

BSBSMB304A Determine resource requirements for the micro business

BSBSMB305A Comply with regulatory, taxation and insurance requirements for the micro business

### **Elective units**

#### **Creative Thinking**

BSBCRT301A Develop and extend critical and creative thinking skills

BSBCRT501A Originate and develop concepts

#### **Customer Service**

BSBCUS301B Deliver and monitor a service to customers

#### **E-Business**

BSBEBU401A Review and maintain a website

#### **Financial Administration**

BSBFIA301A Maintain financial records

BSBFIA303A Process accounts payable and receivable

#### **Financial Literacy**

FNSFLT201A Develop and use a personal budget

#### **Human Resource Management**



BSBHRM405A Support the recruitment, selection and induction of staff

### **Innovation**

BSBINN301A Promote innovation in a team environment

### **Intellectual Property**

BSBIPR405A Protect and use intangible assets in small business

### **International Business**

BSBINT303B Organise the importing and exporting of goods

### **IT Use**

BSBITU305A Conduct online transactions

### **Relationship Management**

BSBREL401A Establish networks

### **Small and Micro Business**

BSBSMB306A Plan a home-based business

BSBSMB307A Set up information and communications technology for the micro business

BSBSMB308A Improve energy efficiency in micro or small business operations

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

### **Workplace Effectiveness**

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

### **Imported Units**

FNSFLT201A Develop and use a personal budget

SIRXQUA001A Develop innovative ideas at work

## BSB30412 Certificate III in Business Administration

### Modification History

Release	Comments
Release 1	<p data-bbox="616 506 1305 584">This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p data-bbox="616 667 1358 745">Replaces and is equivalent to BSB30407 Certificate III in Business Administration.</p> <p data-bbox="616 824 802 857">Updated units:</p> <p data-bbox="616 943 1321 1059">Core unit BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others.</p> <p data-bbox="616 1144 1321 1299">Elective unit BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</p>

## **Description**

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team.

## **Job roles**

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk
- Data Entry Operator
- Junior Personal Assistant
- Receptionist
- Office Administration Assistant
- Office Administrator
- Word Processing Operator.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• communicating sensitively in a cross-cultural context</li> <li>• communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information</li> <li>• communicating with people who speak languages other than English</li> <li>• interpreting needs of clients (internal or external)</li> <li>• interpreting the needs of customers</li> <li>• reading and interpreting workplace related documentation</li> <li>• writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>• working in a team of people to provide office administration services</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing practical responses to common breakdowns in workplace systems and procedures</li> <li>• rectifying discrepancies or errors in documentation and transactions</li> <li>• taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations in the workplace</li> <li>• being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• allocating resources to workplace tasks and requirements</li> <li>• collecting, analysing and organising workplace data</li> <li>• identifying risk factors and taking action to minimise risk</li> <li>• organising meeting schedules for clients and colleagues and negotiating alternative arrangements</li> </ul>

	<ul style="list-style-type: none"> <li>• planning for contingencies</li> <li>• planning information and documentation requirements</li> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• projecting a professional image when representing the organisation</li> <li>• setting own work program and managing time to ensure tasks are done on time</li> <li>• taking personal responsibility at the appropriate level</li> <li>• working ethically when dealing with financial transactions</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining continuous learning by seeking out opportunities for improvement and developing new skills</li> <li>• seeking assistance and expert advice</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business related technology safely (OHS)</li> <li>• using business technology such as software programs for word processing, spreadsheets, presentation and scheduling</li> </ul>

## **Packaging Rules**

**Total number of units = 13**

**2 core units *plus***

**11 elective units**

**7 elective units** must be selected from the **Group A** units listed below.

The remaining **4 elective units** may be selected from the **Group A** or **Group B** elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **2 of the electives units** may be selected from a Certificate II or Certificate IV qualification.

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

Where the packaging rules of this qualification meet the rules of a specialist qualification, the specialist qualification and not the generic qualification must be awarded.

### **Core units**

BSBITU307A Develop keyboarding speed and accuracy

BSBWHS201A Contribute to health and safety of self and others

### **Elective units**

#### **Group A units**

##### **Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

##### **General Administration**

BSBADM307B Organise schedules

##### **IT Use**

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

##### **Writing**

BSBWRT301A Write simple documents

#### **Group B units**

##### **Customer Service**

BSBCUS301B Deliver and monitor a service to customers

##### **Diversity**

BSBDIV301A Work effectively with diversity

##### **Financial Administration**

BSBFIA301A Maintain financial records

##### **General Administration**

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

**Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

**Innovation**

BSBINN201A Contribute to workplace innovation

**Intellectual Property**

BSBIPR301A Comply with organisational requirements for protection and use of intellectual property

**Interpersonal Communication**

BSBCMM301B Process customer complaints

**IT Use**

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

**Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Product Skills and Advice**

BSBPRO301A Recommend products and services

**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR204A Use business technology

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker



## **BSB30507 Certificate III in Business Administration(International Education)**

### **Modification History**

<b>Release</b>	<b>Comments</b>
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification released with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Updated imported unit code:</p> <ul style="list-style-type: none"><li>• CHCAD2C now CHCAD402D</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals working in international education administration who apply a broad range of competencies using some discretion and judgement, and relevant theoretical knowledge. They may provide technical advice and support to a team.

International education work contexts include international onshore education, transnational offshore education, international projects and exchange or study abroad programs. A range of education sectors and organisations (public and private) provide international education. Sectors include higher education, vocational education and training, schools, English Language Intensive Courses for Overseas Students (ELICOS) and preparatory (foundation, bridging and enabling courses).

## **Job roles**

- Administration Officer, TAFE International Marketing Office (offshore programs)
- Administration Officer, University International Education Information Services
- Administrative Assistant, International Office of University
- Administrative Assistant, International Pastoral Care Services, secondary school
- Assistant Administrative Officer
- Education Program Support Worker, TAFE International Education Department
- Information Services Assistant/Officer, International Education Office of a school
- International Education Agent
- Receptionist, Registered Training Organisation providing ELICOS
- Student Recruitment and Admissions Assistant
- Student Services Officer
- Student Support Assistant.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• communicating sensitively in a cross-cultural context</li> <li>• communicating with people who speak languages other than English</li> <li>• interpreting needs of customers (internal or external)</li> <li>• reading and interpreting workplace related documentation</li> <li>• writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role as part of a team</li> <li>• working as an individual and as a member of a team</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing practical responses to workplace related functions</li> <li>• taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations</li> <li>• being creative or proactive in response to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• allocating resources to workplace tasks and requirements</li> <li>• collecting, analysing and organising workplace data</li> <li>• identifying risk factors and taking action to minimise risk</li> <li>• planning for contingencies</li> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• managing own time and priorities</li> <li>• projecting a professional image when representing the organisation</li> <li>• taking personal responsibility at the appropriate level</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining knowledge of products and services</li> <li>• participating in ongoing learning (formal or informal)</li> <li>• seeking assistance and expert advice</li> </ul>

Technology	<ul style="list-style-type: none"><li>• applying business related technology skills in organising and using workplace information</li><li>• using business related technology and equipment</li><li>• using business related technology safely (OHS)</li></ul>
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## **Packaging Rules**

**Total number of units = 12**

**5 core units *plus***

**7 elective units**

**5 elective units** must be selected from the elective units listed below.

The remaining **2 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **1 unit** may be selected from a Certificate II or Certificate IV qualification.

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

### **Core units**

BSBDIV301A Work effectively with diversity

BSBEDU301A Assist with monitoring compliance in international education services

BSBEDU302A Assist in resolution of issues and incidents in an international education environment

BSBIND302A Work effectively in the international education services industry

BSBITU306A Design and produce business documents

### **Elective units**

#### **Customer Service**

BSBCUS301B Deliver and monitor a service to customers

#### **Educational Administration**

BSBEDU303A Assist with the provision of international education information

BSBEDU304A Assist with the provision of pastoral care services to international students

BSBEDU305A Assist with international education events and programs

#### **Financial Administration**

BSBFIA301A Maintain financial records

#### **General Administration**

BSBADM307B Organise schedules

BSBADM311A Maintain business resources

BSBADM405B Organise meetings

BSBADM406B Organise business travel

#### **Information Management**

BSBINM301A Organise workplace information

#### **IT Use**

BSBITU202A Create and use spreadsheets

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU307A Develop keyboarding speed and accuracy

BSBITU309A Produce desktop published documents

#### **Marketing**

BSBMKG401B Profile the market

#### **Work Health and Safety**

BSBWHS301A Maintain workplace safety

BSBWHS302A Apply knowledge of WHS legislation in the workplace

**Recordkeeping**

BSBRKG402B Provide information from and about records

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT301A Write simple documents

**Imported Units**

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

ICAICT103A Use, communicate and search securely on the internet

# BSB30612 Certificate III in International Trade

## Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB30607 Certificate III in International Trade.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</li></ul>

## Description

This qualification reflects the role of skilled operators who apply a broad range of international trade competencies in varied work contexts, using some discretion and judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

### Job roles

- Export Clerk
- Import Clerk
- Import/Export Clerk.



## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience in assisting international trade/business team leaders, supervisors or managers to conduct international trade activities but without formal international trade qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB41107 Certificate IV in International Trade.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating with carriers to pick up and deliver goods</li> <li>• using written and verbal communication skills to work with others in the process of arranging international transportation of goods</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying teamwork skills to ensure the timely arrival/departure of international goods or services</li> <li>• clarifying compliance requirements for international trade with others in the workplace</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• identifying and taking action to resolve problems such as insurance claims arising as a result of goods damaged in transit</li> <li>• rescheduling forwarding or transfer of goods/services when delays occur</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• investigating sources of information about international trade</li> <li>• making suggestions for improvement to knowledge management systems to relevant personnel</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• assisting in the organisation of importing and exporting goods by contributing to cost calculations, completing documentation and communicating with carriers</li> <li>• informing colleagues and contractors of expected time of arrival and deadlines for pick-up of goods to meet carrier requirements</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• clarifying own role in transfer of international services from the job description, written instructions and discussions with the supervisor</li> <li>• managing own time to ensure tasks are completed on time</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• seeking the assistance of others to clarify requirements when not known</li> <li>• undertaking learning to ensure currency of knowledge and skills about regulatory codes and their impact on own work</li> </ul>

Technology	<ul style="list-style-type: none"><li>• producing documents using word processing, spreadsheet and specialised computer programs</li><li>• using the internet and organisation's extranet and intranet to access information about the importation and exportation of goods</li></ul>
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## Packaging Rules

**Total number of units = 12**

**1 core unit *plus***

**11 elective units**

**5 elective units** must be selected from the Group A units listed below.

**4 elective units** must be selected from the remaining elective units listed below.

The remaining **2 elective units** may be selected from the **Group A** or **Group B** elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **1 of the elective units** may be selected from either a Certificate II or Certificate IV qualification.

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

### **Core units**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### **Elective units**

#### **Group A units**

##### **International Business**

BSBINT301B Apply knowledge of the international trade environment to complete work  
BSBINT302B Apply knowledge of legislation relevant to international trade to complete work

BSBINT303B Organise the importing and exporting of goods

BSBINT304B Assist in the international transfer of services

BSBINT305B Prepare business documents for the international trade of goods

BSBINT306B Apply knowledge of international finance and insurance to complete work requirements

#### **Group B units**

##### **Customer Service**

BSBCUS301B Deliver and monitor a service to customers

##### **Diversity**

BSBDIV301A Work effectively with diversity

##### **Financial Administration**

BSBFIA301A Maintain financial records

##### **General Administration**

BSBADM311A Maintain business resources

##### **Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

##### **Interpersonal Communication**

BSBCMM301B Process customer complaints

**IT Use**

BSBITU303A Design and produce text documents

BSBITU305A Conduct online transactions

BSBITU306A Design and produce business documents

**Product Skills and Advice**

BSBPRO301A Recommend products and services

**Purchasing and Contracting**

BSBPUR301B Purchase goods and services

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

**Writing**

BSBWRT301A Write simple documents

# BSB30712 Certificate III in Work Health and Safety

## Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB30707 Certificate III in Occupational Health and Safety.</p> <p>Total number of units reduced from 12 to 10, number of core units reduced from 7 to 5.</p>

## Description

This qualification is suitable for people who take on work health and safety (WHS) responsibilities in addition to their main duties. They may provide technical advice and support to a team.

The qualification reflects the role of skilled operators who apply a broad range of competencies in varied work contexts.

## Pathways Information

### Pathways into the qualification

Preferred pathways for candidates entering this qualification include:

- BSB20112 Certificate II in Business or other relevant Certificate II qualifications
- OR
- vocational experience working in WHS roles without a formal qualification.

### Pathways from the qualification

- BSB41412 Certificate IV in Work Health and Safety.

## Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## Entry Requirements

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"><li>identifying, recording and communicating to others the duties, rights and responsibilities of individuals and parties in the consultation process</li></ul>
Teamwork	<ul style="list-style-type: none"><li>raising relevant WHS issues in meetings and supporting others to do so</li></ul>
Problem-solving	<ul style="list-style-type: none"><li>identifying and taking appropriate action on non-compliance with legislation</li></ul>
Initiative and enterprise	<ul style="list-style-type: none"><li>recognising limits of own expertise and legal duties, and accessing help and advice when required</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>choosing appropriate methods for hazard identification and risk assessment</li></ul>
Self-management	<ul style="list-style-type: none"><li>sequencing tasks and meeting timelines</li></ul>
Learning	<ul style="list-style-type: none"><li>using relevant sources to keep up-to-date with legislation</li></ul>
Technology	<ul style="list-style-type: none"><li>searching for, accessing and downloading electronic documents and software</li></ul>

## Packaging Rules

**Total number of units = 10**

**5 core units *plus***

**5 elective units** of which:

- at least 3 units must be from the elective units below
- up to 2 may be from any currently endorsed Training Package or accredited course at the same qualification level, or if not listed below, 1 elective unit may be selected from a Certificate II and 1 elective unit from a Certificate IV.

The elective units chosen must be relevant to the work outcome and meet industry needs.

### **Core units**

BSBWHS302A Apply knowledge of WHS legislation in the workplace

BSBWHS303A Participate in WHS hazard identification, risk assessment and risk control

BSBWHS304A Participate effectively in WHS communication and consultation processes

BSBWHS305A Contribute to WHS issue resolution

PUAWER001B Identify, prevent and report potential workplace emergency situations

### **Elective units**

BSBCMM201A Communicate in the workplace

BSBDIV301A Work effectively with diversity

BSBINM301A Organise workplace information

BSBINN201A Contribute to workplace innovation

BSBFLM303C Contribute to effective workplace relationships

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWHS406A Assist with responding to incidents

BSBWOR301B Organise personal work priorities and development

BSBWOR401A Establish effective workplace relationships

BSBWRT301A Write simple documents

CPPWMT3044A Identify wastes and hazards

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation

PUAWER004B Respond to workplace emergencies



# BSB30807 Certificate III in Recordkeeping

## Modification History

Release	Comments
Release 2	<p>New release of this Qualification released with <i>version 6 of BSB07 Business Services Training Package</i>.</p> <p>Updated unit codes:</p> <ul style="list-style-type: none"><li>• BSBCMM301A now BSBCMM301B</li><li>• BSBCUS301A now BSBCUS301B</li><li>• BSBWOR301A now BSBWOR301B</li></ul>

## Description

### Descriptor

This qualification reflects the role of individuals who apply some understanding of relevant theoretical knowledge relating to recordkeeping functions in the workplace. While it may apply to individuals whose sole workplace function is recordkeeping, it will also apply to administrative, human resources or other staff within an organisation for whom recordkeeping is one of many duties for which they hold responsibility.

### Job Roles

- Administration Officer
- Assistant Records Clerk
- Assistant Registry Officer.
- 

## Pathways Information

### Qualification Pathways

#### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience in a range of environments providing administrative or operational support to business or records systems without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

#### *Pathways from the qualification*

After achieving this qualification candidates may undertake:

- BSB41707 Certificate IV in Recordkeeping.
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### **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

### **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

### BSB30807 Certificate III in Recordkeeping

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating verbally with others in negotiation, training and questioning</li> <li>• preparing simple documentation and reports for requests of information</li> <li>• writing a range of simple documentation and communications</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• completing individual tasks to support team goals</li> <li>• conveying workplace procedures and work instructions to team members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing business or records system to efficiently locate information</li> <li>• using research skills to locate workplace information</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• demonstrating individual responsibility for completing tasks</li> <li>• suggesting improvements to support the development of improved work practices and team effectiveness</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to planning processes with team members to meet expected outcomes</li> <li>• gathering, organising and applying workplace information for the organisation's work processes and records systems</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• identifying development needs and seeking training to fill needs</li> <li>• monitoring and recording the performance of own work area</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• developing a comprehensive knowledge and understanding of records systems</li> <li>• identifying priorities and pursuing personal work goals in accordance with organisational objectives</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• collecting and manipulating data using appropriate technology</li> <li>• ensuring systems are appropriate for information storage, security and retrieval</li> </ul>

## **Packaging Rules**

**Total number of units = 12**

**5 core units** plus

**7 elective units**

The **7 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 unit** may be selected from either a Certificate II or Certificate IV qualification.

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

### **Core units**

#### **Recordkeeping**

BSBRKG301B	Control records
BSBRKG302B	Undertake disposal
BSBRKG303B	Retrieve information from records
BSBRKG304B	Maintain business records
BSBRKG305A	Review recordkeeping functions

### **Elective units**

#### **Customer Service**

BSBCUS301B	Deliver and monitor a service to customers
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#### **Diversity**

BSBDIV301A	Work effectively with diversity
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#### **Financial Administration**

BSBFIA301A	Maintain financial records
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#### **General Administration**

BSBADM311A Maintain business resources

### **Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

### **Innovation**

BSBINN201A Contribute to workplace innovation

### **Interpersonal Communication**

BSBCMM301B Process customer complaints

### **IT Use**

BSBITU301A Create and use databases

BSBITU302B 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

### **Product Skills and Advice**

BSBPRO301A Recommend products and services

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

### **Workplace Effectiveness**

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

### **Writing**

BSBWRT301A Write simple documents

## BSB30912 Certificate III in Business Administration (Education)

### Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB30907 Certificate III in Business Administration (Education).</p> <p>Updated units:</p> <ul style="list-style-type: none"><li>• Core unit BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others</li><li>• Elective unit BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</li></ul>

### Description

This qualification reflects the role of individuals who apply a broad range of administrative competencies in an educational or school support work context, using some discretion and judgement. They may provide technical advice and support to a team.

### Job roles

- Education Program Support Worker
- School Support Officer
- Student Recruitment and Admissions Assistant
- Student Services Officer
- Student Support Assistant.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating with colleagues and clients to handle verbal inquiries such as enrolment advice, payroll questions or records enquiries</li> <li>• interpreting the needs of customers</li> <li>• clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• communicating sensitively in a cross-cultural context</li> <li>• communicating with people who speak languages other than English</li> <li>• interpreting needs of students and clients (internal or external)</li> <li>• reading and interpreting workplace related documentation</li> <li>• writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>• working in a team of people to provide general office and educational administration and/or record keeping services</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing practical responses to common breakdowns in workplace systems and procedures</li> <li>• rectifying discrepancies or errors in documentation and transactions</li> <li>• taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations in the workplace</li> <li>• being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• allocating resources to workplace tasks and requirements</li> <li>• collecting, analysing and organising workplace data</li> <li>• identifying risk factors and taking action to minimise risk</li> <li>• organising meeting schedules for clients and colleagues and negotiating alternative arrangements</li> </ul>



	<ul style="list-style-type: none"> <li>• planning for contingencies</li> <li>• planning information and documentation requirements</li> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• projecting a professional image when representing the organisation</li> <li>• setting own work program and managing time to ensure tasks are done on time</li> <li>• taking personal responsibility at the appropriate level</li> <li>• working ethically when dealing with financial transactions</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining continuous learning by seeking out opportunities for improvement and developing new skills</li> <li>• seeking assistance and expert advice</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business related technology safely (OHS)</li> <li>• using business technology such as software programs for word processing, spreadsheets, presentation and scheduling</li> </ul>

## Packaging Rules

**Total number of units = 13**

**2 core units *plus***

**5 elective units** selected from the **Group A** units listed below including:

- BSBIND301A Work effectively in an educational environment

**4 elective units** must be selected from the **Group B** units listed below.

The remaining **2 elective units** may be selected from the **Group A, Group B or Group C** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level lower or higher.

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

### Core units

BSBITU307A Develop keyboarding speed and accuracy

BSBWHS201A Contribute to health and safety of self and others

### Elective units

#### Group A units

##### Industry Context

BSBIND301A Work effectively in an educational environment

##### General Administration

BSBADM405B Organise meetings

BSBADM406B Organise business travel

##### Customer Service

BSBCUS301B Deliver and monitor a service to customers

##### E-Business

BSBEBU401A Review and maintain a website

##### Marketing

BSBMKG408B Conduct market research

##### Imported Units

CHCCS412E Deliver and develop client services

CHCCS407C Operate referral procedures

ICAICT103A Use, communicate and search securely on the internet

PSPETHC301B Uphold the values and principles of public service

PSPGOV314A Contribute to conflict management

PSPLEGN301B Comply with legislation in the public sector

### Group B units

#### Financial Administration

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

#### General Administration

BSBADM307B Organise schedules

**IT Use**

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

**Writing**

BSBWRT301A Write simple documents

**Group C units**

**Customer Service**

BSBCUS301B Deliver and monitor a service to customers

**Diversity**

BSBDIV301A Work effectively with diversity

**Financial Administration**

BSBFIA301A Maintain financial records

**General Administration**

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

**Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

**Innovation**

BSBINN201A Contribute to workplace innovation

**Interpersonal Communication**

BSBCMM301B Process customer complaints

**IT Use**

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

**Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Product Skills and Advice**

BSBPRO301A Recommend products and services

**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR204A Use business technology

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

## BSB31012 Certificate III in Business Administration (Legal)

### Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB31007 Certificate III in Business Administration (Legal).</p> <p>Updated core unit:</p> <ul style="list-style-type: none"><li>• BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others.</li></ul>

### Description

This qualification reflects the role of individuals who apply a broad range of administrative competencies in a legal office work environment, using some discretion and judgement. They may provide technical advice and support to a team.

### Job roles

- Legal Receptionist.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

Administration Assistant

- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40110 Certificate IV in Legal Services.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• communicating sensitively in a cross-cultural context</li> <li>• communicating with colleagues and clients to handle verbal inquiries such as requests for legal documents, schedules or records enquiries</li> <li>• communicating with people who speak languages other than English</li> <li>• interpreting needs of clients (internal or external)</li> <li>• reading and interpreting workplace related documentation</li> <li>• writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>• working in a team of people to provide legal administration including record keeping services</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing practical responses to common breakdowns in workplace systems and procedures</li> <li>• rectifying discrepancies or errors in documentation and transactions</li> <li>• taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations in the workplace</li> <li>• being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• allocating resources to workplace tasks and requirements</li> <li>• collecting, analysing and organising workplace data</li> <li>• identifying risk factors and taking action to minimise risk</li> <li>• organising meeting schedules for clients and colleagues and negotiating alternative arrangements</li> <li>• planning for contingencies</li> <li>• planning information and documentation requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• projecting a professional image when representing the organisation</li> <li>• setting own work program and managing time to ensure tasks are done on time</li> <li>• taking personal responsibility at the appropriate level</li> <li>• working ethically when dealing with financial transactions</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining continuous learning by seeking out opportunities for improvement and developing new skills</li> <li>• seeking assistance and expert advice</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business related technology safely (OHS)</li> <li>• using business technology such as software programs for word processing, spreadsheets, presentation and scheduling</li> </ul>

## **Packaging Rules**

**Total number of units = 13**

**2 core units *plus***

**11 elective units**

**5 elective units** must be selected from the **Group A** units listed below.

**4 elective units** must be selected from the **Group B** units listed below.

The remaining **2 elective units** may be selected from the **Group A, Group B** or **Group C** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level higher or lower.

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

### **Core units**

#### **IT Use**

BSBITU307A Develop keyboarding speed and accuracy

BSBWHS201A Contribute to health and safety of self and others

### **Elective units**

#### **Group A units**

##### **Legal Services Administration**

BSBLEG301A Apply knowledge of the legal system to complete tasks

BSBLEG302A Carry out search of the public record

BSBLEG303A Deliver court documentation

BSBLEG304A Apply the principles of confidentiality and security within the legal environment

BSBLEG305A Use legal terminology in order to carry out tasks

BSBLEG306A Maintain records for time and disbursements in a legal practice

BSBLEG308A Assist in prioritising and planning activities in a legal practice

##### **Information Management**

BSBINM303A Handle receipt and despatch of information

#### **Group B units**

##### **Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

##### **General Administration**

BSBADM307B Organise schedules

##### **IT Use**

BSBITU302B Create electronic presentations

BSBITU304A Produce spreadsheets

BSBITU303A Design and produce text documents

BSBITU306A Design and produce business documents



BSBITU309A Produce desktop published documents

**Writing**

BSBWRT301A Write simple documents

**Group C units**

**Customer Service**

BSBCUS301B Deliver and monitor a service to customers

**Diversity**

BSBDIV301A Work effectively with diversity

**Financial Administration**

BSBFIA301A Maintain financial records

**General Administration**

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

**Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

**Innovation**

BSBINN201A Contribute to workplace innovation

**Interpersonal Communication**

BSBCMM301B Process customer complaints

**IT Use**

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

**Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Product Skills and Advice**

BSBPRO301A Recommend products and services

**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR204A Use business technology

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

## BSB31112 Certificate III in Business Administration (Medical)

### Modification History

Release	Comments
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB31107 Certificate III in Business Administration (Medical).</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others.</li></ul>

### Description

This qualification reflects the role of individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team.

### Job roles

- Medical Receptionist
- Medical Records Clerk
- Medical Secretary.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB20112 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• clearly communicating workplace information to others (verbal and non-verbal)</li> <li>• communicating sensitively in a cross-cultural context</li> <li>• communicating with colleagues and clients to handle verbal inquiries such as payroll questions, medical appointments or records enquiries</li> <li>• communicating with people who speak languages other than English</li> <li>• interpreting needs of clients (internal or external)</li> <li>• reading and interpreting workplace related documentation</li> <li>• writing to audience needs</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role to complete activities efficiently to support team activities and tasks</li> <li>• working in a team of people to provide office and medical administration services</li> <li>• working with diverse individuals and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing practical responses to common breakdowns in workplace systems and procedures</li> <li>• rectifying discrepancies or errors in documentation and transactions</li> <li>• taking action to resolve concerns</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations in the workplace</li> <li>• being proactive and creative in responding to workplace problems, changes and challenges</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• allocating resources to workplace tasks and requirements</li> <li>• collecting, analysing and organising workplace data</li> <li>• identifying risk factors and taking action to minimise risk</li> <li>• organising meeting schedules for clients and colleagues and negotiating alternative arrangements</li> <li>• planning for contingencies</li> </ul>

	<ul style="list-style-type: none"> <li>• planning information and documentation requirements</li> <li>• utilising or determining required resources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation such as codes of practice or operating procedures</li> <li>• projecting a professional image when representing the organisation</li> <li>• setting own work program and managing time to ensure tasks are done on time</li> <li>• taking personal responsibility at the appropriate level</li> <li>• working ethically when dealing with financial transactions</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining continuous learning by seeking out opportunities for improvement and developing new skills</li> <li>• seeking assistance and expert advice</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business related technology safely (OHS)</li> <li>• using business technology such as software programs for word processing, spreadsheets, presentation and scheduling</li> </ul>

## Packaging Rules

**Total number of units = 13**

**2 core units *plus***

**11 elective units**

**5 elective units** must be selected from the **Group A units** listed below.

**4 elective units** must be selected from the **Group B units** listed below.

The remaining **2 elective units** may be selected from **Group A, Group B** or **Group C** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level higher or lower.

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

### Core units

#### IT Use

BSBITU307A Develop keyboarding speed and accuracy

BSBWHS201A Contribute to health and safety of self and others

### Elective units

#### Group A units

##### Medical Services Administration

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

#### Group B units

##### Financial Administration

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

##### General Administration

BSBADM307B Organise schedules

#### IT Use

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

#### Writing

BSBWRT301A Write simple documents

## **Group C Units**

### **Customer Service**

BSBCUS301B Deliver and monitor a service to customers

### **Diversity**

BSBDIV301A Work effectively with diversity

### **Financial Administration**

BSBFIA301A Maintain financial records

### **General Administration**

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

### **Information Management**

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

### **Innovation**

BSBINN201A Contribute to workplace innovation

### **Interpersonal Communication**

BSBCMM301B Process customer complaints

### **IT Use**

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

### **Work Health and Safety**

BSBWH5401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### **Product Skills and Advice**

BSBPRO301A Recommend products and services

### **Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

### **Workplace Effectiveness**

BSBWOR204A Use business technology

BSBWOR301B Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

## BSB40107 Certificate IV in Advertising

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification released with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBITS401A now BSBITS401B</li></ul>
Release 1	Initial release of this Qualification.



## **Description**

This qualification reflects the role of individuals who use well-developed advertising skills and a broad knowledge base in a wide variety of advertising contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to a more senior advertising practitioner.

## **Job roles**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- account coordinator
- assistant art director
- assistant account planner
- copywriter
- media assistant
- media buyer
- media planner.

## **Pathways Information**

### **Pathways into the qualification**

•

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification

or

- with vocational experience in assisting advertising team leaders, supervisors or managers to conduct advertising activities but without formal advertising qualifications.

### **Pathways from the qualification**

- BSB50107 Diploma of Advertising or a range of other Diploma qualifications

•

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability skill</b>	<b>Industry or enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• interpreting the needs of internal and external customers</li> <li>• listening to and understanding workplace information</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying teamwork skills to a range of workplace situations</li> <li>• seeking feedback from colleagues about work performance</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• determining the effect of a delay in an aspect of production of an advertising campaign</li> <li>• determining the target market for a product or service</li> <li>• making changes to draft advertisements in response to pre-test information</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging situations</li> <li>• being creative in response to workplace problems, changes and challenges arising from advertising campaign testing</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• collecting, analysing and organising workplace data</li> <li>• scheduling production activities for advertising campaigns</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace documentation, such as codes of practice and operating procedures</li> <li>• monitoring and obtaining feedback on work performance and development</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• identifying new skills and professional development activities</li> <li>• researching and acting on opportunities for improvement and sources of learning</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• monitoring technological developments and responding accordingly</li> <li>• using business technology to record and analyse data</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**5 core units *plus***

**5 elective units**

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

**2 elective units** may be selected from elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package. If not listed below, one unit may be selected from either a Certificate III or Diploma level.

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

### **Core units**

BSBADV402B Conduct pre-campaign testing

BSBADV403B Monitor advertising production

BSBADV404B Schedule advertisements

BSBMKG401B Profile the market

BSBMKG402B Analyse consumer behaviour for specific markets

### **Elective units**

#### **Advertising**

BSBADV405A Perform media calculations

BSBADV406A Buy and monitor media

BSBADV407A Apply media analysis and processing tools

BSBADV408A Review advertising media options

BSBADV503B Coordinate advertising research

BSBADV507B Develop a media plan

BSBADV509A Create mass print media advertisements

BSBADV510A Create mass electronic media advertisements

BSBMKG523A Design and develop an integrated marketing communication plan

#### **Creative thinking**

BSBCRT501A Originate and develop concepts

#### **Customer service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **Financial administration**

BSBFIA402A Report on financial activity

#### **General administration**

BSBADM409A Coordinate business resources

#### **Interpersonal communication**

BSBCM401A Make a presentation

#### **IT support**

BSBITS401B Maintain business technology

#### **Marketing**

BSBMKG408B Conduct market research

BSBMKG409A Design direct response offers  
BSBMKG412A Conduct e-marketing communications  
BSBMKG413A Promote products and services  
BSBMKG414B Undertake marketing activities

**Work health and safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Public relations**

BSBPUB401A Develop and apply knowledge of public relations industry  
BSBPUB402A Develop public relations campaigns  
BSBPUB403A Develop public relations documents

**Product skills and advice**

BSBPRO401A Develop product knowledge

**Relationship management**

BSBREL401A Establish networks  
BSBREL402A Build client relationships and business networks

**Research**

BSBRES401A Analyse and present research information

**Risk management**

BSBRSK401A Identify risk and apply risk management processes

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT401A Write complex documents  
BSBWRT501A Write persuasive copy

**Imported units**

CUFWRT401A Edit text  
CUFWRT402A Write extended stories

## **BSB40110 Certificate IV in Legal Services**

### **Modification History**

Not applicable.

## **Description**

### **Descriptor**

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base to provide support in a range of legal service settings. They apply solutions to a range of unpredictable problems, and analyse and evaluate information from a variety of sources.

### **Job roles**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- legal assistant
- legal secretary
- legal support officer
- assistant paralegal.
- 

## **Pathways Information**

### **Qualification pathways**

#### *Entry requirements*

There are no entry requirements for this qualification.

#### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

- after achieving BSB31007 Certificate III in Business Administration (Legal) or other relevant qualifications

OR

- providing evidence of the completion of all units of competency required for BSB31007 Certificate III in Business Administration (Legal) or other relevant qualifications; with evidence of competency in BSBITU307A Develop keyboarding speed and accuracy being mandatory

OR

- with some vocational experience working in a range of business settings in support roles without a formal qualification.

#### *Pathways from the qualification*

After achieving BSB40110 Certificate IV in Legal Services, candidates may undertake:

- BSB50110 Diploma of Legal Services or a range of other qualifications at diploma level.
- 

## **Licensing/Regulatory Information**

**Licensing, legislative, regulatory or certification considerations**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.



## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

#### BSB40110 Certificate IV in Legal Services

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating ideas and arguments logically and discretely</li> <li>• communicating with legal practitioners and clients</li> <li>• using clear, sequential instructions and strategies to confirm and clarify understanding</li> <li>• using legal terminology, and reading and interpreting legal documents</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• promoting teamwork and providing assistance to co-workers</li> <li>• working under the instruction of a legal practitioner</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• identifying gaps, irregularities and uncertainties in information and following standard resolution procedures</li> <li>• using discretion and judgement, and working within codes of conduct</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• researching and locating information</li> <li>• suggesting improvements, and designing and structuring documents</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• arranging documents and exhibits to support litigators</li> <li>• keeping paperwork up-to-date and organising information</li> <li>• planning and prioritising work</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• conducting business according to organisational goals, values and standards</li> <li>• following confidentiality, security and discretion procedures</li> <li>• working within accepted codes of conduct, resolving conflicts of interest and behaving with honesty and integrity</li> <li>• working within own scope of responsibility</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• extending understanding of legal terminology</li> <li>• giving instructions to others that are clear and have adequate explanation</li> <li>• identifying and addressing own additional skill requirements</li> </ul>

## EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Technology

- selecting and using:
  - business technology, such as email, websites, voice mail, audio cassettes, computers and software
  - online services to communicate, research and report

## Packaging Rules

### Packaging Rules

**Total number of units = 12**

**8 core units *plus***

**4 elective units**

The **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **1 elective 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.

### Core units

BSBCMM402A Implement effective communication strategies

BSBCOM406A Conduct work within a compliance framework

BSBLEG413A Identify and apply the legal framework

BSBLEG414A Establish and maintain a file in legal services

BSBLEG418A Produce complex legal documents

BSBLEG415A Apply the principles of contract law

BSBLEG416A Apply the principles of the law of torts

BSBRES404A Research legal information using primary sources

**Elective units**

BSBINN501A Establish systems that support innovation

BSBINN502A Build and sustain an innovative work environment

BSBLEG403B Maintain trust accounts

BSBLEG417A Apply the principles of evidence law

BSBSUS201A Participate in environmentally sustainable work practices

BSBSUS301A Implement and monitor environmentally sustainable work practices

## BSB40212 Certificate IV in Business

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB40207 Certificate IV in Business.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</li></ul>

### Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### Job roles

- Administrator
- Project Officer.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Clerk
- E-business Practitioner
- Legal Receptionist
- Medical Receptionist
- Office Administration Assistant
- Student Services Officer
- Word Processing Operator.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- a range of Diploma level qualifications within the BSB07 Business Services Training Package, or other Training Packages.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating with business contacts and team members to promote products and services, give and receive feedback, and negotiate effectively to address conflicts</li> <li>• reading, interpreting, writing and presenting reports</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• supporting team members in developing skills and knowledge relating to products and services</li> <li>• working within own role to support team activities</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• finding, analysing and interpreting data which may be incomplete or have discrepancies</li> <li>• making decisions to complete tasks in a time efficient manner</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing to strategic direction of enterprise</li> <li>• identifying learning opportunities to improve work practices</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• organising information relating to products and/or services into databases</li> <li>• organising resources, equipment and time lines</li> <li>• planning for contingencies</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• evaluating own performance and identifying areas for improvement</li> <li>• managing time to independently complete tasks</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• participating in professional networks and associations to obtain and maintain knowledge and skills</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business technology such as the internet and mobile phones to communicate with other people</li> <li>• using business technology to collect, analyse and provide information</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**1 core unit *plus***

**9 elective units**

**5 elective units** must be selected from the elective units listed below.

The remaining **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.

### **Core units**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### **Elective units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

#### **Continuity**

BSBCON401A Work effectively in a business continuity context

#### **E-Business**

BSBEBU401A Review and maintain a website

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **General Administration**

BSBADM405B Organise meetings

BSBADM409A Coordinate business resources

## **Innovation**

BSBINN301A Promote innovation in a team environment

## **Intellectual Property**

BSBIPR401A Use and respect copyright

BSBIPR402A Protect and use new inventions and innovations

BSBIPR403A Protect and use brands and business identity

BSBIPR404A Protect and use innovative designs

BSBIPR405A Protect and use intangible assets in small business

## **Interpersonal Communication**

BSBCM401A Make a presentation

## **IT Analysis and Design**

BSBITA401A Design databases

## **IT Support**

BSBITS401B Maintain business technology

## **IT Use**

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

## **Learning and Development**

BSBLED401A Develop teams and individuals

## **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

## **Project Management**

BSBPMG522A Undertake project work

## **Recordkeeping**

BSBRKG402B Provide information from and about records

## **Relationship Management**



BSBREL401A Establish networks

**Research**

BSBRES401A Analyse and present research information

**Risk Management**

BSBRSK401A Identify risk and apply risk management processes

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT401A Write complex documents

## BSB40312 Certificate IV in Customer Contact

### Modification History

Release	Comments
Release 3	<p>This version first released with BSB07 Business Training Package Version 8.1.</p> <p>Replaces and is equivalent to BSB40312 Certificate IV in Customer Contact - updated elective units with the most current equivalent unit.</p>
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <ul style="list-style-type: none"><li>• Elective units:<ul style="list-style-type: none"><li>• BSBHRM402A replaced with BSBHRM405A</li><li>• BSBPMG404A Apply quality management techniques replaced with BSBPMG411A Apply <i>project</i> quality management techniques</li><li>• BSBPMG407A Apply risk management techniques replaced with BSBPMG415A Apply <i>project</i> risk management techniques</li><li>• BSBPMG510A replaced with BSBPMG522A.</li></ul></li></ul>
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB40311 Certificate IV in Customer Contact.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative</li></ul>

	requirements.
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## Description

This qualification reflects the role of individuals who typically undertake complex customer interactions, often as a team leader and with significant authority to delegate.

Duties at this level may include using multi-channel communications; receiving and responding to complex customer requests or enquiries; handling customer complaints; applying key performance indicators; leading a team; coaching staff; scheduling and organising; and gathering, interpreting and organising data capture.

Candidates undertaking this qualification require sound communication and interpersonal skills.

They may provide technical advice and support to a team.

### Job roles

Possible job roles relevant to this qualification include:

- contact centre team leader
- quality assurance coordinator
- customer contact coach
- analyst
- scheduler
- complex enquiry customer contact operator.

## Pathways Information

### Pathways into the qualification

Preferred pathway for candidates considering this qualification include:

- BSB30211 Certificate III in Customer Contact or other relevant qualifications
- vocational experience assisting in a range of support roles without a formal business qualification.

### Pathways from the qualification

- BSB50311 Diploma of Customer Contact or a range of other Diploma qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>communicating with team members and management to ensure open communication channels and to clarify issues</li> <li>resolving conflict and disputes in the work team</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>being a role model for other team members</li> <li>consulting and developing objectives with the work team</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>developing risk management approaches</li> <li>developing techniques to address faults and inefficiencies</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>identifying and developing opportunities for improved work practices</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance</li> <li>preparing work plans and budgets</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>actively seeking feedback on own performance from clients and colleagues</li> <li>prioritising tasks</li> </ul>
Learning	<ul style="list-style-type: none"> <li>coaching and mentoring colleagues and team members to support the introduction of change</li> </ul>
Technology	<ul style="list-style-type: none"> <li>using business technology such as computer programs and telecommunications to collect and manage information</li> </ul>

## Packaging Rules

Packaging Rules

**Total number of units = 13**

**3 core units** plus

**10 elective units** of which:

- 4 units must be from Group A elective units below
- the remaining 6 units may be from Group A or Group B elective units, or from qualifications at the same level or one higher in any endorsed Training Package or accredited course

- up to 2 units may be from a Certificate III level qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

#### Core units

BSBCUS401B Coordinate implementation of customer service strategies

BSBLED401A Develop teams and individuals

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

#### Elective units

##### Group A

BSBCCO403A Schedule customer contact activity

BSBCCO404A Collect, analyse and record information

BSBCCO405A Survey stakeholders to gather and record information

BSBCCO406A Run a multicentre

BSBCCO407A Administer customer contact technology

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

BSBMGT401A Show leadership in the workplace

BSBMKG402B Analyse consumer behaviour for specific markets

BSBWOR403A Manage stress in the workplace

##### Group B

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

BSBHRM405A Support the recruitment, selection and induction of staff

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBLED501A Develop a workplace learning environment

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

BSBMGT405A Provide personal leadership

BSBPMG411A Apply project quality management techniques

BSBPMG415A Apply project risk management techniques

BSBPMG522A Undertake project work

BSBSLS501A Develop a sales plan

BSBSLS502A Lead and manage a sales team

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWOR401A Establish effective workplace relationships

CHCINF505D Meet statutory and organisation information requirements

CHCPOL403C Undertake research activities

ICASAS305A Provide IT advice to clients



## BSB40407 Certificate IV in Small Business Management

### Modification History

Release	Comments
Release 4	<p>Equivalent version released with Version 9:</p> <ul style="list-style-type: none"><li>• three new units added to elective pool: BSBSMB410A, BSBSMB411A and BSBSMB412A</li><li>• minor editorial reformatting.</li></ul>
Release 3	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package Version 6.0</i>.</p> <ul style="list-style-type: none"><li>• Elective unit FNSACCT407B replaced with FNSACC406A</li><li>• SIRXQUA002A included as an elective unit</li><li>• Outdated advice removed</li><li>• Unit codes updated:<ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBSMB405A now BSBSMB405B.</li></ul></li></ul>
Release 1	<p>This version first released with <i>BSB07 Business Services Training Package Version 5.0</i>.</p>



## **Description**

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of small business contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, and have responsibility for the output of others.

### **Job roles**

- Small Business Manager.

## **Pathways Information**

### **Pathways into the qualification**

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at certificate level, including:

- with personal or vocational experience in a specific industry
- with vocational experience in a specific industry and an industry specific qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake a qualification in a specialist area within this Training Package such as marketing, management, human resources.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• being appropriately assertive when marketing the business</li> <li>• negotiating effectively</li> <li>• persuading effectively with clients, suppliers, financial backers and other business stakeholders</li> <li>• reading, interpreting and questioning legal, financial, marketing and other business documentation</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• identifying and utilising the strengths of other team members</li> <li>• providing coaching, mentoring and feedback to members of the team</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• applying a range of problem solving strategies</li> <li>• seeking information from various sources to determine the cause of the problem</li> <li>• using numeracy skills to calculate costs, prices and cash flow projections</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• being creative and entrepreneurial in translating small business ideas into action</li> <li>• developing innovative solutions to small business challenges</li> <li>• identifying small business opportunities not obvious to others</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing a business plan</li> <li>• developing operational procedures for the small business</li> <li>• identifying performance measures for the small business</li> <li>• planning for contingencies</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• having personal goals and a vision for the small business</li> <li>• taking personal responsibility for the business</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• contributing to the learning of team members</li> <li>• seeking assistance and expert advice on financial, legal and/or technical aspects of the business</li> </ul>

	<ul style="list-style-type: none"><li>• seeking out and learning new ideas, skills and techniques</li></ul>
Technology	<ul style="list-style-type: none"><li>• applying business technology for communication, planning, financial management, marketing and operating the business</li><li>• comparing and purchasing new business technology</li></ul>

## **Packaging Rules**

**Total number of units = 10**

**4 core units *plus***

**6 elective units**, of which:

- all 6 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- 1 elective unit may be selected from a Certificate III or Diploma qualification, if not listed below.

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

### **Core units**

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB402A Plan small business finances

BSBSMB403A Market the small business

BSBSMB404A Undertake small business planning

### **Elective units**

#### **Creative Thinking**

BSBCRT501A Originate and develop concepts

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **E-Business**

BSBEBU401A Review and maintain a website

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **Franchising**

BSBFRA401B Manage compliance with franchisee obligations and legislative requirements

#### **Innovation**

BSBINN301A Promote innovation in a team environment

#### **Intellectual Property**

BSBIPR405A Protect and use intangible assets in small business

### **International Business**

BSBINT303B Organise the importing and exporting of goods

### **Management**

BSBMGT404A Lead and facilitate off-site staff

### **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

### **Project Management**

BSBPMG522A Undertake project work

### **Relationship Management**

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

### **Research**

BSBRES401A Analyse and present research information

### **Small and Micro Business**

BSBSMB405B Monitor and manage small business operations

BSBSMB406A Manage small business finances

BSBSMB407A Manage a small team

BSBSMB408B Manage personal, family, cultural and business obligations

BSBSMB409A Build and maintain relationships with small business stakeholders

BSBSMB410A Review and implement energy efficiency in business operations

BSBSMB411A Manage specialist external advisory services

BSBSMB412A Introduce cloud computing into business operations

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

### **Imported Units**

FNSACC406A Set up and operate a computerised accounting system

PSPGOV407B Provide a quotation

SIRXQUA002A Lead a team to foster innovation

## BSB40507 Certificate IV in Business Administration

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBITS401A now BSBITS401B</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals who use well-developed administrative skills and a broad knowledge base in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## **Job roles**

- Accounts Supervisor
- Executive Personal Assistant
- Office Administrator
- Project Assistant.



## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30412 Certificate III in Business Administration or other relevant qualification/s

OR

- vocational experience in providing administrative or operational support to individuals and/or teams but without a formal business administration qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Receivable Clerk
- Accounts Payable Clerk
- Clerk
- Data Entry Operator
- Junior Personal Assistant
- Medical Records Officer
- Receptionist
- Office Administration Assistant
- Office Administrator
- Word Processing Operator.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB50407 Diploma of Business Administration.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating with colleagues and customers to gather information about their needs and to provide services</li> <li>• listening to and following complex oral instructions</li> <li>• proofreading and editing</li> <li>• writing clear and detailed instructions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• agreeing on the purpose and structure of documents, spreadsheets and databases with colleagues and clients</li> <li>• collecting feedback from customers and colleagues</li> <li>• coordinating and consulting with meeting participants</li> <li>• referring queries to colleagues</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing document requirements and using online help, manuals and user documentation</li> <li>• determining appropriate strategies to respond to user requests</li> <li>• diagnosing customer service complaints and taking steps to improve the service</li> <li>• making decisions about classification and storage of records</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• designing complex documents, databases and spreadsheets</li> <li>• evaluating tasks to improve efficiency</li> <li>• suggesting improvements to the structure and design of existing systems</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• organising resources, equipment and time lines</li> <li>• organising work schedules and meetings</li> <li>• planning future business technology requirements</li> <li>• planning task organisation to meet time lines</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• evaluating own performance and identifying areas for improvement</li> <li>• managing time and ensuring ergonomic requirements are met</li> <li>• planning and reviewing own work</li> </ul>

	<ul style="list-style-type: none"><li>• using judgement and discretion with confidential information</li></ul>
Learning	<ul style="list-style-type: none"><li>• actively participating in coaching and mentoring sessions to improve standards of service provision</li><li>• attending training/induction in the use of administrative systems</li></ul>
Technology	<ul style="list-style-type: none"><li>• maintaining existing business technology and planning for future requirements</li><li>• using business technology such as computers, word processing programs and printers</li></ul>

## **Packaging Rules**

**Total number of units = 10**

**10 elective units**

**5 elective units** must be selected from the **Group A** units listed below.

The remaining **5 elective units** may be selected from the **Group A** or **Group B** unit listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 elective 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.

### **Elective units**

#### **Group A units**

##### **Financial Administration**

BSBFIA401A Prepare financial reports

##### **General Administration**

BSBADM401B Produce complex texts from shorthand notes

BSBADM405B Organise meetings

BSBADM406B Organise business travel

BSBADM411A Produce complex texts from audio transcription

##### **Information Management**

BSBINM401A Implement workplace information system

##### **IT Analysis and Design**

BSBITA401A Design databases

##### **IT Use**

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

##### **Writing**

BSBWRT401A Write complex documents

#### **Group B units**

##### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

##### **E-Business**

BSBEBU401A Review and maintain a website

##### **Financial Administration**

BSBFIA402A Report on financial activity

##### **General Administration**

BSBADM407B Administer projects

BSBADM409A Coordinate business resources

**Innovation**

BSBINN301A Promote innovation in a team environment

**Interpersonal Communication**

BSBCMM401A Make a presentation

**IT Support**

BSBITS401B Maintain business technology

**Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

**Medical Services Administration**

BSBMED401B Manage patient record keeping system

**Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Relationship Management**

BSBREL401A Establish networks

**Research**

BSBRES401A Analyse and present research information

**Risk Management**

BSBRSK401A Identify risk and apply risk management processes

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

## BSB40610 Certificate IV in Business Sales

### Modification History

Release	Comments
Release 3	New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i> .  BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent
Release 2	New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i> .  Codes of some units have been updated.
Release 1	Initial release of this Qualification.

### Description

This qualification reflects the role of individuals who use well-developed business sales skills and a broad knowledge base in a wide variety of business sales contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others and have limited responsibility for the output of others, however they typically report to a more senior business sales practitioner.

### Job roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- sales account assistant
- sales agent
- sales representative.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification
- or
- with vocational experience in assisting sales team leaders, supervisors or managers to conduct sales activities but without a formal sales qualification.

### **Pathways from the qualification**

- BSB51207 Diploma of Marketing or a range of other Diploma qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability skill</b>	<b>Industry or enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• being appropriately assertive with clients and client representatives</li> <li>• establishing and using appropriate formal or informal business networks</li> <li>• establishing rapport and relationships with client and client representatives</li> <li>• using gestures, posture, body language, facial expressions and voice to create a supportive selling environment</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• identifying and using the strengths of other sales team members to promote the attainment of sales objectives</li> <li>• working as an individual or as part of a sales team to conduct sales activities and to support other team members in achieving sales targets and objectives</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• identifying and addressing reasons for potential buyer reluctance to purchase</li> <li>• refining the system of recording prospect information based on an evaluation</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• identifying and presenting options for cross-selling or up-selling</li> <li>• using initiative to develop sales prospects and lists of potential buyers</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• collecting the names of potential buyers likely to be interested in purchasing a product or service</li> <li>• pipelining and planning sales activities to identify sales solutions and prospects</li> <li>• securing sales prospects and supporting post-sale activities</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• establishing an individualised sales plan</li> <li>• managing stress, time and sales-related paperwork effectively</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring knowledge of products or services</li> <li>• obtaining feedback on the sales process and product or service satisfaction from customers</li> </ul>



Technology	<ul style="list-style-type: none"><li>• using business technology to process orders</li><li>• using the internet to obtain product information</li></ul>
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## **Packaging Rules**

**Total number of units = 10**

**4 core units *plus***

**6 elective units**

**4 elective units** must be selected from the elective units listed below.

**2 elective units** may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at this qualification level or Certificate III or Diploma level.

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

### **Core units**

BSBPRO401A Develop product knowledge

BSBREL402A Build client relationships and business networks

BSBSLS407A Identify and plan sales prospects

BSBSLS408A Present, secure and support sales solutions

### **Elective units**

#### **Customer service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **Financial administration**

BSBFIA402A Report on financial activity

#### **General administration**

BSBADM405B Organise meetings

BSBADM406B Organise business travel

BSBADM409A Coordinate business resources

#### **International business**

BSBINT401B Research international business opportunities

#### **Interpersonal communication**

BSBCMM401A Make a presentation

#### **IT use**

BSBITU301A Create and use databases

BSBITU402A Develop and use complex spreadsheets

#### **Marketing**

BSBMKG401B Profile the market

BSBMKG402B Analyse consumer behaviour for specific markets

BSBMKG408B Conduct market research

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

BSBMKG415A Research international markets

BSBMKG416A Market goods and services internationally

#### **Work health and safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Relationship management**

BSBREL401A Establish networks

BSBREL403A Implement international client relationship strategies

**Research**

BSBRES401A Analyse and present research information

**Sales**

BSBSLS501A Develop a sales plan

BSBSLS502A Lead and manage a sales team

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

**Imported units**

FNSSAM402A Implement a sales plan

## BSB40707 Certificate IV in Franchising

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBITS401A now BSBITS401B</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

### Description

This qualification reflects the role of individuals who apply well-developed skills and a broad knowledge base in relation to the franchising industry. They may act as a franchisee in any industry area and have managerial responsibilities for the franchise and the relationship with a franchisor.

### Job roles

- Franchisee – of one or more sites of a franchise operation within any industry sector.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience in small business, management or industry but without formal business qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Import/Export Clerk
- Office Administrator.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may wish to undertake:

- BSB50507 Diploma of Franchising
- BSB51107 Diploma of Management.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating the organisation's business practices systems and processes to individuals and teams</li> <li>• negotiating and resolving disputes with franchisors</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• forming networks of franchisees to inform best practice</li> <li>• using systems and strategies to actively encourage the team to conduct franchise business processes</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing strategies for compliance with franchisee obligations and legislative requirements</li> <li>• solving problems and disputes arising in the course of business operations and with franchisors</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• exercising initiative to contribute to continuous improvement</li> <li>• generating a range of options to overcome common operational difficulties</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing a financial plan to support business viability</li> <li>• planning for the management of a multiple site franchise by implementing and monitoring the plan</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• obtaining feedback on work performance and development</li> <li>• planning own work schedules</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• completing training on meeting franchisee requirements such as first aid, occupational health and safety, food handling</li> <li>• mentoring and coaching individuals and teams in continuous improvement processes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using computer systems and telecommunications devices to meet business needs and to compile activity and financial reports</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**3 core units *plus***

**7 elective units**

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

The remaining **2 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

### **Core units**

BSBFRA401B Manage compliance with franchisee obligations and legislative requirements

BSBFRA402B Establish a franchise

BSBFRA403B Manage relationship with franchisor

### **Elective units**

#### **Creative Thinking**

BSBCRT501A Originate and develop concepts

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **Franchising**

BSBFRA301B Work within a franchise

BSBFRA404B Manage a multiple site franchise

#### **General Administration**

BSBADM409A Coordinate business resources

#### **Intellectual Property**

BSBIPR405A Protect and use intangible assets in small business

#### **Interpersonal Communication**

BSBCM401A Make a presentation

#### **IT Support**

BSBITS401B Maintain business technology

#### **IT Use**

BSBITU401A Design and develop complex text documents

#### **Learning and Development**

BSBLED401A Develop teams and individuals

#### **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

#### **Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Relationship Management**

BSBREL401A Establish networks

**Research**

BSBRES401A Analyse and present research information

**Risk Management**

BSBRSK401A Identify risk and apply risk management processes

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT401A Write complex documents



## BSB40812 Certificate IV in Frontline Management

### Modification History

Release	Comments
Release 2.1	<p>Equivalent version released with <i>Version 9</i>:</p> <ul style="list-style-type: none"><li>• Two new units added to elective pool: BSBFLM313A and BSBFLM314A</li></ul>
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package Version 7.0</i>.</p> <p>Replaces and is equivalent to BSB40807 Certificate IV in Frontline Management.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSBOHS407A Monitor a safe workplace replaced with BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements.</li></ul>

## **Description**

This qualification reflects the role of individuals who take the first line of management in a wide range of organisational and industry contexts. They may have existing qualifications and technical skills in any given vocation or profession, yet require skills or recognition in supervisory functions. Typically they would report to a manager.

At this level frontline managers provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

## **Job roles**

- Coordinator
- Leading Hand
- Supervisor
- Team Leader.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualifications

OR

- with vocational experience in a supervisory role but no formal qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Import/Export Clerk
- Office Administrator
- Student Services Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB51107 Diploma of Management.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating with team members and management to ensure open communication channels and to clarify issues</li> <li>• resolving conflict and disputes in the work team</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• being a role model for other team members</li> <li>• consulting and developing objectives with the work team</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• developing risk management approaches</li> <li>• developing techniques to address faults and inefficiencies</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• identifying and developing opportunities for improved work practices</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• monitoring and adjusting operational performance by producing short-term plans, planning and acquiring resources and reporting on performance</li> <li>• preparing work plans and budgets</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• actively seeking feedback on own performance from clients and colleagues</li> <li>• prioritising tasks</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• coaching and mentoring colleagues and team members to support the introduction of change</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business technology such as computer programs and telecommunications to collect and manage information</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**4 core units *plus***

**6 elective units**, of which:

- at least **3 units** must be selected from the elective units below
- the remaining units:
  - may be from the elective units below
  - may be from any endorsed Training Package or accredited course at the same qualification level
  - must have no more than **1 unit** from either a Certificate III or Diploma qualification.

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

### **Core units**

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR402A Promote team effectiveness

### **Elective units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **Frontline Management**

BSBFLM313A Apply language, literacy and numeracy to support others in the workplace

BSBFLM314A Mentor others in the workplace to support their language, literacy and numeracy skill development

#### **General Administration**

BSBADM409A Coordinate business resources

#### **Information Management**

BSBINM401A Implement workplace information system

### **Innovation**

BSBINN301A Promote innovation in a team environment

### **Interpersonal Communication**

BSBCMM401A Make a presentation

### **IT Support**

BSBITS401B Maintain business technology

### **Learning and Development**

BSBLED401A Develop teams and individuals

### **Management**

BSBMGT403A Implement continuous improvement

BSBMGT404A Lead and facilitate off-site staff

### **Marketing**

BSBMKG413A Promote products and services

### **Project Management**

BSBPMG522A Undertake project work

### **Relationship Management**

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

### **Research**

BSBRES401A Analyse and present research information

### **Risk Management**

BSBRSK401A Identify risk and apply risk management processes

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

## **Workplace Effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

## **Writing**

BSBWRT401A Write complex documents

## BSB40907 Certificate IV in Governance

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG408A Apply contract and procurement procedures replaced with BSBPMG416A Apply project procurement procedures.</p>
Release 1	Initial release.

### Description

This qualification reflects the role of individuals who undertake the responsibilities required of a member of a Board of governance of an organisation. They would apply a broad knowledge of the business or core functions of organisations and contribute their skills and knowledge to monitoring and guiding the activities of the organisation at a Board level. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Board Member
- Coordinator of Quality Governance.



## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30107 Certificate III in Business or other relevant qualification/s

OR

- providing evidence of competency in the majority of units required for the BSB30107 Certificate III in Business or other relevant qualification/s

OR

- with some vocational experience in a range of environments working with boards of governance, but with no formal qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Import/Export Clerk
- Legal Secretary
- Office Administrator
- Secretary.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving the BSB40907 Certificate IV in Governance, candidates may undertake a range of Diploma qualifications in the BSB07 Business Services Training Package or other currently endorsed national Training Packages.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• networking and negotiating with relevant persons</li> <li>• providing information to stakeholders about the organisation's activities and Board decisions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• encouraging a team approach where individuals' contributions are recognised and documented</li> <li>• identifying people and delegating authority to relevant team members</li> <li>• supporting participation in decision making</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• seeking clarification of clauses in the constitution from experts</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• designing the process for the development of policy</li> <li>• questioning outcomes and actions of financial reports</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning regular community forums</li> <li>• setting directions for the future of the organisation</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• adhering to the operational structure of the Board and performing duties as per the job description</li> <li>• modelling respect for the organisation's culture and values</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• promoting and encouraging an environment which allows people to enhance their skills and knowledge</li> <li>• transferring competency to other situations</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using technology for communication, time scheduling, planning, financial management and asset management</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**3 core units *plus***

**7 elective units** suggest

At least **4** of the **elective units** must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, 1 unit may be selected from a Certificate III or Diploma qualification.

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

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

### **Core units**

#### **Governance**

BSBGOV401A Implement Board member responsibilities

BSBGOV402A Work within organisational structure

BSBGOV403A Analyse financial reports and budgets

#### **Elective units**

##### **Diversity**

BSBDIV301A Work effectively with diversity

##### **General Administration**

BSBADM502B Manage meetings

##### **Project Management**

BSBPMG416A Apply project procurement procedures

##### **Relationship Management**

BSBREL401A Establish networks

##### **Risk Management**

BSBRISK401A Identify risk and apply risk management processes

## **Small and Micro Business**

BSBSMB305A Comply with regulatory, taxation and insurance requirements for the micro business

BSBSMB404A Undertake small business planning

## **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

## **Writing**

BSBWRT401A Write complex documents

# BSB41013 Certificate IV in Human Resources

## Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Services Training Package Version 8.0</i> .

## Description

This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

### Job roles

- Human resources assistant
- Human resources coordinator
- Human resources administrator
- Human resources officer
- Payroll officer

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualifications
- OR
- with relevant vocational experience.

Examples of indicative job roles for candidates seeking entry based on their vocational experience include:

- Administration officer
- Executive personal assistant
- Human resources clerk
- Human resources officer
- Office administrator
- Project assistant
- Recruitment officer.

### **Pathways from the qualification**

- BSB50207 Diploma of Business
- BSB50613 Diploma of Human Resources Management.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• using communication to develop and maintain effective work relationships and networks</li> <li>• using negotiation and conflict-management skills to resolve issues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• actively encouraging consultation and cooperation on human resources initiatives</li> <li>• motivating, mentoring, coaching and developing staff</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• identifying and analysing industrial relations issues and methods to attract job applicants</li> <li>• assisting managers to address performance-management issues</li> <li>• implementing processes to resolve issues raised by co-workers</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• seeking and valuing contributions to develop and refine new ideas and approaches</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• gathering, organising and presenting workplace information</li> <li>• scheduling interviews and coordinating selection processes</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• ensuring that key tasks are undertaken to support organisational timeframes for human resources strategies, such as performance appraisal</li> <li>• planning own work, including predicting consequences and identifying improvements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• participating in professional networks and associations to obtain and maintain skills and knowledge</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• selecting and using a range of functions in a computer application</li> <li>• using business technology to produce reports</li> </ul>

## Packaging Rules

**Total number of units = 10**

**6 core units *plus***

**4 elective units**, of which:

- at least 2 units must be from the elective units listed below
- up to 2 units may be from an accredited course or any endorsed Training Package at Certificate III level or above.

Elective units chosen must be relevant to the work outcome and industry context for human resources.

### Core units

BSBHRM403B Support performance-management processes

BSBHRM404A Review human resources functions

BSBHRM405A Support the recruitment, selection and induction of staff

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR401A Establish effective workplace relationships

BSBWRK411A Support employee and industrial relations procedures

### Elective units

BSBADM405B Organise meetings

BSBCMM401A Make a presentation

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

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

BSBFIA302A Process payroll

BSBFIA402A Report on financial activity

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBITU304A Produce spreadsheets

BSBITU401A Design and develop complex text documents

BSBITU402A Develop and use complex spreadsheets

BSBITU404A Produce complex desktop published documents

BSBLED401A Develop teams and individuals

BSBREL401A Establish networks

BSBRES401A Analyse and present research information

BSBRKG404A Monitor and maintain records in an online environment

BSBRSK401A Identify risk and apply risk management processes

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWOR402A Promote team effectiveness



BSBWRT401 Write complex documents  
TAEDEL301A Provide work skill instruction

## BSB41107 Certificate IV in International Trade

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification released with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Change to packaging rules to include "The remaining 3 elective units may be selected from the remaining Group A or Group B units".</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBCUS403A now BSBCUS403B</li><li>• BSBITS401A now BSBITS401B</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals who use well-developed international trade skills and a broad knowledge base in a wide variety of international trade contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to a more senior international trade/business practitioner.

### **Job roles**

- Export Customer Service Coordinator
- Exporter
- Importer
- Trade Coordinator.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30612 Certificate III in International Trade or other relevant qualifications

OR

- with vocational experience in assisting international trade/business team leaders, supervisors or managers to conduct international trade/business activities but without formal international trade qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Export Clerk
- Import Clerk
- Import/Export Clerk.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB50807 Diploma of International Business.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating with parties, agents, suppliers and customers to ensure business is transacted in an efficient manner</li> <li>• using negotiation skills to obtain new client orders or prices</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• consulting with teams and individuals to allocate resources</li> <li>• planning and implementing team activities to meet customer needs</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• using procedures to resolve customer difficulties and complaints</li> <li>• utilising risk management processes to minimise potential adverse impacts and to maintain continuity of operations</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to new and emerging trends and changes in the international business environment</li> <li>• generating a range of continuous improvement suggestions to improve workplace policies and procedures</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• scheduling shipments so they depart and arrive within clients' required time lines</li> <li>• developing project plans including time lines, task breakdowns, roles and responsibilities</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• recognising the limitations of own experience and knowledge of international conventions, laws and finance and seeking advice from more experienced people where appropriate</li> <li>• working with attention to detail, thoroughness, accuracy and speed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• maintaining currency of knowledge and skills of international conventions, laws and finance</li> <li>• reflecting on own performance and analysing how it could be improved in the future</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using computer-based search technologies to locate learning resources and opportunities</li> </ul>

	<ul style="list-style-type: none"><li>• using computer-based software such as word processing and spreadsheets to organise resources</li></ul>
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## **Packaging Rules**

**Total number of units = 10**

**10 elective units**

**4 elective units** must be selected from the **Group A** units listed below.

**3 elective units** must be selected from the **Group B** units listed below.

The remaining **3 elective units** may be selected from the remaining **Group A** or **Group B** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

### **Group A units**

#### **Compliance**

BSBCOM405A Promote compliance with legislation

#### **International Business**

BSBINT401B Research international business opportunities

BSBINT405B Apply knowledge of import and export international conventions, laws and finance

BSBINT407B Prepare business advice on export Free on Board Value

BSBINT408B Prepare business advice on the taxes and duties for international trade transactions

BSBINT409B Plan for international trade

#### **Marketing**

BSBMKG415A Research international markets

BSBMKG416A Market goods and services internationally

#### **Relationship Management**

BSBREL403A Implement international client relationship strategies

### **Group B units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **General Administration**

BSBADM409A Coordinate business resources

#### **Information Management**

BSBINM401A Implement workplace information system

#### **Interpersonal Communication**

BSBCMM401A Make a presentation

#### **IT Support**

BSBITS401B Maintain business technology

**IT Use**

BSBITU401A Design and develop complex text documents

**Learning and Development**

BSBLED401A Develop teams and individuals

**Management**

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

BSBMGT404A Lead and facilitate off-site staff

**Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

**Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Relationship Management**

BSBREL401A Establish networks

**Research**

BSBRES401A Analyse and present research information

**Risk Management**

BSBRSK401A Identify risk and apply risk management processes

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

**Writing**

BSBWRT401A Write complex documents



## BSB41307 Certificate IV in Marketing

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>Qualification updated in <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Codes of some units have been updated.</p>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals who use well-developed marketing skills and a broad knowledge base in a wide variety of marketing contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to a more senior marketing practitioner.

Depending on the units selected to form the qualification, candidates may complete a generic marketing qualification or specialise in direct marketing, public relations or international marketing.

## **Job roles**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- direct marketing officer
- market research assistant
- marketing coordinator
- marketing officer
- public relations officer.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification

or

- with vocational experience in assisting marketing team leaders, supervisors or managers to conduct marketing communication activities but without formal marketing qualifications.

### **Pathways from the qualification**

- BSB51207 Diploma of Marketing or a range of Diploma qualifications.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative or regulatory requirements that impact on the unit.

## Entry Requirements

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability skill</b>	<b>Industry or enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"><li>• conducting marketing communications for a variety of target markets or audiences</li><li>• making a presentation to clients or a group of colleagues</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• working with team members to complete marketing communication activities</li><li>• working with team members to identify and allocate business resources</li></ul>
Problem-solving	<ul style="list-style-type: none"><li>• diagnosing problems in the allocation and use of business resources</li><li>• taking action to resolve issues arising when conducting work activities</li></ul>
Initiative and enterprise	<ul style="list-style-type: none"><li>• collecting information and market intelligence on expected market growth areas</li><li>• identifying, evaluating and suggesting marketing opportunities</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>• planning and implementing strategies to improve client relationships</li><li>• planning promotional activities, such as product launches</li></ul>
Self-management	<ul style="list-style-type: none"><li>• managing own time to ensure targets are met</li></ul>
Learning	<ul style="list-style-type: none"><li>• maintaining knowledge of products and services</li><li>• participating in ongoing professional development activities</li></ul>
Technology	<ul style="list-style-type: none"><li>• using a computer-based program to develop an audio-visual presentation</li><li>• selecting and using business technology suitable for a task</li></ul>

## **Packaging Rules**

**Total number of units = 10**

**4 core units *plus***

**6 elective units**

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

**3 elective units** may be selected from the elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at this qualification level. 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.

### **Core units**

BSBCMM401A Make a presentation

BSBMKG401B Profile the market

BSBMKG402B Analyse consumer behaviour for specific markets

BSBMKG408B Conduct market research

### **Elective units**

#### **Advertising**

BSBADV405A Perform media calculations

#### **Customer service**

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

#### **E-business**

BSBEBU401A Review and maintain a website

#### **Financial management**

BSBFIM501A Manage budgets and financial plans

#### **International business**

BSBINT401B Research international business opportunities

#### **IT analysis and design**

BSBITA401A Design databases

#### **IT use**

BSBITU301A Create and use databases

#### **Marketing**

BSBMKG409A Design direct response offers

BSBMKG410A Test direct marketing activities

BSBMKG411A Analyse direct marketing databases

BSBMKG412A Conduct e-marketing communications

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

BSBMKG415A Research international markets

BSBMKG416A Market goods and services internationally

#### **Work health and safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

**Product skills and advice**

BSBPRO401A Develop product knowledge

**Public relations**

BSBPUB401A Develop and apply knowledge of public relations industry

BSBPUB402A Develop public relations campaigns

BSBPUB403A Develop public relations documents

**Relationship management**

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

**Research**

BSBRES401A Analyse and present research information

**Risk management**

BSBRSK401A Identify risk and apply risk management processes

**Sales**

BSBSLS407A Identify and plan sales prospects

BSBSLS408A Present, secure and support sales solutions

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Workplace effectiveness**

BSBWOR401A Establish effective workplace relationships

**Writing**

BSBWRT401A Write complex documents

## BSB41412 Certificate IV in Work Health and Safety

### Modification History

Release	Comments
Release 3	<p>This version first released with BSB07 Business Training Package Version 8.1</p> <p>Typographical error - BSBPMG510A Manage projects replaced with BSBPMG522A Undertake project work</p>
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 1	<p>This Qualification first released with <i>BSB07 Business Training Package version 7.0</i>.</p> <p>Replaces and is equivalent to BSB41407 Certificate IV in Occupational Health and Safety.</p> <p>Total number of units increased from 9 to 10. BSB41407 is an elective only model, BSB41412 is a core plus elective model.</p>

### Description

This qualification is suitable for people working in a work health and safety (WHS) role who may or may not work under supervision. They may provide leadership and guidance to others and have some limited responsibility for the output of others.

The qualification reflects the role of workers who apply a broad knowledge base and well-developed skills in a wide variety of contexts and may include coordinators, advisors and facilitators.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates entering this qualification include:

- BSB30712 Certificate III in Work Health and Safety or other relevant Certificate III qualifications

OR

- vocational experience in work health and safety roles without a formal qualification.

### **Pathways from the qualification**

- BSB51312 Diploma of Work Health and Safety.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating and explaining measurement and evaluation to others and facilitating their contributions</li> <li>• communicating and explaining the work health and safety management system (WHSMS) plan to others in relation to their roles and responsibilities, and facilitating their contribution to implementation of the plan</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• assisting investigators and providing relevant information during investigations</li> <li>• assisting with obtaining information from those involved regarding actions and events leading up to, or occurring during or after an incident</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• applying knowledge of risk assessment to contribute to the selection of risk-assessment techniques, tools and processes for common hazards</li> <li>• contributing to the identification and assessment of barriers to the implementation and effectiveness of work health and safety (WHS) consultation and participation processes</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contacting responsible persons and relevant authorities when required</li> <li>• establishing and building relationships</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to setting up and running WHS consultation and participation processes</li> <li>• sequencing tasks, meeting timelines and running efficient and effective meetings</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• applying WHS policy to own and others' work areas and job roles</li> <li>• contributing to the implementation of the WHS policy as it applies to own work area and job role</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• identifying training requirements necessary for effective WHS consultation and participation processes</li> <li>• providing training to meet legal and other requirements</li> </ul>



Technology	<ul style="list-style-type: none"><li>• contributing to measurement and evaluation as it applies to own work area and job role</li><li>• using a range of software and communication media</li></ul>
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## **Packaging Rules**

**Total number of units = 10**

**5 core units *plus***

**5 elective units** of which:

- at least 3 units must be from Group A below
- the remaining units may be from:
  - Group A or Group B below
  - any currently endorsed Training Package or accredited course at the same qualification level or, if not listed below, 1 elective unit may be selected from a Certificate III or a Diploma.

The elective units chosen must be relevant to the work outcome and meet industry needs.

### **Core units**

BSBWHS402A Assist with compliance with WHS laws

BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation processes

BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control

BSBWHS405A Contribute to implementing and maintaining WHS management systems

BSBWHS406A Assist with responding to incidents

### **Elective units**

#### **Group A**

BSBCMM401A Make a presentation

BSBPMG522A Undertake project work

BSBRES401A Analyse and present research information

BSBSUS301A Implement and monitor environmentally sustainable work practices

BSBWHS407A Assist with claims management, rehabilitation and return-to-work programs

BSBWHS408A Assist with effective WHS management of contractors

BSBWHS409A Assist with workplace monitoring processes

BSBWHS410A Contribute to work-related health and safety measures and initiatives

PUAWER002B Ensure workplace emergency prevention procedures, systems and processes are implemented

#### **Group B**

BSBINN301A Promote innovation in a team environment

BSBMGT401A Show leadership in the workplace

BSBMGT403A Implement continuous improvement

BSBWRT401A Write complex documents

TAEASS301B Contribute to assessment

TAEDEL301A Provide work skill instruction



# BSB41513 Certificate IV in Project Management Practice

## Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Services Training Package Version 8.0</i> .

## Description

This qualification reflects the role of individuals who identify and apply project management skills and knowledge in a wide variety of contexts. They may be members of a project team but with no direct responsibility for the overall project outcomes. They support project operations in one or more roles and under direction may also use project tools and methodologies selectively to support organisational or business activities. They take responsibility for their own outputs in terms of organisational and project quality requirements, and may have limited responsibility for the output of others.

## Job roles

- Communications liaison
- Contracts officer
- Estimator and scheduler
- Project administrator
- Project analyst
- Project assistant
- Project coordinator
- Project officer
- Project records officer
- Project support
- Project team member
- Quality officer
- Small business operator.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification
- OR
- vocational experience in project-based work.

### **Pathways from the qualification**

After achieving this qualification candidates may, in order to progress into project management, undertake:

- BSB51413 Diploma of Project Management.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• assisting the project team to plan communications, facilitate information flow and review communications</li> <li>• communicating verbally with external parties and clients</li> <li>• participating in meetings, questioning and discussions, and making presentations</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• assisting with obtaining information from relevant sources throughout the project life cycle</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• recommending ways to eliminate causes of unsatisfactory performance of products and processes</li> <li>• resolving and preventing conflict in the team</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• generating a range of responses to new and emerging situations</li> <li>• translating ideas into action and measurable outcomes</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning work and project tasks for self and others</li> <li>• tracking actual effort against the project plan</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• undertaking the work in line with an agreed management plan and within delegated authority</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• identifying the learning and development needs of people working on the project and facilitating those needs being met</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using word processing packages to produce written plans, scope definitions, report on project activities, and communicate with stakeholders</li> </ul>

## Packaging Rules

**Total number of units = 9**

**3 core units *plus***

**6 elective units**, of which:

- at least 3 units must be from Group A below
- the remaining units:
  - may be from either Group A OR Group B
  - may be from any endorsed Training Package or accredited course at Certificate IV level or higher.

Elective units chosen must be relevant to the work and industry context for project practice. They must not include the choice of the unit BSBPMG522A Undertake project work.

### Core units

BSBPMG409A Apply project scope-management techniques

BSBPMG410A Apply project time-management techniques

BSBPMG411A Apply project quality-management techniques

### Elective units

#### Group A

BSBPMG412A Apply project cost-management techniques

BSBPMG413A Apply project human resources management approaches

BSBPMG414A Apply project information management and communications techniques

BSBPMG415A Apply project risk-management techniques

BSBPMG416A Apply project procurement procedures

BSBPMG417A Apply project life cycle management processes

BSBPMG418A Apply project stakeholder engagement techniques

#### Group B

BSBADM405B Organise meetings

BSBCCO405A Survey stakeholders to gather and record information

BSBLEG415A Apply the principles of contract law

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

CPPDSM4047A Implement and monitor procurement process

MSAENV472B Implement and monitor environmentally sustainable work practices

PSPETHC401A Uphold and support the values and principles of public service

PSPGOV422A Apply government processes

PSPPOL404A Support policy implementation

TLIE4006A Collect, analyse and present workplace data and information

## BSB41607 Certificate IV in Purchasing

### Modification History

Release	Comments
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBCUS403A now BSBCUS403B</li></ul>
Release 1	<p>Initial release of this Qualification.</p>



## **Description**

This qualification is designed for individuals with responsibilities for conducting purchasing activities in an organisation. They may work in any industry or organisational setting. They may have whole of procurement life cycle responsibilities or work in specific functions such as contract management or tendering. Typically those completing this qualification would report to a purchasing manager or contract manager.

## **Job roles**

- Procurement Officer
- Purchasing and Inventory Administrator
- Purchasing Assistant
- Purchasing Clerk
- Purchasing Officer
- Stock Control Officer.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience in assisting purchasing managers or coordinators to conduct purchasing activities but without formal purchasing qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Administrative Officer
- Customer Service Advisor
- Personal Assistant
- Small Business Assistant
- Student Services Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB51507 Diploma of Purchasing.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• clarifying service needs with customers</li> <li>• clearly communicating purchasing requirements to prospective suppliers</li> <li>• negotiating with online service providers for the purchase of goods and services</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• negotiating and confirming requirements for online trade with suppliers</li> <li>• working with personnel from regulatory authorities to arrange for the importation of goods</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• dealing with irregularities when reconciling organisational and online bill paying and transaction records</li> <li>• diagnosing problems in matching service delivery to customer needs</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• conducting research to identify sources/supplies for required products</li> <li>• developing options for improved services to customers</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing project plans including time lines, task breakdown and roles and responsibilities of team members</li> <li>• preparing and promoting specification documentation</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• behaving ethically when dealing with potential suppliers by following codes of practice for confidentiality and probity</li> <li>• managing time to ensure work is completed on time</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• learning from the review of previous projects</li> <li>• seeking assistance from senior colleagues to overcome difficulties in meeting customer service standards</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using business technology such as purchasing and word processing software to conduct purchasing activities</li> </ul>

## **Packaging Rules**

**Total number of units = 10**

**3 core units *plus***

**7 elective units**

**5 elective units** must be selected from the elective units listed below.

The remaining **2 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, **1 elective 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.

### **Core units**

BSBITU305A Conduct online transactions

BSBPUR401B Plan purchasing

BSBPUR402B Negotiate contracts

### **Elective units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

BSBCUS403B Implement customer service standards

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **General Administration**

BSBADM409A Coordinate business resources

#### **IT Use**

BSBITU401A Design and develop complex text documents

#### **Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

#### **Purchasing and Contracting**

BSBPUR403B Conduct international purchasing

#### **Relationship Management**

BSBREL401A Establish networks

#### **Research**

BSBRES401A Analyse and present research information

#### **Risk Management**

BSBRSK401A Identify risk and apply risk management processes

#### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

#### **Workplace Effectiveness**

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

**Writing**

BSBWRT401A Write complex documents

**Imported Units**

PSPGOV406B Gather and analyse information

PSPPROC406B Procure goods and services

PSPPROC411A Plan procurement

PSPPROC412A Develop and distribute requests for offers

PSPPROC413A Select providers and develop contracts

## BSB41707 Certificate IV in Recordkeeping

### Modification History

Release	Comments
Release 4	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBITS401A now BSBITS401B</li><li>• BSBRKG403B now BSBRKG403C</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals who apply well-developed recordkeeping skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### **Job roles**

- Medical Records Officer
- Records and Information Officer
- Records and Information Clerk.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30807 Certificate III in Recordkeeping or other relevant qualifications

OR

- after achieving the Recordkeeping Skill Set within this Training Package

OR

- with vocational experience in recordkeeping but without a formal qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Officer
- Assistant Records Clerk
- Assistant Registry Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB51707 Diploma of Recordkeeping.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.



## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating and documenting complex relationships</li> <li>• consulting about and negotiating solutions for information needs</li> <li>• preparing document specifications for managing records</li> <li>• promoting products and services to internal and/or external clients</li> <li>• using a high level of communication and linguistic competence</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• consulting and maximising team involvement in developing new systems and processes</li> <li>• delegating responsibilities and networking with others</li> <li>• relating to a diverse range of internal and external clients</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing systems and using design skills as required</li> <li>• generating solutions to workplace information and recordkeeping needs</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• analysing systems and using design skills as required</li> <li>• generating solutions to workplace information and recordkeeping needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• accessing, analysing and evaluating information</li> <li>• developing and validating procedures and guidelines</li> <li>• developing contingency plans and budgets</li> <li>• monitoring business performance and setting performance targets</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing time and ensuring compliance with legislation and organisational policies and procedures</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• improving the performance of systems based on feedback</li> <li>• maintaining knowledge of products and services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• collecting and manipulating data using appropriate technology</li> <li>• ensuring systems are appropriate for information storage, security and retrieval</li> </ul>



## **Packaging Rules**

**Total number of units = 10**

**4 core units *plus***

**6 elective units**

**2 elective units** must be selected from 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, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

### **Core units**

BSBRKG401B Review the status of a record

BSBRKG402B Provide information from and about records

BSBRKG403C Set up a business or records system for a small business

BSBRKG404A Monitor and maintain records in an online environment

### **Elective units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **E-Business**

BSBEBU401A Review and maintain a website

#### **Financial Administration**

BSBFIA402A Report on financial activity

#### **General Administration**

BSBADM409A Coordinate business resources

#### **Innovation**

BSBINN301A Promote innovation in a team environment

#### **Interpersonal Communication**

BSBCMM401A Make a presentation

### **IT Support**

BSBITS401B Maintain business technology

### **IT Use**

BSBITU401A Design and develop complex text documents

### **Learning and Development**

BSBLED401A Develop teams and individuals

### **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

### **Medical Services Administration**

BSBMED401B Manage patient record keeping system

### **Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### **Project Management**

BSBPMG522A Undertake project work

### **Relationship Management**

BSBREL401A Establish networks

### **Research**

BSBRES401A Analyse and present research information

### **Risk Management**

BSBRISK401A Identify risk and apply risk management processes

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

## **Workplace Effectiveness**

BSBWOR402A Promote team effectiveness

## **Writing**

BSBWRT401A Write complex documents

## BSB41807 Certificate IV in Unionism and Industrial Relations

### Modification History

Release	Comments
Release 4	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Elective unit BSBPMG510A replaced with BSBPMG522A.</p>
Release 3	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 7.0</i>.</p> <p>BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.</p>
Release 2	<p>New release of this Qualification with <i>BSB07 Business Services Training Package version 6.0</i>.</p> <p>Outdated advice removed.</p> <p>Unit codes updated:</p> <ul style="list-style-type: none"><li>• BSBCUS401A now BSBCUS401B</li><li>• BSBCUS402A now BSBCUS402B</li><li>• BSBITS401A now BSBITS401B</li></ul>
Release 1	<p>Initial release of this Qualification.</p>

## **Description**

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in unionism and industrial relations in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

## **Job roles**

- Union Organiser
- Workplace Union Representative.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB30112 Certificate III in Business or other relevant qualification/s

OR

- with vocational experience in assisting workplace union representatives conduct unionism activities but without formal unionism qualifications.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Administrative Officer
- Clerk
- Customer Service Advisor
- Legal Secretary
- Medical Secretary
- Personal Assistant
- Small Business Assistant
- Student Services Officer.

This breadth of expertise would equate to the competencies required to undertake this qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB51807 Diploma of Unionism and Industrial Relations.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.



## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating effectively with workers to encourage them to join the union, and to become involved in union activities and activism</li> <li>• negotiating with employers and employees during the bargaining process</li> <li>• providing advice to union members consistent with their literacy abilities</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing networks of people from diverse backgrounds to promote equality of opportunity and fair treatment</li> <li>• working within a team to identify opportunities to empower members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• predicting opposing arguments in a case before a tribunal and preparing key points to address them</li> <li>• solving workplace issues and problems individually or in teams</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• finding new ways of enabling others to shift their attitudes</li> <li>• presenting a range of options to resolve issues between members and employers</li> <li>• thinking laterally about problems to find new solutions</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning and organising contact and discussions with workers to promote unionism</li> <li>• preparing and presenting unfair dismissal cases before a tribunal</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• being self aware to ensure all members are treated fairly</li> <li>• modelling behaviour that supports the values of unionism and thereby encouraging confidence and belief in unionism as a way of improving workers' lives</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• advising members and representatives on strategies to implement union policies</li> <li>• reflecting on the success of negotiating tactics and strategies when representing a member or members before a tribunal</li> </ul>

Technology	<ul style="list-style-type: none"><li>• using computers and software to source information from the internet to research information relevant to a case before a tribunal</li><li>• using office technology to access, record and document information about negotiations or tribunal hearings</li></ul>
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## **Packaging Rules**

**Total number of units = 10**

**3 core units *plus***

**7 elective units**

**2 elective units** must be selected from the **Group A** units listed below.

At least **3 elective units** must be selected from the remaining **Group A** units or the **Group B** units listed below.

The remaining **2 elective units** may be selected from the **Group A** or **Group B** units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. 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.

### **Core units**

#### **Workplace Relations**

BSBWRK403A Communicate with workers

BSBWRK404A Promote equality of opportunity and fair treatment for all workers

BSBWRK405A Promote union values, principles and policies

### **Elective units**

#### **Group A units**

#### **Workplace Relations**

BSBWRK401A Develop and implement an organising plan

BSBWRK402A Empower workers

BSBWRK406A Participate in the bargaining process

BSBWRK407A Provide advice to union members

BSBWRK408A Undertake negotiations

BSBWRK409A Prepare for and participate in dispute resolution

#### **Group B units**

#### **Customer Service**

BSBCUS401B Coordinate implementation of customer service strategies

BSBCUS402B Address customer needs

#### **Financial Administration**

BSBFIA402A Report on financial activity

### **General Administration**

BSBADM409A Coordinate business resources

### **Innovation**

BSBINN301A Promote innovation in a team environment

### **Interpersonal Communication**

BSBCMM401A Make a presentation

### **IT Support**

BSBITS401B Maintain business technology

### **IT Use**

BSBITU401A Design and develop complex text documents

### **Learning and Development**

BSBLED401A Develop teams and individuals

### **Marketing**

BSBMKG413A Promote products and services

BSBMKG414B Undertake marketing activities

### **Relationship Management**

BSBREL401A Establish networks

### **Research**

BSBRES401A Analyse and present research information

### **Risk Management**

BSBRSK401A Identify risk and apply risk management processes

### **Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

## **Work Health and Safety**

BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements

## **Project Management**

BSBPMG522A Undertake project work

## **Writing**

BSBWRT401A Write complex documents

## **BSB41910 Certificate IV in Business (Governance)**

### **Modification History**

Not applicable.

## Description

### Descriptor

This qualification reflects the role of individuals who undertake responsibilities required of Aboriginal and Torres Strait Islander organisations, and who bring a wide range of knowledge, skills, talents and experience to their organisations.

Boards of Aboriginal and Torres Strait Islander community-managed organisations operate in two worlds; they have cultural obligations to their community as well as legal and financial obligations to the wider community and funding bodies.

In their special role of leading their organisations, board members would ensure that while fulfilling their duties, they are individually and collectively contributing the best value to the board, organisation and community.

### Job roles

Possible job roles relevant to this qualification include:

- board member
- contact officer or secretary
- manager and senior staff member in an Aboriginal and Torres Strait Islander organisation
- public servant working with Aboriginal and Torres Strait Islander boards of governance.
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## Pathways Information

### Qualification pathways

#### *Entry requirements*

There are no entry requirements for this qualification.

#### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

- some vocational experience working on or with a board of governance, but with no formal qualifications

OR

- full attendance and participation in introductory Corporate Governance workshops, Indigenous Leadership programs or other relevant non-accredited training

OR

- after achieving BSB30110 Certificate III in Business or other relevant qualifications.

#### *Pathways from the qualification*

BSB50710 Diploma of Business (Governance) and a range of other Diploma qualifications.

## Licensing/Regulatory Information

**Licensing, legislative, regulatory or certification considerations**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, Aboriginal and Torres Strait organisations operate in a variety of environments and some aspects of governance activities may be subject to legislation, rules, regulations and codes of practice relevant to different job roles and jurisdictions.

**Entry Requirements**

Not applicable.



## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• communicating in culturally appropriate ways</li> <li>• discussing information, questioning outcomes and actions, sharing ideas, and clarifying information with staff and other board members</li> <li>• networking and negotiating with members of the community</li> <li>• providing information to the community about the organisation's activities and board decisions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• encouraging a team approach where individual contributions are recognised and acknowledged</li> <li>• identifying people and delegating authority to relevant team members</li> <li>• making decisions in the best interests of the organisation and the community</li> <li>• seeking stakeholder participation in decision making</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing and evaluating information</li> <li>• ensuring activities follow the constitution and organisational policies and procedures</li> <li>• questioning outcomes and actions of financial reports</li> <li>• reviewing effectiveness and efficiency of decisions and direction of the organisation</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• reviewing the board and board members</li> <li>• seeking funding for new activities</li> <li>• adding value to, and building positive reputation of, the organisation</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing organisational plans</li> <li>• planning and organising annual meetings, general meetings and board meetings</li> <li>• planning regular community forums</li> </ul>

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
	<ul style="list-style-type: none"> <li>• setting directions for the future of the organisation</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• adhering to the operational structure of the board and performing responsibilities as per the role description</li> <li>• fulfilling duties and legal responsibilities</li> <li>• modelling respect for community culture and values</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• promoting an environment that encourages people to enhance their skills and knowledge</li> <li>• seeking advice from cultural and technical advisers</li> <li>• sharing skills with others</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using technology: <ul style="list-style-type: none"> <li>• for communication, time scheduling and planning</li> <li>• to gather information</li> </ul> </li> </ul>

## **Packaging Rules**

### **Packaging Rules**

**Total number of units = 12**

**7 core units** plus

**5 elective units**

**Three elective units** must be selected from the elective units listed below.

**Two units** may be selected from the elective units listed below, from elsewhere in this Training Package, or from any other currently endorsed Training Package or accredited course at this qualification level, or Certificate III or Diploma level.

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

### **Core units**

BSBATSIC412A Maintain and protect cultural values in the organisation

BSBATSIL411A Undertake the roles and responsibilities of a board member  
 BSBATSIL413A Review and apply the constitution  
 BSBATSIM416A Oversee organisational planning  
 BSBATSIM417A Implement organisational plans  
 BSBATSIM418A Oversee financial management  
 BSBATSIM419A Contribute to the development and implementation of organisational policies

**Elective units**

**ATSI governance**

BSBATSIC411C Communicate with the community  
 BSBATSIL408C Manage a board meeting  
 BSBATSIL412A Participate effectively as a board member  
 BSBATSIM414C Oversee the organisation's annual budget  
 BSBATSIM420A Oversee asset management  
 BSBATSIM421A Support a positive and culturally appropriate workplace culture  
 BSBATSIW416C Obtain and manage consultancy services  
 BSBATSIW417C Select and use technology

**Research**

BSBRES401A Analyse and present research information

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**NOTE:** This qualification is copyright to the Office of the Registrar of Indigenous Corporations.

**FNS30111 Certificate III in Financial Services**

**Modification History**

Release	Comments
Release 4	This version first released with <i>FNS10 Financial Services Training Package Version</i>

	<p>5.0.</p> <p>Add financial literacy unit to electives: <i>FNSFLT301A Be MoneySmart</i></p> <p>Update imported units: <i>BSBCCO304B</i> to <i>BSBCCO304C</i>; <i>BSBCMM301A</i> to <i>BSBCMM301B</i>; <i>BSBWOR203A</i> to <i>BSBWOR203B</i>; <i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>;</p> <p><i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBWOR301A</i> to <i>BSBWOR301B</i></p> <p>Qualification outcomes remain unchanged.</p>
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 3.1</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website</p>
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>New release created to correct unit title for <i>FNSPRT303A</i></p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Two (2) new units included for the life insurance sector: <i>FNSILF302A Process a life insurance</i></p>

	<p><i>application</i></p> <p><i>FNSILF303A Issue a life insurance policy</i></p> <p><i>Elective units included to meet the needs of the credit management sector:</i></p> <p><i>FNSACC301A Process financial transactions and extract interim reports</i></p> <p><i>FNSCRD301A Process applications for credit</i></p> <p><i>FNSCRD302A Monitor and control accounts receivable</i></p> <p><i>FNSCRD405A Manage overdue customer accounts</i></p> <p><i>FNSCUS402A Resolve disputes</i><i>BSBCMM301A Process customer complaints</i></p> <p><i>BSBCUS301A Deliver and monitor a service to customers</i></p> <p><i>BSBCUS403A Implement customer service standards</i></p> <p><i>BSBWOR301A Organise personal work priorities and development</i></p> <p><i>Elective units included to meet the needs of the superannuation sector:</i></p> <p><i>FNSSUP301A Process superannuation fund payments</i></p> <p><i>FNSSUP302A Establish, maintain and process superannuation records</i></p> <p><i>FNSSUP303A Process superannuation contributions</i></p> <p><i>FNSSUP304A Process Superannuation Rollover Benefits</i></p> <p><i>FNSSUP305A Implement member investment instructions</i></p> <p><i>FNSSUP306A Terminate superannuation plans</i></p> <p><i>Replaced PSPGOV414A Provide workplace mentoring with TAEDEL404A Mentor in the</i></p>
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	<p><i>workplace. This is considered a more appropriate unit for this qualification.</i></p> <p><i>Replaces FNS30110 Certificate III in Financial Services.</i></p>
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## Description

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry who perform duties such as:

- responding to customer enquiries
- sales and service
- maintaining financial records
- performing clerical duties
- applying fundamental skills in banking, credit management, insurance and retail financial services

## Pathways Information

### Pathways into the qualification

The primary pathway from this qualification is entry level employment in a range of financial services sectors.

### Pathways from the qualification

Depending on the sector entered specialist FNS10 Financial Services Training Package qualifications at Certificate III and IV would support career progression.

## Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## Entry Requirements

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and present it in report form</li> <li>• having the ability to question, clarify and evaluate information</li> <li>• investigating and negotiating to resolve disputes</li> <li>• liaising with internal and external personnel with an ability to ‘read’ verbal and non-verbal body language</li> <li>• using a range of techniques and sales skills to elicit feedback from customers</li> <li>• using specialist language in written and oral communication</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• receiving feedback on performance</li> <li>• referring matters to nominated person as required</li> <li>• working as a member of a team and applying knowledge of one’s own role to achieve team goals</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• using problem solving tools and techniques to balance and reconcile amounts</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing to solutions to workplace challenges</li> <li>• contributing to the design and preparation of reports to effectively present workplace information</li> <li>• identifying cross-selling opportunities</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to estates</li> <li>• planning work considering resources, time and other constraints</li> <li>• processing routine documents and maintaining files, managing information, and scheduling and coordinating competing tasks</li> </ul>

Self-management	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• operating within industry and organisational codes of practice, legislation and regulations</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of services and organisational policies and procedures</li> <li>• asking questions to clarify instructions</li> <li>• seeking advice on technical issues</li> <li>• using online help and manuals to solve basic technology problems</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes such as internet, software packages and email, to produce written correspondence and reports</li> <li>• using technology to assist the management of information and to assist the planning process</li> </ul>



## Packaging Rules

Packaging Rules

**13 units must be achieved:**

**4 core units**

*plus 9 elective units*

**6 elective units** must be selected from the elective list below.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

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

### *Core units of competency:*

- FNSINC301A Work effectively in the financial services industry
- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- BSBWOR204A Use business technology

### *Elective units of competency:*

- FNSACC301A Process financial transactions and extract interim reports
- FNSACC303A Perform financial calculations
- FNSACM302A Prepare, match and process receipts
- FNSACM303A Process payment documentation
- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSASIC303A Provide advice on First Home Saver Account Deposit Products and Non-cash Payments
- FNSASIC305A Provide Tier 2 personal advice in general insurance
- FNSCRD301A Process applications for credit
- FNSCRD302A Monitor and control accounts receivable
- FNSCRD405A Manage overdue customer accounts
- FNCSUS402A Resolve disputes
- FNSFLT301A Be MoneySmart
- FNSIAD301A Provide general advice on financial products and services
- FNSILF302A Process a life insurance application
- FNSILF303A Issue a life insurance policy
- FNSPRT301A Establish entitlements to an intestate estate
- FNSPRT302A Administer a non-complex estate
- FNSPRT303A Administer a non-completed trust
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS302A Handle foreign currency transactions
- FNSRTS303A Balance retail transactions

- FNSRTS304A Administer debit card services
- FNSRTS305A Process customer accounts
- FNSRTS306A Process customer transactions
- FNSRTS307A Maintain Automatic Teller Machine (ATM) services
- FNSRTS308A Balance cash holdings
- FNSRTS309A Maintain main bank account
- FNSRTS401A Manage credit card services
- FNSRTS402A Prepare government returns and reports
- FNSSUP301A Process superannuation fund payments
- FNSSUP302A Establish, maintain and process superannuation records
- FNSSUP303A Process superannuation contributions
- FNSSUP304A Process superannuation rollover benefits
- FNSSUP305A Implement member investment instructions
- FNSSUP306A Terminate superannuation plans
- BSBCCO203A Conduct customer contact
- BSBCCO304C Provide sales solutions to customers
- BSBCMM301B Process customer complaints
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards
- BSBITU304A Produce spreadsheets
- BSBITU305A Conduct online transactions
- BSBITU306A Design and produce business documents
- BSBRKG303B Retrieve information from records
- BSBRKG304B Maintain business records
- BSBWOR301B Organise personal work priorities and development
- TAEDEL404A Mentor in the workplace
-

## FNS30210 Certificate III in Personal Injury Management (ClaimsManagement)

### Modification History

Release	Comments
	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units:  <i>BSBWOR203A</i> to <i>BSBWOR203B</i>;  <i>BSBCMM301A</i> to <i>BSBCMM301B</i>;  <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>CHCTC302A</i> to <i>CHCTC302B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
<p><b>Release 2</b></p>	<p>This version first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>, this is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>PSPGOV414A Provide workplace mentoring</i> with <i>TAEDEL404A Mentor in the workplace</i>. This is considered a more appropriate unit for this qualification.</p>
<p><b>Release 1</b></p>	<p>This qualification first released with <i>FNS10 Financial Services Training Package Version 1.0</i>.</p>

## **Description**

This qualification is designed to reflect the role of entry level employees within the personal injury management sector, who apply a broad range of competencies using limited discretion and judgement within the claims management function. Work functions may include:

- processing case claims
- acting as a claims agent
- assisting in making workplaces and other relevant areas safe
- promoting health, safety and welfare of workers and others
- monitoring and review processes to ensure treatment is prompt, proactive and effective
- promoting and improving return to work outcomes.

## **Pathways Information**

### **Pathways into the qualification**

Entry into this qualification may be through personal injury management entry level job roles in the areas of:

- workplace injury insurance
- compulsory third party insurance (CTP)

### **Pathways from the qualification**

The primary pathway from this qualification is entry level employment the personal injury management sector. Other personal injury management specialist FNS10 Financial Services Training Package qualifications at Certificate III and IV would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and presenting it in report form</li> <li>• having the ability to question, clarify and evaluate information</li> <li>• possessing well-developed presentation skills with an ability to ‘read’ verbal and non-verbal body language</li> <li>• preparing and presenting correspondence in appropriate electronic format</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients, stakeholders and colleagues within area of responsibility</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• referring matters to nominated person as required</li> <li>• working as a member of a team and applying knowledge of one’s own role to achieve team goals</li> <li>• working with specialists for advice and on a referral basis</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating skills in calculating liability and refunds</li> <li>• resolving customer complaints within area of responsibility</li> <li>• reading and understanding policy documents</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing creative ideas to resolve workplace issues</li> <li>• referring non-routine problems to a nominated person</li> <li>• responding to changing situations in the workplace</li> <li>• identifying and delivering service within industry best practice requirements</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to claims</li> <li>• processing claims and policy data within defined guidelines</li> <li>• processing claims that have limited medical requirements</li> <li>• processing claims that may require periods of from work</li> <li>• processing low risk claims and claims with a low life span</li> <li>• processing routine documents and maintaining files,</li> </ul>

	<p>managing information and scheduling and coordinating competing tasks</p> <ul style="list-style-type: none"> <li>• reviewing and monitoring claims</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• operating within codes of ethics, codes of professional conduct, legislation and regulations</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of products, services and organisational policies and procedures</li> <li>• asking questions to clarify instructions</li> <li>• seeking advice on technical issues</li> <li>• using online help and manuals to solve basic technology problems</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating organisational business or records system</li> <li>• using business technology such as computers, and word processing and document management software</li> <li>• using databases, record system and workflow packages</li> </ul>

## Packaging Rules

**13 units** must be achieved.

**7 core units**

*plus 6 elective units*

**2 elective units** must be selected from the elective units listed below.

The remaining **4 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. All **elective units** may be selected from a Certificate III qualification; **2 elective units** may be selected from Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### *Core units of competency:*

- FNSPIM301A Process benefit payments
- FNSPIM302A Determine claim liability
- FNSPIM303A Work within the personal injury management sector
- FNSPIM304A Manage claims
- FNSPIM410A Collect, assess and use information
- BSBCUS301B Deliver and monitor a service to customers
- BSBWOR404B Develop work priorities

### *Elective units of competency:*

- FNCSUS401A Participate in negotiations
- BSBCMM301B Process customer complaints
- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- CHCTC302B Provide client-centred telephone counselling
- TAEDEL404A Mentor in the workplace
-

## FNS30311 Certificate III in Accounts Administration

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units: <i>BSWOR301A</i> to <i>BSWOR301B</i>; <i>BSBMM301A</i> to <i>BSBMM301B</i>; <i>BSBUS301A</i> to <i>BSBUS301B</i>; <i>BSBUS403A</i> to <i>BSBUS403B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaced <i>BSWOR204A Use business technology</i> with <i>BSBITU306A Design and produce business documents</i>. This is considered a more appropriate unit for this qualification.</p> <p>Correct typo <i>FNSRTS302C</i> should read <i>FNSRTS302A</i>.</p> <p>Replaces <i>FNS30310 Certificate III in Accounts Administration</i>.</p>

### Description

This qualification reflects the job roles of employees with functions that could include:



- filing, checking and processing financial data entry and processing accounts payable/accounts receivable
- providing customer service in financial transactions
- assisting in processing payroll
- front line cashiering and bank account maintenance
- assisting with entering transaction data to ledgers and maintaining a general ledger
- processing purchases and sales including EFT/e-business
- producing GST reports
- 

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is entry level employment in a range of financial services sectors. Specialist FNS10 Financial Services Training Package qualifications at Certificate IV such as Certificate IV in Bookkeeping or Certificate IV in Accounting would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>questioning, clarifying and evaluating information</li> <li>reading and reviewing a range of financial reports</li> <li>using specialist language in written and oral communication</li> <li>writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>referring matters to nominated person as required</li> <li>working as a member of a team and applying knowledge of one's own role to achieve team goals</li> <li>working with diverse persons and groups</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>checking reports for accuracy and correcting errors as required</li> <li>collecting, comparing and contrasting data in order to create reports</li> <li>using problem solving tools and techniques to solve reconciling problems</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>contributing to solutions to workplace challenges</li> <li>designing reports to effectively present workplace information</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>operating a computerised financial system</li> <li>maintaining accounts records for compliance purposes</li> <li>preparing, processing and maintaining financial records</li> <li>recording, gathering and classifying information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>managing own time and priorities and dealing with contingencies</li> <li>operating within industry standards, legislation and regulations</li> <li>taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>acquiring and applying knowledge of products, services and organisational policies and procedures</li> <li>applying knowledge of the industry to workplace activities</li> <li>learning new ideas, skills and techniques</li> <li>seeking appropriate technical help with stand-alone and online computerised systems</li> </ul>

Technology	<ul style="list-style-type: none"><li>• using electronic communication devices and processes (e.g. internet, organisational deposit facilities, software packages and email to produce written correspondence and reports)</li><li>• using technology to assist the management of information and meet compliance requirements</li></ul>
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## Packaging Rules

**11 units** must be achieved:

**7 core units**  
*plus 4 elective units*

**1 elective unit** must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

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

### *Core units of competency:*

- FNSACC301A Process financial transactions and extract interim reports
- FNSACC302A Administer subsidiary accounts and ledgers
- FNSACC303A Perform financial calculations
- FNSINC301A Work effectively in the financial services industry
- BSBOHS201A Participate in OHS processes
- BSBITU306A Design and produce business documents
- BSBWRT301A Write simple documents

### *Elective units of competency:*

- FNSACM301A Administer financial accounts
- FNSACM302A Prepare, match and process receipts
- FNSACM303A Process payment documentation
- FNSBKG402A Establish and maintain a cash accounting system
- FNSBKG403A Establish and maintain an accrual accounting system
- FNSBKG405A Establish and maintain a payroll system
- FNSCRD301A Process applications for credit
- FNSCRD302A Monitor and control accounts receivable
- FNSCRD405A Manage overdue customer accounts
- FNSORG301A Administer fixed asset register
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS302A Handle foreign currency transactions
- FNSRTS304A Administer debit card services
- FNSRTS307A Maintain Automatic Teller Machine (ATM) services
- FNSRTS308A Balance cash holdings
- FNSRTS309A Maintain main bank account
- FNFCUS402A Resolve disputes
- BSBCMM301B Process customer complaints
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards
- BSBFIA302A Process payroll

- BSBFIA401A Prepare financial reports
- BSBITU304A Produce spreadsheets
- BSBITU305A Conduct online transactions
- BSBRKG303B Retrieve information from records
- BSBRKG304B Maintain business records
- BSBWOR301B Organise personal work priorities and development

## FNS30410 Certificate III in Mercantile Agents

### Modification History

Release	Comments
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units: <i>BSBCMM301A</i> to <i>BSBCMM301B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>.</p> <p>This is considered a more appropriate unit for this qualification.</p>
Release 1	<p>This qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

### Description

This qualification is designed for job roles in the mercantile agents sector of the financial services industry.

## **Pathways Information**

### **Pathways into the qualification**

This qualification has three employment pathways for typical operational environments of mercantile agents. These cover:

- collections
- process serving
- repossessions

### **Pathways from the qualification**

The primary pathway from this qualification is entry level employment in the mercantile agent sector. Broader credit management learning building on this qualification such as Certificate IV in Credit management would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• developing and writing reports to specifications</li> <li>• using effective high level written and oral skills to negotiate resolutions</li> <li>• using persuasive techniques and sound telephone techniques to achieve a satisfactory outcome for clients</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• building rapport and trust with clients and liaising and cooperating with a wide range of persons</li> <li>• clarifying with others tasks to be completed</li> <li>• working with third party personnel to recover debts</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying investigative skills to collect information, conduct searches and locate defaulters</li> <li>• determining appropriate cost-effective recovery strategies</li> <li>• using modelling tools to test assumptions against a variety of scenarios</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying investigative skills to collect information, conduct searches and locate defaulters</li> <li>• determining appropriate cost-effective recovery strategies</li> <li>• using modelling tools to test assumptions against a variety of scenarios</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching, analysing and validating information relating to debts</li> <li>• developing and maintaining systems, records and reporting procedures</li> <li>• maintaining files, managing information, and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>• taking personal responsibility for complying with legal obligations</li> </ul>



	<ul style="list-style-type: none"> <li>• working within the legal, ethical and security considerations of the job role</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of legislation and legal procedures</li> <li>• applying learning to develop improved practices</li> <li>• asking questions to clarify instructions</li> <li>• developing and maintaining professional competency</li> <li>• maintaining detailed field notes to reflect on approaches taken in resolving disputes</li> <li>• using online help and manuals to solve basic technology problems</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using computer systems for research, store information and to generate reports</li> <li>• using electronic communication devices and processes (e.g. internet, email) to produce written correspondence and reports</li> <li>• using common business office equipment and monitoring its use and maintenance</li> </ul>

## **Packaging Rules**

**12 units** must be achieved:

**8 core units**  
*plus 4 elective units*

**2 elective units** must be selected from the elective units listed below.

The remaining **2 elective units** may be selected from the elective units listed any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

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

### **Core units of competency:**

- FNSCUS402A Resolve disputes
- FNSINC301A Work effectively in the financial services industry
- FNSMCA301A Collect debts
- FNSMCA303A Serve legal process
- FNSMCA304A Locate subjects
- BSBFIA301A Maintain financial records
- BSBFIA401A Prepare financial reports
- BSBWOR204A Use business technology

### **Elective units of competency:**

#### *Collections*

- FNSMCA401A Develop and document case recommendations
- FNSMCA402A Initiate legal recovery of debts

#### *Process Serving and Repossession*

- FNSMCA302A Repossess property

#### *General*

- BSBCMM301B Process customer complaints
- BSBCOM402B Implement processes for the management of a breach in compliance requirements
- BSBOHS201A Participate in OHS processes
- BSBPMG407A Apply risk management techniques
- FNSINC401A Apply principles of professional practice to work in the financial services industry

## FNS30511 Certificate III in General Insurance

### Modification History

Release	Comments
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units: <i>BSBWOR203A</i> to <i>BSBWOR203B</i>; <i>BSBCMM301A</i> to <i>BSBCMM301B</i>; <i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS30510 Certificate III in General Insurance</i>.</p>

### Description

This qualification reflects the job roles of employees in general insurance. Possible work functions may include:

- processing and issuing policies
- processing and settling claims
- responding to customer enquiries and maintaining customer database.

## **Pathways Information**

### **Pathways into the qualification**

The primary pathway from this qualification is employment in a range of environments including:

- administration
- handling claims
- providing customer service at a branch, by telephone, teleclaims or online.

### **Pathways from the qualification**

A further learning pathway utilising qualifications such as Certificate IV in General Insurance or a specialist insurance qualification would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and present in report form</li> <li>• having the ability to question, clarify and evaluate information</li> <li>• investigating and negotiating to resolve disputes</li> <li>• liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language</li> <li>• using a range of techniques and sales skills to elicit feedback from customers</li> <li>• using specialist language in written and oral communication</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• receiving feedback on performance</li> <li>• referring matters to nominated person as required</li> <li>• working as a member of a team and applying knowledge of one's own role to achieve team goals</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• investigating skills to provide information to assist with the determination of entitlements for persons where estates are to be finalised</li> <li>• using problem solving tools and techniques to balance and reconcile amounts</li> </ul>
Initiative and Enterprise	<ul style="list-style-type: none"> <li>• contributing to solutions to workplace challenges</li> <li>• contributing to the designing and preparation of reports to effectively present workplace information</li> <li>• identifying cross-selling opportunities</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to estates</li> <li>• planning work considering resources, time and other constraints</li> <li>• processing routine documents and maintaining files, managing information, and scheduling and coordinating competing tasks</li> <li>• undertaking contingency planning and risk management to meet client needs within area of responsibility</li> </ul>

Self-management	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• operating within codes of ethics, codes of professional conduct, legislation and regulations</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of services and organisational policies and procedures</li> <li>• asking questions to clarify instructions</li> <li>• seeking advice on technical issues</li> <li>• using online help and manuals to solve basic technology problems</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes such as internet software packages and email, to produce written correspondence and reports</li> <li>• using technology to assist the management of information and to assist the planning process</li> </ul>

## **Packaging Rules**

**13 units** must be achieved.

**5 core units**  
*plus 8 elective units*

**3 elective unit** must be selected from **Group A**.

A further **3 elective unit** must be selected from **Group A or B**.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

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

### ***Core units of competency:***

- FNSINC301A Work effectively in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- BSBWOR204A Use business technology

### ***Elective units of competency:***

#### ***Group A***

#### **(Insurance services)**

- FNSISV301A Evaluate risk for renewal business
- FNSISV302A Process alteration to insurance policy
- FNSISV303A Issue contract of insurance
- FNSISV304A Issue renewal advice
- FNSISV305A Issue cancellation advice
- FNSISV306A Receive and record or register a claim
- FNSISV307A Follow organisation procedures to process claim
- FNSISV308A Process facultative and treaty reinsurance claim
- FNSISV309A Settle claims
- FNSISV310A Process claims payments

#### ***Group B***

#### **ASIC**

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance

**General**

- FNSSAM301A Identify opportunities for cross-selling products and services
- FNSIAD301A Provide general advice on financial products and services
- BSBCCO203A Conduct customer contact
- BSBCMM301B Process customer complaints
- BSRKKG304B Maintain business records



## FNS30610 Certificate III in Insurance Broking

### Modification History

Release	Comments
Release 3	<p>This version first released with FNS10 Financial Services Training Package version 5.0.</p> <p>Update imported units: BSBWOR203A to BSBWOR203B; BSBCMM301A to BSBCMM301B.</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with FNS10 Financial Services Training Package version 2.0.</p> <p>Minor changes in unit title requiring new unit version.</p>
Release 1	<p>This qualification first released with FNS10 Financial Services Training Package version 1.0.</p>

### Description

This qualification is designed to reflect the role of entry level employees carrying out work in insurance broking in a range of environments including as a member of a team in a large organisation or a small broking practice.

Possible work functions may include:

- assisting in managing broking business on behalf of a client
- handling customer complaints
- responding to customer enquiries for insurance broking products and services
- assisting a broking client with an insurance claim.

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in insurance broking industry in service and support roles.

A further learning pathway utilising qualifications such as Certificate IV in Insurance Broking would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and presenting it in report form</li> <li>• having the ability to question, clarify and evaluate information</li> <li>• possessing well-developed presentation skills with an ability to ‘read’ verbal and non-verbal body language</li> <li>• preparing and presenting correspondence in appropriate electronic format</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients and colleagues within area of responsibility</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• referring matters to nominated person as required</li> <li>• working as a member of a team and applying knowledge of one’s own role to achieve team goals</li> <li>• working with specialists for advice and on a referral basis</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating skills in calculating finances</li> <li>• reading and understanding policy documents</li> <li>• resolving customer complaints within area of responsibility</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing creative ideas to resolve workplace issues</li> <li>• referring non routine problems to a nominated person</li> <li>• responding to changing situations in the workplace</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to claims</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• operating within codes of ethics, codes of professional conduct, legislation and regulations</li> </ul>

	<ul style="list-style-type: none"> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of products, services and organisational policies and procedures</li> <li>• asking questions to clarify instructions</li> <li>• seeking advice on technical issues</li> <li>• using online help and manuals to solve basic technology problems</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating organisational business or records system</li> <li>• using business technology such as computers, and word processing and document management software</li> <li>• using databases, record system and workflow packages</li> </ul>

## Packaging Rules

**12 units** must be achieved.

**6 core units**  
*plus 6 elective units*

**4 elective units** must be selected from **the elective units listed** below that includes the recommended electives for those wishing to work in insurance broking support roles.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. **1** of these may be selected from a Certificate II qualification; **2** of these elective may be selected from a Certificate III qualification.

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

### *Core units of competency:*

- FNSIBK301A Provide insurance broking services in response to a customer enquiry
- FNSIBK401A Research and analyse client and industry information for a broking risk assessment
- FNSIBK402B Provide personal advice in general insurance broking products and services
- FNSIBK403A Implement an agreed insurance program for a broking client
- FNSIBK404A Provide a claims service to an insurance broking client
- FNSINC301A Work effectively in the financial services industry

### *Elective units of competency*

- FNSACC301A Process financial transactions and extract interim reports
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance
- FNSCUS401A Participate in negotiations
- FNSIBK302B Provide general advice in general insurance broking products and services
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBCMM201A Communicate in the workplace
- BSBCMM301B Process customer complaints
- BSBWOR203B Work effectively with others
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## FNS40111 Certificate IV in Credit Management

### Modification History

Release	Comment
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units:</p> <p><i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>;</p> <p><i>BSBCMM301A to BSBCMM301B</i>; <i>BSBCUS403A to BSBCUS403B</i>; <i>BSBWOR501A to BSBWOR501B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Advice relating to regulatory requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBCOM405A Promote compliance with legislation</i> with <i>FNSCMP401A Conduct individual work within a compliance framework</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p>

	Replaces <i>FNS40110 Certificate IV in Credit Management</i> .
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## **Description**

This qualification reflects entry level job roles in credit management that apply in a range of financial services sectors and to credit management functions in other industries.

## **Pathways Information**

### **Pathways into the qualification**

The primary pathway into this qualification is entry level employment in job roles including:

- credit officer
- reconciliation officer
- customer service officer
- credit manager (in smaller organisations)

### **Pathways from the qualification**

A learning pathway such as Diploma of Credit Management would support career progression.

## **Licensing/Regulatory Information**

Work functions in this occupational area are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• assisting clients to identify financial goals and to prioritise and assess their current financial situation</li> <li>• liaising with debtors and using negotiation strategies to resolve disputes, queries and problems</li> <li>• providing financial counselling and communicating in plain language</li> <li>• using excellent interpersonal, telephone and written skills</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• liaising with clients, debtors and a range of other people internal and external to the organisation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and synthesising information and determining levels of credit risk</li> <li>• applying risk management criteria in assessing credit applications and security requirements</li> <li>• calculating interest/loan repayments</li> <li>• collecting, comparing and contrasting data</li> <li>• comparing products and services in order to offer clients different options</li> <li>• using problem solving tools and techniques</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• generating a range of options for clients to consider</li> <li>• initiating legal processes in line with client need and legal requirements</li> <li>• referring non-routine problems to a nominated person</li> <li>• translating ideas into action</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching, analysing and validating information relating to debts</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>



Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• defining and understanding own work role</li> <li>• taking to management, concerns with own level of responsibility</li> <li>• understanding and acting to ensure compliance requirements are met</li> <li>• working ethically and complying with organisational, professional code of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of credit legislation, products and services</li> <li>• applying learning to develop improved practices</li> <li>• coaching and mentoring others to acquire new knowledge and skills</li> <li>• contributing to the learning of others through implementing team building exercises</li> <li>• developing and maintaining professional competency</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating the organisation's business or records management system</li> <li>• using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents</li> <li>• using technology to assist the management of information and to assist the planning process</li> </ul>

## Packaging Rules

**12 units** must be achieved:

**9 core units**

*plus 3 elective units.*

**3 elective units** may be selected from the elective units listed below or any other qualification at Certificate IV level within the FNS training package.

**2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III, Certificate IV or Diploma qualification.

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

### *Core units of competency:*

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD403A Manage and recover bad and doubtful debts
- FNSCRD404A Utilise the legal process to recover outstanding debt
- FNSCRD405A Manage overdue customer accounts
- FNSCUS402A Resolve disputes
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSORG401A Conduct individual work within a compliance framework
- FNSRSK401A Implement risk management strategies

### *Elective units of competency:*

- FNSACC401A Process business tax requirements
- FNCSNV506A Establish and manage a trust account
- FNSCRD503A Promote understanding of the role and effective use of consumer credit
- FNSRSK502A Assess risks
- BSBCCO203A Conduct customer contact
- BSBCMM301B Process customer complaints
- BSBCUS403B Implement customer service standards
- BSBFIA401A Prepare financial reports
- BSBMGT405A Provide personal leadership
- BSBOHS201A Participate in OHS processes
- BSBSMB407A Manage a small team
- BSBWOR402A Promote team effectiveness
- BSBWOR501B Manage personal work priorities and professional development
-

## FNS40211 Certificate IV in Bookkeeping

### Modification History

Release	Comments
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units: <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBSMB405A</i> to <i>BSBSMB405B</i>; <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Minor editing changes. Removal of reference to <i>Information Kit</i>.</p>
Release 1	<p>This qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS40210 Certificate IV in Bookkeeping</i>.</p>

### Description

This qualification is designed to reflect the job roles of contract bookkeepers and employees performing bookkeeping tasks for organisations in a range of industries.

A Business Activity Statement (BAS) service is a tax agent service that includes, but is not limited to, the following:

- preparing or lodging an approved form about a taxpayer's liabilities, obligations or entitlements under a BAS provision;
- giving a taxpayer advice about a BAS provision that the taxpayer can reasonably be expected to rely upon to satisfy their taxation obligations; or
- dealing with the Commissioner on behalf of a taxpayer in relation to a BAS provision.

Persons providing a BAS service must be registered by the Tax Practitioner's Board and this qualification is currently cited as meeting the educational requirements for registration. Other conditions apply including a designated period of experience. Persons seeking BAS agent registration should check current registration requirements with the Board as this is regularly reviewed.

## **Pathways Information**

### **Pathways into the qualification**

- Certificate III in Accounts Administration

### **Pathways from the qualification**

The primary pathway from this qualification is employment in a bookkeeping job role with functions that include:

- establishing and maintaining manual and computerised accounting systems
- completing Business Activity Statements (BAS) and other office financial statements
- developing bookkeeping management systems for organisations
- general administration.

A further learning pathway utilising qualifications such as Diploma of Accounting would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• creating manuals and flowcharts</li> <li>• developing and writing reports to specifications</li> <li>• establishing and maintaining networks</li> <li>• preparing and presenting information in appropriate electronic format</li> <li>• questioning, listening and clarifying client's requirements</li> <li>• reading and interpreting workplace information</li> <li>• using interpersonal skills (e.g. liaising, listening and consulting)</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• applying knowledge of own role as a team member to meet workplace outcomes</li> <li>• working with management to determine organisational reporting requirements</li> <li>• working with others such as clients and external experts</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating, forecasting and analysis skills</li> <li>• analysing and verifying source documents</li> <li>• checking and coding data, reconciling accounts, verifying and correcting discrepancies</li> <li>• determining security protocols</li> <li>• identifying OHS hazards and applying risk control</li> <li>• performing calculations</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• analysing organisation's business opportunities to determine cash or accrual accounting system and payment options in consultation with management</li> <li>• investigating accounting discrepancies</li> <li>• referring non-routine problems to a nominated person</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• ensuring the integrity of systems, records and reporting procedures are maintained</li> </ul>

	<ul style="list-style-type: none"> <li>• maintaining accounting records for compliance purposes</li> <li>• preparing, processing and maintaining financial records including payroll</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> <li>• recording, gathering and classifying information</li> <li>• setting up, maintaining and reviewing systems</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• applying time management strategies to own work schedule</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>• working ethically and complying with industry professional code of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• adapting to change in technology and/or work practices</li> <li>• following workplace safety procedures</li> <li>• identifying opportunities for own professional development</li> <li>• maintaining currency of knowledge of legislation and industry requirements</li> <li>• seeking information, advice or services that fall outside scope of operation</li> <li>• using online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• applying data entry and keyboard skills</li> <li>• operating computers, using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using accounting specific software packages</li> <li>• using business technology to access, enter and monitor information</li> </ul>

## Packaging Rules

**13 units** must be achieved:

**9 core units**  
*plus 4 elective units*

The **4 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course.

Elective units may be selected from a Certificate IV or Diploma qualification; **2 elective units** may be selected from a Certificate III qualification.

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

### *Core units of competency:*

- FNSBKG401A Develop and implement policies and procedures relevant to bookkeeping activities
- FNSBKG402A Establish and maintain a cash accounting system
- FNSBKG403A Establish and maintain an accrual accounting system
- FNSBKG404A Carry out business activity and instalment activity statement tasks
- FNSBKG405A Establish and maintain a payroll system
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- BSBFIA401A Prepare financial reports
- BSBITU306A Design and produce business documents
- BSBOHS201A Participate in OHS processes

### *Elective units of competency:*

- FNSACC302A Administer subsidiary accounts and ledgers
- FNSACC303A Perform financial calculations
- FNSACC404A Prepare financial statements for non-reporting entities
- FNSACC405A Maintain inventory records
- FNSACC406A Set up and operate a computerised accounting system
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards
- BSBFRA301B Work within a franchise
- BSBFRA403B Manage relationship with franchisor
- BSBITU402A Develop and use complex spreadsheets
- BSBSMB405B Monitor and manage small business operations
- BSBWOR501B Manage personal work priorities and professional development
- BSBWRT301A Write simple documents

**NOTE** The workplace context for this qualification should guide the selection of elective units. Examples of appropriate units in the elective bank that may suit particular work contexts include:

*(Contract Bookkeeper)*

- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards

*(Small Bookkeeping Business Owner)*

- BSBSMB405B Monitor and manage small business operations
- BSBWOR501B Manage personal work priorities and professional development

*(Permanent Paid Bookkeeper - working for an enterprise)*

- BSBCUS403B Implement customer service standards
- BSBWOR501B Manage personal work priorities and professional development

*(Franchise Bookkeeper)*

- BSBFRA301B Work within a franchise
- BSBFRA403B Manage relationship with franchisor



## FNS40310 Certificate IV in Personal Injury Management (Claims Management)

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>CHCCOM3C Utilise specialist communication skills to build strong relationships</i> replaced by equivalent unit <i>CHCCOM403A Use targeted communication skills to build relationships</i>; <i>CULMS406C Deliver information, activities and events</i> replaced by equivalent unit <i>CULEVP401A Present information on activities, events and public programs</i></p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

## **Description**

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It may involve supervision or leadership and guidance with some limited responsibility for the claims processing of others. Possible work functions may include:

- processing case claims within a large organisation
- working as a claims agent
- coordinating case claims
- managing a claims team
- analysing claims
- resolving disputes
- leading and supporting a team
- monitoring and processing claims in accordance with underwriting requirements
- 

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates entering this qualification include:

- FNS30210 Certificate III in Personal Injury Management (Claims Management)

### **Pathways from the qualification**

The primary pathway from this qualification is employment in the personal injury management sector that may relate to job roles within:

- workplace injury insurance
- compulsory third party insurance (CTP)

A further learning pathway utilising qualifications such as Diploma of Personal Injury Management would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• actively consulting stakeholders and seeking feedback</li> <li>• developing and writing reports to specifications</li> <li>• fostering stakeholder relationships and providing a high level of customer service and relationship management</li> <li>• presenting cases at conciliation conferences, courts, tribunals and reviewing hearings</li> <li>• using effective high level written and oral skills to mediate, negotiate and facilitate resolutions</li> <li>• using external networks and providing advice on rehabilitation services</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• working effectively within a multi-disciplinary team</li> <li>• working with a wide range of experts inside and outside the organisation, such as medical and rehabilitation advisers and job search case managers for job placement</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and assessing the injured person's capability to return to work</li> <li>• collecting, comparing and contrasting data</li> <li>• costing rehabilitation services and return to work plans</li> <li>• developing and implementing payment schedules</li> <li>• using dispute resolution techniques</li> <li>• using judgement and decision making skills</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• developing and using techniques to assist the long-term management of clients' injuries</li> <li>• developing innovative approaches to return to work strategies</li> <li>• matching employer's requirements and worker's capabilities</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• conducting initial assessments, and developing and monitoring return to work plans and rehabilitation plans</li> <li>• coordinating and securing resources to assist injured persons</li> <li>• developing and implementing contingency management strategies to keep clients informed on the progress of their case</li> <li>• monitoring, reviewing and closing cases</li> </ul>

	<ul style="list-style-type: none"> <li>• preparing for hearings</li> <li>• researching stakeholder educational needs and documenting information</li> <li>• using and maintaining systems, records and reporting procedures</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• applying case load management skills</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• representing organisation in a professional manner at hearings and court cases</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• arranging induction and training for injured workers at place of employment</li> <li>• educating injured persons on job search techniques</li> <li>• maintaining currency of knowledge of legislation, injury management models and related services</li> <li>• referring claimants to external rehabilitation services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• using business technology such as computers, and word processing and document management software</li> <li>• using presentation equipment and materials</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## **Packaging Rules**

**13 units** must be achieved.

**4 core units**  
*plus 9 elective units*

- at least 5 elective units of competency must be selected from the elective bank below
- a minimum of 2 electives must be selected from units aligned to Certificate IV qualifications in the FNS10 Financial Services or another endorsed Training Package
- a maximum of 2 electives can be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course
- a maximum of 2 electives can be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

### ***Core units of competency:***

- FNCSUS402A Resolve disputes
- FNSISV405A Analyse insurance claims
- FNPSIM303A Work within the personal injury management sector
- FNPSIM409A Maintain customer relationship

### ***Elective units***

- BSBRES401A Analyse and present research information
- BSBPMG510A Manage projects
- CHCCOM403A Use targeted communication skills to build relationships
- CULEVP401A Present information on activities, events and public programs
- FNCSUS401A Participate in negotiations
- FNPSIM304A Manage claims
- FNPSIM401A Plan and implement rehabilitation and return to work and health strategies
- FNPSIM402A Represent personal injury management agent or insurer at conciliation and review hearings
- FNPSIM403A Educate clients on personal injury management issues
- FNPSIM404A Assist injured persons with job placement
- FNPSIM405A Facilitate a return to work
- FNPSIM411A Manage personal injury case loads

## **FNS40410 Certificate IV in Personal Injury Management (ReturntoWork)**

### **Modification History**

<b>Release</b>	<b>Comments</b>
Release 2	<p>This version was first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>HLTHIR403B</i> to <i>HLTHIR403C</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification was first released with FNS10 Financial Services Training Package version 1.0.</p>

## **Description**

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It involves assisting persons returning to work, ensuring that organisations adhere to return to work programs, educating stakeholders, and maintaining a return to work information base. It may involve supervision or leadership and guidance to others in resolving return to work matters. Possible work functions may include:

- negotiating return to work plans and strategies with stakeholders
- assisting in developing an injury management strategy
- assisting work participation for people with disabilities
- educating stakeholders on return to work matters
- liaison and collaboration with other parties involved in the return to work process
- assessing rehabilitation options
- assessing workplaces for return to work suitability
- evaluating the success of programs and strategies
- 

## **Pathways Information**

### **Pathways into the qualification**

The primary pathway into this qualification is employment in the personal injury management sector that may relate to return to work management job roles within:

- workplace injury insurance
- compulsory third party insurance

### **Pathways from the qualification**

A further learning pathway utilising qualifications such as FNS50110 Diploma of Personal Injury Management would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>actively consulting stakeholders and seeking client feedback</li> <li>communicate effectively with people in distress</li> <li>developing and writing reports to specifications</li> <li>fostering client and stakeholder relationships and providing a high level of customer service and relationship management</li> <li>presenting education materials in an effective manner</li> <li>using effective high level written and oral skills to mediate, negotiate and facilitate resolutions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>working effectively within a multi-disciplinary team</li> <li>working with a wide range of experts inside and outside the organisation, such as senior management and insurer representatives</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>collecting, comparing and contrasting data</li> <li>developing and analysing return to work programs</li> <li>developing and implementing review schedules</li> <li>using dispute resolution techniques</li> <li>using judgement and decision making skills</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>developing innovative approaches to prepare return to work strategies</li> <li>matching employer's requirements and workplace terms and conditions with client needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>conducting initial assessments, and developing and monitoring return to work programs in a changing environment</li> <li>identifying risks to return to work program success and preparing contingency plans</li> <li>monitoring industry and workplace policy trends</li> <li>preparing for presentations and negotiations</li> <li>researching clients' educational needs and documenting information</li> <li>using and maintaining systems, records and reporting procedures</li> </ul>



Self-management	<ul style="list-style-type: none"> <li>• applying return to work management skills</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• representing organisation in a professional manner at meeting and negotiations</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• advising stakeholders on rehabilitation and return to work services</li> <li>• arranging induction and training for workers within the return to work team</li> <li>• maintaining currency of knowledge of legislation, return to work management models and related services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• using business technology such as computers, and word processing and document management software</li> <li>• using presentation equipment and materials</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## **Packaging Rules**

**13 units** must be achieved.

**4 core units**

*plus 9 elective units*

- at least 7 elective units of competency must be selected from the elective bank below
- a maximum of 2 electives must be selected from units aligned to Certificate IV qualifications in FNS10 Financial Services or another endorsed Training Package
- a maximum of 2 electives can be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course
- a maximum of 2 electives can be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

### ***Core units of competency:***

- BSBWOR401A Establish effective workplace relationships
- FNSPIM303A Work within the personal injury management sector
- FNSPIM403A Educate clients on personal injury management issues
- PSPIM504A Contribute to a quality injury management system

### ***Elective units of competency:***

- BSBHRM604A Manage employee relations
- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- CHCDIS509D Maximise participation in work by people with disabilities
- FNSCUS401A Participate in negotiations
- FNSPIM401A Plan and implement rehabilitation and return to work and health strategies
- FNSPIM502A Facilitate workplace assessment with stakeholders for personal injury cases
- PSPGOV509A Conduct evaluations
- PSPIM402A Undertake initial rehabilitation assessments
- PSPIM404A Conduct situational workplace assessments
- PSPIM405A Develop return to work plans
- PSPIM406A Implement and monitor return to work plans
-

## **FNS40510 Certificate IV in Personal Injury Management (Underwriting)**

### **Modification History**

<b>Release</b>	<b>Comments</b>
<b>Release 2</b>	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>BSBCUS301A</i> to <i>BSBCUS301B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
<b>Release 1</b>	<p>This qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

## **Description**

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It may involve supervision or leadership and guidance with some limited responsibility for the policy processing of others. Possible work functions may include:

- evaluating new underwriting business within a large organisation
- working as an underwriting agent
- coordinating new underwriting business
- managing an underwriting team
- settling policy payments and terminations
- assessing risk in relation to new business within policy guidelines
- negotiating terms and conditions with clients within policy guidelines
- leading and supporting a team
- 

## **Pathways Information**

### **Pathways into the qualification**

The primary pathway into this qualification is employment in the personal injury management sector that may relate to job roles within:

- workplace injury insurance
- CTP insurance

### **Pathways from the qualification**

A further learning pathway utilising qualifications such as FNS50110 Diploma of Personal Injury Management would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>actively consulting stakeholders and seeking client feedback</li> <li>developing and writing reports to specifications</li> <li>fostering client stakeholder relationships and providing a high level of customer service and relationship management</li> <li>presenting cases at conciliation conferences/courts/tribunals and reviewing hearings</li> <li>using effective high level written and oral skills to mediate, negotiate and facilitate resolutions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>working effectively within a multi-disciplinary team</li> <li>working with a wide range of experts inside and outside the organisation, such as senior underwriters and risk assessors</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>analysing and assessing a client's underwriting proposal</li> <li>collecting, comparing and contrasting data</li> <li>developing and implementing payment schedules</li> <li>using dispute resolution techniques</li> <li>using judgement and decision making skills</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>developing innovative approaches to prepare client portfolio's within guidelines</li> <li>matching employer's requirements and legislative requirements and or policy terms and conditions</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>conducting initial assessments, and developing and monitoring clients' compensation underwriting portfolio's</li> <li>developing and implementing contingency management strategies to keep clients informed or new and additional risks</li> <li>monitoring, reviewing and closing policies</li> <li>preparing for hearings</li> <li>researching clients' educational needs and documenting information</li> <li>using and maintaining systems, records and reporting procedures</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>applying underwriting management skills</li> </ul>

	<ul style="list-style-type: none"> <li>• managing own time and priorities and dealing with contingencies</li> <li>• representing organisation in a professional manner at hearings and court cases</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• advising policy holders on rehabilitation and return to work services</li> <li>• arranging induction and training for workers within the underwriting team</li> <li>• ensuring capacity to interpret and apply legislation</li> <li>• maintaining currency of knowledge of legislation, injury management models and related services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• using business technology such as computers, and word processing and document management software</li> <li>• using presentation equipment and materials</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## **Packaging Rules**

**13 units** must be achieved.

**4 core units**

**9 elective units**

- at least 5 elective units of competency must be selected from the elective bank below
- a minimum of 2 electives must be selected from units aligned to Certificate IV qualifications in FNS10 Financial Services or another endorsed Training Package
- a maximum of 2 electives can be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course
- a maximum of 2 electives can be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

### ***Core units of competency:***

- BSBCUS301B Deliver and monitor a service to customers
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSPIM303A Work within the personal injury management sector
- FNSPIM406A Develop and maintain knowledge of personal injury management insurance

### ***Elective units of competency:***

- BSBFLM303C Contribute to effective workplace relationships
- BSBMGT401A Show leadership in the workplace
- BSBRES401A Analyse and present research information
- BSBWOR404B Develop work priorities
- FNSCR403A Manage and recover bad and doubtful debts
- FNUSCUS402A Resolve disputes
- FNSISV401A Evaluate risk for new business
- FNSISV402A Underwrite new business
- FNSISV404A Underwrite renewal business
- FNSPIM403A Educate clients on personal injury management issues
- FNSPIM407A Register policy
- FNSPIM408A Renew and maintain policy
- FNSPIM410A Collect, assess and use information

- FNSPIM501A Develop a return to work and health strategy



## FNS40611 Certificate IV in Accounting

### Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Unit FNSACC403B replaced in the core, changes to reflect content in line with Tax Practitioners Board requirements. Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced BSBOHS303B Contribute to OHS hazard identification and risk assessment with BSBOHS201A Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Replace BSBPMG403A Apply cost management techniques with FNSACC407A Produce job costing information. This is considered a more appropriate unit for this qualification.</p> <p>Replaces FNS40610 Certificate IV in Accounting.</p>

### Description

This qualification reflects accounting job roles in financial services and other industries requiring accounting support functions.

**NOTE:** Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) under Training Packages/Industry) or the relevant regulator for specific guidance on requirements.

## **Pathways Information**

### **Pathways into the qualification**

- Certificate III in Accounts Administration

### **Pathways from the qualification**

The primary pathway from this qualification is employment in accounting job roles. A further learning pathway utilising qualifications such as Diploma of Accounting would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• compiling data and preparing financial statements and ad hoc reports</li> <li>• developing and writing reports to specifications</li> <li>• discussing and negotiating with stakeholders when preparing budgets</li> <li>• liaising, listening and consulting</li> <li>• preparing and presenting routine correspondence in appropriate electronic format</li> <li>• reading and evaluating complex and formal documents, such as legislation and regulation documents</li> <li>• processing material and critically analysing and integrating information from a wide range of sources</li> <li>• using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• contributing with others to implement policies and procedures</li> <li>• referring matters to nominated person as required</li> <li>• working with others to gather information and to develop budgets</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• applying estimating, forecasting and analysis skills</li> <li>• checking the accuracy of calculations</li> <li>• determining security protocols</li> <li>• identifying OHS hazards and risk control</li> <li>• solving discrepancies</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying learning about ergonomic activities to develop improved processes</li> <li>• applying referral skills</li> <li>• designing reports to effectively present workplace information</li> <li>• referring non-routine problems to a nominated person</li> </ul>

Planning and organising	<ul style="list-style-type: none"> <li>• establishing and maintaining an accounting system</li> <li>• maintaining accounting records for compliance purposes</li> <li>• maintaining systems, records and reporting procedures</li> <li>• processing accounting data and preparing reports</li> <li>• researching and managing data collection and testing</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• adapting to change in technology and work practices</li> <li>• identifying and acting upon professional development opportunities</li> <li>• understanding and acting upon compliance matters</li> <li>• working ethically and complying with industry professional code of practice and legislative requirements</li> <li>• working within own defined work role</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• developing and maintaining personal competence</li> <li>• maintaining knowledge of relevant legislation and industry codes of practice</li> <li>• using online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• adapting to change in technology and working within ergonomic guidelines</li> <li>• using technology to assist the management of information and to establish and operate systems</li> <li>• using word processing, spreadsheet and database skills to produce workplace documents and reports</li> </ul>

## **Packaging Rules**

**Total number of units = 13**

**9 core units *plus***

**4 elective units**

The elective units consist of:

- 1 from the elective units listed below

of the remaining 3 units:

- up to 3 may be from the elective units listed below
- up to 3 may be from Certificate III, IV or Diploma qualification in any currently endorsed Training Package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### **Core Units**

FNSACC301A Process financial transactions and extract interim reports

FNSACC403B Make decisions in a legal context

FNSACC404A Prepare financial statements for non-reporting entities

FNSACC406A Set up and operate a computerised accounting system

FNSBKG404A Carry out business activity and instalment activity statement tasks

FNSINC401A Apply principles of professional practice to work in the financial services industry

BSBFIA401A Prepare financial reports

BSBITU306A Design and produce business documents

BSBOHS201A Participate in OHS processes

### **Elective Units**

FNSACC302A Administer subsidiary accounts and ledgers

FNSACC303A Perform financial calculations

FNSACC401A Process business tax requirements

FNSACC402A Prepare operational budgets

FNSACC405A Maintain inventory records

FNSACC407A Produce job costing information

FNSACM401A Evaluate and authorise payment requests

FNSBKG405A Establish and maintain a payroll system\*

FNSORG505A Prepare financial reports to meet statutory requirements

FNSORG506A Prepare financial forecasts and projections

BSBITU402A Develop and use complex spreadsheets

BSBWRT301A Write simple documents

# FNS40710 Certificate IV in Financial Practice Support

## Modification History

Release	Comments
Release 2	<p>This version first released with Financial Services Training Package version 5.0.</p> <p>Updated units imported units: BSBCUS402A to BSBCUS402B which is equivalent.</p> <p>Identified prerequisite units in the packaging rules.</p> <p>Removal of advice relating to ASIC requirements from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with Financial Services Training Package version 1.0.</p>

## Description

This qualification is for individuals performing a support role to qualified financial planners and para-planners. The core units meet Tier 2 status Australian Securities and Investments Commission (ASIC) accreditation requirements for providing limited financial products advice. Conditions relating to this should be obtained from ASIC.

## Pathways Information

### Pathways into the qualification

The primary pathway into this qualification is employment in job roles where duties are determined by established organisational procedures and limited to a preset range of financial products and services.

### Pathways from the qualification

A further learning pathway utilising qualifications such as FNS50610 Diploma of Financial Planning is the appropriate qualification for achievement of Tier 1 Authorised Representative status and would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• accessing professional networks</li> <li>• developing and writing reports to specifications</li> <li>• negotiating solutions with clients</li> <li>• preparing and presenting routine and complex correspondence in appropriate electronic formats</li> <li>• questioning, listening and clarifying client's requirements</li> <li>• using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coordinating professional development activities and seeking peer reviews</li> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• receiving feedback on performance</li> <li>• referring matters to a nominated person as required</li> <li>• seeking feedback on research findings</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating, forecasting and analysis skills</li> <li>• checking the accuracy of calculations</li> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• conducting trend and risk analyses including product modelling</li> <li>• determining security protocols</li> <li>• identifying and resolving inconsistencies in data</li> <li>• identifying OHS hazards and risk control</li> <li>• testing strategic assumptions</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying referral skills</li> <li>• applying the learning of ergonomics to develop improved processes</li> <li>• continually reviewing and applying emerging industry trends to product and service knowledge</li> <li>• developing administrative processes to implement financial plans</li> </ul>



	<ul style="list-style-type: none"> <li>• researching alternative options for clients' needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing and maintaining systems, records and reporting procedures</li> <li>• implementing financial plans according to a time schedule and agreed priorities</li> <li>• processing workplace documentation and maintaining files; managing information; scheduling and coordinating competing tasks</li> <li>• undertaking research and developing solutions such as financial plans</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• planning own work schedule and monitoring and evaluating own work performance</li> <li>• taking to management, concerns with own level of responsibility</li> <li>• understanding own work role and working within it</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying learning to develop improved practices</li> <li>• developing and maintaining professional competency</li> <li>• following workplace safety procedures</li> <li>• identifying opportunities for professional development</li> <li>• seeking expert advice as required using</li> <li>• online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using business technology to access, organise and monitor information</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## **Packaging Rules**

**11 units** must be achieved:

**7 core units**

*plus 4 elective units*

- the required elective units of competency can be selected from the elective bank below or from units aligned to other Certificate IV qualifications in the FNS10 Financial Services Training Package
- One (1) elective may be selected from units aligned to Certificate III qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course
- One (1) elective may be selected from units aligned to Diploma qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

### ***Core units of competency:***

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSFPL401A Extract and analyse information on specified financial strategies and products
- FNSFPL402A Prepare financial plans to set strategies and guidelines
- FNSFPL403A Implement financial plans to predetermined guidelines
- FNSFPL501A Comply with financial planning practice ethical and operational guidelines and regulations
- FNSINC401A Apply principles of professional practice to work in the financial services industry

### ***Elective units of competency:***

- BSBCUS402B Address customer needs
- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBREL402A Build client relationships and business networks
- BSBWOR204A Use business technology
- FNSASICQ503A Provide advice in First Home Saver Market Linked Accounts
- FNSFPL502A Conduct financial planning analysis and research
- FNSFPL503A Develop and prepare financial plan
- FNSFPL504A Implement financial plan
- FNSFPL505A Review financial plans and provide ongoing service

- FNSIAD501A Provide appropriate services, advice and products to clients
- FNSCUS505A Determine client requirements and expectations
- FNSCUS506A Record and implement client instructions
- FNSINC501A Conduct product research to support recommendations

## Pre-requisite Units

Code and title	Pre-requisite units required
FNSASICQ503A Provide advice in First Home Saver Market Linked Accounts	FNSINC501A Conduct product research to support recommendations FNSIAD501A Provide appropriate services, advice and products to clients FNSCUS505A Determine client requirements and expectations FNSCUS506A Record and implement client instructions

## FNS40811 Certificate IV in Finance and Mortgage Broking

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p><i>FNSASIC301C</i> and <i>FNSASIC302C</i> added to the elective bank</p> <p>Update imported units: <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBWOR204A Use business technology</i> <i>BSBITU306A Design and produce business documents</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>BSBCOM501B Identify and interpret compliance requirements</i> with <i>FNSFMK505 Comply with financial services legislation and industry codes of practices</i> – this is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS40810 Certificate IV in Finance and Mortgage Broking</i>.</p>

### Description

This qualification reflects the job roles of individuals working in finance broking (including mortgage broking).

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in the finance and mortgage broking sector.

A further learning pathway utilising qualifications such as Diploma of Finance and Mortgage Broking Management would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• accessing professional networks and conducting cold calls</li> <li>• developing and writing reports to specifications</li> <li>• preparing and presenting correspondence in appropriate electronic format</li> <li>• questioning, listening and clarifying clients' requirements</li> <li>• using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues</li> <li>• using excellent customer service skills and maintain an ongoing relationship with clients</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• building rapport and trust with clients and liaising and cooperating with a wide range of persons</li> <li>• liaising with clients and a range of other people internal and external to the organisation</li> <li>• referring matters to nominated person as required</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and synthesising information and determining levels of credit risk</li> <li>• calculating interest/loan repayments</li> <li>• checking the accuracy of calculations</li> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• comparing products and services in order to offer clients different options</li> <li>• identifying and resolving areas of client resistance</li> <li>• using problem solving tools and techniques</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to the special needs of customers</li> <li>• continually reviewing and applying emerging trends to product and service knowledge</li> <li>• generating a range of options in response to a client's brief</li> <li>• responding to changed and changing situations</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• gathering industry information through research</li> <li>• implementing internal monitoring/audit program to ensure</li> </ul>

	<p>ongoing compliance</p> <ul style="list-style-type: none"> <li>• maintaining statutory records</li> <li>• preparing, processing and settling loan applications</li> <li>• processing credit applications</li> <li>• processing documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• applying time management strategies to own work schedule</li> <li>• asking for and responding to feedback on performance</li> <li>• defining and understanding own work role</li> <li>• planning own work schedule and monitoring and evaluating own work performance</li> <li>• presenting a positive organisational image</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• developing and maintaining personal competency</li> <li>• identifying opportunities for professional development identified</li> <li>• keeping up-to-date with legislative and policy changes within the industry and applying these to work practices</li> <li>• knowing and following workplace safety procedures</li> <li>• using online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers</li> <li>• using business technology to access, organise and monitor information using research data devices, telecommunication devices and related equipment</li> <li>• using word processing, spreadsheet and database entry skills to produce workplace documentation</li> </ul>

## Packaging Rules

**12 units** must be achieved:

**8 core units**  
*plus 4 elective units*

**1 elective unit** must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III, Certificate IV or Diploma qualification.

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

### *Core units of competency:*

- FNSCRD301A Process applications for credit
- FNSFMB401A Prepare loan application on behalf of finance or mortgage broking clients
- FNSFMB402A Provide finance and mortgage broking services
- FNSFMB403A Present broking options to client
- FNSFMK505A Comply with financial services legislation and industry codes of practice
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBITU306A Design and produce business documents

### *Elective units of competency:*

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSFMB501A Settle applications and loan arrangements in the finance and mortgage broking industry
- FNSSAM403A Prospect for new clients
- FNSCUS501A Develop and nurture relationships with clients, other professionals and third party referrers
- BSBCUS301A Deliver and monitor a service to customers
- BSBWOR501B Manage personal work priorities and professional development



## FNS40911 Certificate IV in Superannuation

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>BSBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A Survey stakeholders to gather and record information</i>; <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBITS401A</i> to <i>BSBITS401B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS40910 Certificate IV in Superannuation</i>.</p>

### Description

This qualification reflects the role of individuals who use a developed skills and knowledge base in a variety of contexts in the superannuation industry. It involves applying solutions to a defined range of superannuation problems, and analysing and evaluating information from a variety of relevant sources. Possible work functions may include:

- administering income streams
- assisting with meeting industry compliance requirements
- establishing and maintaining employer accounts

- processing benefits claims and payments.

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in roles in a superannuation fund such as:

- a team member or leader in a large organisation
- an outsourced service provider

A further learning pathway utilising qualifications such as Diploma of Superannuation would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• developing and writing reports to specifications</li> <li>• negotiating solutions with clients</li> <li>• preparing and presenting correspondence in appropriate electronic formats</li> <li>• questioning, listening and clarifying clients' requirements</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coaching and mentoring staff on new skills</li> <li>• contributing to team cohesion</li> <li>• making constructive contributions to group decision making processes</li> <li>• participating in the process of monitoring and reviewing team performance</li> <li>• providing feedback, support and encouragement to team members</li> <li>• referring matters to a higher authority as required and outsourcing tasks to internal and external specialists</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying analytical skills, data interpretation skills and conducting comparative analyses</li> <li>• checking claim applications for errors and inconsistencies</li> <li>• checking the accuracy of calculations</li> <li>• conducting data integrity checks</li> <li>• identifying OHS hazards and risk control</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• identifying opportunities for further improvement and effectively managing change by integrating new information into work practices</li> <li>• implementing continuous improvement practices</li> <li>• seeking specialist advice as required</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to claims</li> <li>• ensuring the integrity of systems, records and reporting</li> </ul>

	<p>procedures are maintained</p> <ul style="list-style-type: none"> <li>• implementing internal monitoring/audit program to ensure ongoing compliance</li> <li>• planning work considering resources, time and other constraints</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• defining and understanding own work role</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>• understanding and acting upon compliance implications</li> <li>• working ethically and complying with industry professional code of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of legislation, products, services and organisational policies and procedures</li> <li>• coaching and mentoring others to acquire new knowledge and skills</li> <li>• developing and maintaining personal competency</li> <li>• identifying opportunities for professional development</li> <li>• understanding and following workplace safety procedures</li> <li>• using online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using business technology to access, organise and monitor information</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## Packaging Rules

**13 units** must be achieved.

**3 core units**  
*plus 10 elective units*

**5 elective units** must be selected from **Group A**.

A further **3 elective units** must be selected from **Group A or B**.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV qualification; **1 elective unit** may be selected from a Certificate III qualification.

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

### *Core units of competency:*

- FNSCUS402A Resolve disputes
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- BSBOHS201A Participate in OHS processes

### *Elective units of competency:*

#### **Group A** (superannuation)

- FNSSUP301A Process superannuation fund payments
- FNSSUP401A Process complex superannuation benefit or insurance claim
- FNSSUP402A Assist in meeting superannuation compliance requirements
- FNSSUP403A Administer retirement income streams
- FNSSUP404A Establish and customise complex employer accounts
- FNSSUP405A Implement fund review practices
- FNSSUP406A Establish and maintain fund or plan
- FNSSUP407A Assess complex superannuation benefit or insurance claim
- FNSSUP508A Provide effective information to members

#### **Group B** (General)

- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSSMS401A Process self-managed superannuation contribution
- BSBATSIW416C Obtain and manage consultancy services
- BSBCCO405A Survey stakeholders to gather and record information
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards
- BSBITS401B Maintain business technology

- BSBSUS301A Implement and monitor environmentally sustainable work practices

## FNS41011 Certificate IV in Banking Services

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Updated imported units: <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBCUS401A</i> to <i>BSBCUS401B</i>; <i>BSBCCO301A</i> to <i>BSBCCO301B</i>; <i>BSBCCO401A</i> Administer customer contact telecommunications technology replaced by equivalent unit <i>BSBCCO407A</i> Administer customer contact technology; <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B</i> Contribute to OHS hazard identification and risk assessment with <i>BSBOHS201A</i> Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS41010</i> Certificate IV in Banking Services.</p>

### Description

This qualification is designed to reflect job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments.

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in the financial services sectors noted above with typical job roles such as:

- senior sales consultant
- lending consultant
- lending officer
- team leader or supervisor
- customer contact centre service consultant

A further learning pathway utilising qualifications such as Diploma of Banking Services Management would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.



## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• assisting clients to identify financial goals and to prioritise and assess their current financial situation</li> <li>• using sales techniques to inform clients of suitable products and services</li> <li>• using excellent interpersonal, telephone and written skills</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• working with others in a sales team to identify new client bases</li> <li>• liaising with clients and a range of other people internal and external to the organisation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying risk management criteria in assessing client needs</li> <li>• collecting, comparing and contrasting data</li> <li>• comparing products and services in order to offer clients different options</li> <li>• determining interest/loan repayments</li> <li>• matching products to customer needs</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• generating a range of options for clients to consider</li> <li>• referring non-routine problems to a nominated person</li> <li>• proactively securing leads or referrals</li> <li>• translating ideas into action</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching, analysing and validating information relating to financial products</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• defining and understanding own work role</li> <li>• taking to management, concerns with own level of responsibility</li> <li>• understanding and acting to ensure client requirements are</li> </ul>

	<p>met</p> <ul style="list-style-type: none"> <li>• working ethically and complying with organisational, professional code of practice and legislative requirements, including FSR compliance</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of financial products and services</li> <li>• applying learning to develop improved practices</li> <li>• contributing to the learning of others through implementing team building exercises</li> <li>• developing and maintaining professional competency</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating the organisation's business or records management system</li> <li>• using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents</li> <li>• using CMS or related applications to record and track customer profiles and contact details</li> <li>• using technology to assist the management of information and to assist the planning process</li> </ul>

## Packaging Rules

**12 units** must be achieved:

**5 core units**  
*plus 7 elective units*

**3 elective units** must be selected from **Group A**.

A further **1 elective unit** must be selected from **Group A or B**.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification; **1 elective unit** may be selected from a Certificate III qualification.

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

### *Core units of competency:*

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBCUS403B Implement customer service standards
- BSBOHS201A Participate in OHS processes
- BSBWOR204A Use business technology

### *Elective units of competency:*

#### **Group A**

##### *Sales and marketing*

- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients
- BSBCUS401B Coordinate implementation of customer service strategies

#### **Group B**

##### *Lending*

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit

##### *General*

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

- FNSBNK401A Coordinate a small business customer portfolio
- FNSBNK403A Provide services in a Business Transaction Centre
- FNSBNK404A Promote mobile banking services
- FNSBNK405A Provide mobile banking sales and service
- FNSBNK406A Manage customer visits
- FNSFMB402A Provide finance and mortgage broking services
- FNSFMB403A Present broking options to client
- FNSFLT501A Assist customers to budget and manage own finances
- FNSCUS402A Resolve disputes
- FNSMCA402A Initiate legal recovery of debts
- BSBCCO301B Use multiple information systems
- BSBCCO407A Administer customer contact technology
- BSBMGT405A Provide personal leadership
- BSBSMB407A Manage a small team
- BSBWOR501B Manage personal work priorities and professional development

## FNS41110 Certificate IV in Financial Markets Operations

### Modification History

Release	Comments
Release 4	This version released with <i>FNS10 Financial Services Training Package version 5.0</i> . Update imported units: <i>BSBWOR501A</i> to <i>BSBWOR501B</i> . Qualification outcomes remain unchanged.
Release 3	This version released with <i>FNS10 Financial Services Training Package version 3.0</i> . Corrected typographical errors.
Release 2	Release 2 of this Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i> . Updated suffix of unit to <i>BSBWOR404B</i> .
Release 1	This Qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i> .

## **Description**

This qualification reflects the job roles in financial markets back office operations.

## **Pathways Information**

### **Pathways into the qualification**

The primary pathway into this qualification is employment in financial markets roles performing duties such as:

- confirming financial transactions
- settling financial transactions
- reconciling financial transactions
- assisting in the settling of a loan

### **Pathways from the qualification**

A further learning pathway utilising qualifications such as FNS51011 Diploma of Financial Markets would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• creating workplace documents to specification</li> <li>• developing and writing reports</li> <li>• establishing and maintaining workplace networks</li> <li>• preparing and presenting information in appropriate electronic format</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• working as a member of a team and applying knowledge of one's own role to achieve team goals</li> <li>• working with management to determine organisational requirements</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating, forecasting and analysis skills</li> <li>• analysing and verifying source documents</li> <li>• checking and coding data, reconciling accounts, verifying and correcting discrepancies</li> <li>• determining security protocols</li> <li>• identifying OHS hazards and applying risk control</li> <li>• performing calculations</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing creative ideas to resolve workplace issues</li> <li>• referring non-routine problems to a nominated person</li> <li>• responding to changing situations in the workplace</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• ensuring the integrity of systems, records and reporting procedures are maintained</li> <li>• maintaining accounting records for compliance purposes</li> <li>• preparing, processing and maintaining financial records</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> <li>• recording, gathering and classifying information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• applying time management strategies to own work schedule</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>• working ethically and complying with industry professional</li> </ul>

	code of practice and legislative requirements
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of products, services and organisational policies and procedures</li> <li>• asking questions to clarify instructions</li> <li>• seeking advice on technical issues</li> <li>• adapting to change in technology and/or work practices</li> <li>• following workplace safety procedures</li> <li>• identifying opportunities for own professional development</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• applying data entry and keyboard skills</li> <li>• operating computers, using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using databases, record system and workflow packages</li> <li>• using business technology to access, enter and monitor information</li> </ul>

## Packaging Rules

**15 units** must be achieved:

**10 core units**  
*plus 5 elective units*

- the required elective units of competency can be selected from the elective bank or from units aligned to another Certificate IV qualifications in the FNS10 Financial Services Training Package
- a maximum of 2 electives may be selected from units aligned to Diploma qualifications in the FNS10 Financial Services Training Package
- a maximum of 2 electives may be selected from units aligned to Certificate IV or Diploma qualifications from another endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

***Core units of competency:***

- BSBCOM501B Identify and interpret compliance requirements



- BSBFIA301A Maintain financial records
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR404B Develop work priorities
- FNSFMK401A Reconcile financial transactions
- FNSFMK402A Develop and maintain knowledge of financial markets products
- FNSFMK501A Analyse financial markets and information
- FNSFMK504A Complete settlement and conformation processes
- FNSACM401A Evaluate and authorise payment requests
- FNSINC401A Apply principles of professional practice to work in the financial services industry

***Elective units of competency:***

- BSBADM405B Organise meetings
- BSBADM502B Manage meetings
- BSBINM302A Utilise a knowledge management system
- BSBITU402A Develop and use complex spreadsheets
- BSBLEG301A Apply knowledge of the legal system to complete tasks
- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBWOR401A Establish effective workplace relationships
- BSBWOR501B Manage personal work priorities and professional development
- FNSFMK403A Interpret financial markets information

## FNS41211 Certificate IV in Mobile Banking

### Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Updated imported units: <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBCUS301A</i> to <i>BSBCUS301B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS41210 Certificate IV in Mobile Banking</i>.</p>

### Description

This qualification is designed to reflect job roles requiring advanced understanding of financial products and services and working in customer contact or retail financial service mobile banking environments.

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in the mobile banking services noted above with typical job roles such as:

- customer service consultant
- lending consultant
- lending officer
- senior sales consultant

A further learning pathway utilising qualifications such as Diploma of Banking Services Management would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• assisting clients to identify financial goals and to prioritise and assess their current financial situation</li> <li>• informing clients of suitable products and services</li> <li>• using excellent interpersonal, telephone and written skills</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• working with others in a sales team to identify new client bases</li> <li>• liaising with clients and a range of other people internal and external to the organisation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying risk management criteria in assessing client needs</li> <li>• collecting, comparing and contrasting data</li> <li>• comparing products and services in order to offer clients different options</li> <li>• calculating interest/loan repayments</li> <li>• using problem solving tools and techniques</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• generating a range of options for clients to consider</li> <li>• referring non-routine problems to a nominated person</li> <li>• translating ideas into action</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching, analysing and validating information relating to financial products</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• working independently and outside of the normal office environment</li> <li>• defining and understanding own work role</li> <li>• understanding and acting to ensure client requirements are met</li> <li>• working ethically and complying with organisational, professional code of practice and legislative requirements</li> </ul>

Learning	<ul style="list-style-type: none"><li>• acquiring and applying knowledge of financial products and services</li><li>• applying learning to develop improved practices</li><li>• developing and maintaining professional competency</li></ul>
Technology	<ul style="list-style-type: none"><li>• using computer systems for demonstrating products and services to clients, storing information and generating records and transactions for later processing</li><li>• using electronic communication devices and processes (e.g. mobile phones, wireless internet connections and email) to produce financial records, transactions and written correspondence and reports</li><li>• using common business office equipment and monitoring its use and maintenance</li></ul>

## Packaging Rules

**13 units** must be achieved:

**8 core units**

*plus 5 elective units.*

**2 elective units** must be selected from **Group A**.

**1 elective unit** may be selected from **Group A, B** or from a Financial Services Training Package Certificate IV qualification.

The remaining **2 elective units** may be selected from the elective units listed, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification; **1 elective unit** may be chosen from a Certificate III qualification..

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

### *Core units of competency:*

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSBNK404A Promote mobile banking services
- FNSBNK405A Provide mobile banking sales and service
- FNSBNK406A Manage customer visits
- BSBCUS403B Implement customer service standards
- BSBOHS201A Participate in OHS processes
- BSBWOR204A Use business technology

### *Elective units of competency:*

#### **Group A**

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit
- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients

#### **Group B (General)**

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit
- FNSFLT501A Assist customers to budget and manage own finances
- BSBCUS301B Deliver and monitor a service to customers



## FNS41311 Certificate IV in Personal Trust Administration

### Modification History

Release	Comments
Release 3	<p>This version released with <i>Financial Services Training Package version 5.0</i>.</p> <p>Updated imported units: <i>BSBCUS402A</i> to <i>BSBCUS402B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version released with <i>Financial Services Training Package version 3.0</i>.</p> <p><i>FNSACC403A</i> updated to current <i>FNSACC403B</i>.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>This qualification has undergone restructure to reflect new industry input on requirements:</p> <ul style="list-style-type: none"><li>• <i>FNSPRT406 Administer powers of attorney or financial administration orders</i> has been removed from elective to core</li><li>• <i>BSBWOR204A Use business technology</i> has been removed from the qualification as it does not fit requirements.</li></ul> <p>Elective pool has been restructured to provide a more contemporary selection.</p> <p>Packaging rules have been tailored to allow for specific credit allowance for units acquired at <i>Certificate III</i> level.</p> <p>Replaces <i>FNS41310 Certificate IV in Personal Trust Administration</i>.</p>



## **Description**

This qualification is designed to reflect job roles in personal trust administration.

## **Pathways Information**

### **Pathways from the qualification**

A further learning pathway utilising qualifications such as Diploma of Personal Trustees would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and present it in report form</li> <li>• dealing empathetically with clients who may be experiencing stress</li> <li>• liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language</li> <li>• questioning, clarifying and evaluating information</li> <li>• using a range of techniques and sales skills to select appropriate product for the customer</li> <li>• using conflict resolution and negotiation skills as required</li> <li>• using specialist language in written and oral communication</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• using relationship building skills when seeking personal information from clients</li> <li>• working with clients from a range of cultural and social backgrounds</li> <li>• working with specialists to achieve the best outcome for the client</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying investigative skills to collect information, locate assets and determine liabilities</li> <li>• comparing products and services in order to offer clients different options</li> <li>• determining asset allocation strategies in accordance with client needs and legislative requirements</li> <li>• identifying risk and fraud indicators</li> <li>• preparing and interpreting complex financial statements and performing complex financial calculations</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• aligning customer characteristics to 'best product'</li> <li>• identifying cross-selling opportunities</li> <li>• reviewing emerging industry trends continually and applying to</li> </ul>

	product and service knowledge
Planning and organising	<ul style="list-style-type: none"> <li>• managing information and scheduling and coordinating competing tasks</li> <li>• meeting statutory requirements when administering estates and trusts</li> <li>• processing routine documents and maintaining files</li> <li>• preparing, executing, reviewing and storing legal documentation and other client information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• defining and understanding own work role</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• understanding and acting upon compliance matters</li> <li>• working ethically and complying with industry professional code of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying self-learning by accessing manuals, online help and others in the workplace to solve technology problems</li> <li>• undertaking induction and other training to maintain product knowledge</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating the organisation's business or records management system</li> <li>• using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents</li> <li>• using technology to assist the management of information and to assist the planning process</li> </ul>

## Packaging Rules

**11 units** must be achieved:

**7 core units**  
*plus 4 elective units.*

**2 elective units** must be selected from **Group A** or elsewhere in this Training Package.

The remaining **2 elective units** may be selected from **Group A**, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification.

Candidates may count **1 unit** from **Group B** below as a credit towards this qualification.

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

### *Core units of competency:*

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSPRT401A Administer an intestate estate
- FNSPRT402A Prepare a will
- FNSPRT403A Administer a complex estate
- FNSPRT404A Administer a complex trust
- FNSPRT405A Establish powers of attorney
- FNSPRT406A Administer powers of attorney or financial administration orders

### *Elective units of competency:*

#### **Group A**

- FNSACC403B Make decisions in a legal context
- FNCSUS401A Participate in negotiations
- FNCSUS402A Resolve disputes
- FNSFPL401A Extract and analyse information on specified financial strategies and products
- FNSPIM409A Maintain customer relationships
- FNSPRT501A Advise clients on Trust Structures
- FNSPRT502A Advise clients in Estate Planning
- BSBCOM405A Promote compliance with legislation
- BSBCUS402B Address customer needs
- BSBREL402A Build customer relationships and business networks
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR402A Promote team effectiveness
- BSBWOR404A Develop work priorities

#### **Group B**

- FNSPRT301A Establish entitlements to an intestate estate
- FNSPRT302A Administer a non complex estate
- FNSPRT303A Administer a non complex trust

## FNS41411 Certificate IV in General Insurance

### Modification History

Release	Comments
Release 2	<p>This version released with FNS10 Financial Services Training Package version 5.0.</p> <p>Updated imported units: BSBCCO402A Gather, collate and record information replaced by equivalent unit BSBCCO405A Survey stakeholders to gather and record information; BSBCUS301A to BSBCUS301B; BSBCUS401A to BSBCUS401B; BSBCUS403A to BSBCUS403B</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first release with FNS10 Financial Services Training Package version 2.0.</p> <p>Replaced BSBOHS303B Contribute to OHS hazard identification and risk assessment with BSBOHS201A Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>BSBITS401A Maintain business technology has been removed from the qualification as an inappropriate unit.</p> <p>Packaging rule for this qualification have been changed to 4 core units and 8 electives,</p> <p>Replaces FNS41410 Certificate IV in General Insurance.</p>

## **Description**

This qualification is designed to reflect the role of persons carrying out work in general insurance in a range of organisations.

Possible work functions may include:

- analysing insurance claims
- applying procedures and strategies for retaining and enhancing the customer relationship
- gathering risk information
- motor and home assessors
- sales and support
- reviewing and assessing risk information.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates entering this qualification include:

- Certificate III in General Insurance

### **Pathways from the qualification**

The primary pathway from this qualification is employment in an assistant role in general insurance involving functions such as:

- claims handling
- determining risk exposure
- dispute resolution
- providing customer service
- underwriting.

A further learning pathway utilising a qualification such as Diploma of General Insurance or one of the specialist qualifications would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating ideas and information cognisant of clients' social and cultural diversity and special needs</li> <li>• consulting and negotiating with internal and external stakeholders</li> <li>• consulting, questioning, clarifying and evaluating information</li> <li>• demonstrating selling skills including matching needs with products/services</li> <li>• interpreting customer needs</li> <li>• investigating and negotiating to resolve disputes within area of responsibility</li> <li>• possessing sound presentation skills with an ability to 'read' verbal and non-verbal body language</li> <li>• using a range of techniques to elicit feedback from customers</li> <li>• using specialist language in written and oral communication</li> <li>• using well-developed interpersonal skills and having the ability to produce a wide range of reports and make presentations as required</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coaching and mentoring staff to reach minimum customer service standards</li> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• developing team plans and contributing to team cohesion</li> <li>• making constructive contributions to group decision making processes</li> <li>• providing feedback to team members</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• conducting needs analyses</li> <li>• estimating, forecasting and conducting competitive comparisons</li> <li>• performing calculations and developing a risk investment profile for individual clients</li> </ul>



	<ul style="list-style-type: none"> <li>• resolving poor performance issues within scope of responsibility</li> <li>• working proactively with management to resolve workplace issues</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• being creative and providing innovative solutions to complex issues</li> <li>• responding to new and changing circumstances to ensure accurate and timely advice</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• evaluating and authorising payment requests</li> <li>• maintaining accounts records for compliance purposes</li> <li>• preparing financial reports</li> <li>• recording, gathering and classifying information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• taking to management concerns with own level of responsibility</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying learning to develop improved practices</li> <li>• coaching and mentoring others to acquire new knowledge and skills</li> <li>• contributing to the learning of others through implementing team building exercises</li> <li>• developing and maintaining professional competency</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• selecting and using technology and software packages to record, track and retrieve information</li> <li>• using electronic communication devices and processes (e.g. internet, intranet, fact finder, email) to produce written correspondence, charts, diagrams, schedules and reports</li> </ul>

## Packaging Rules

**12 units** must be achieved.

**4 core units**  
*plus 8 elective units*

**5 elective units** must be selected from the elective units listed below

**3 elective units** may be selected from the elective units listed below or units from a Certificate IV elsewhere in the Financial Services Training Package. **2 of these elective units** may be selected from any endorsed Training Package or accredited course. These elective units may be selected from a Certificate IV or Diploma qualification.

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

### *Core units of competency:*

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBOHS201A Participate in OHS processes
- BSBWOR401A Establish effective workplace relationships

### *Elective units of competency:*

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance
- FNCSUS401A Participate in negotiations
- FNCSUS402A Resolve disputes
- FNCSUS505A Determine client requirements and expectations
- FNCSUS506A Record and implement client instructions
- FNSIAD501A Provide appropriate services, advice and products to clients
- FNSINC501A Conduct product research to support recommendations
- FNSISV401A Evaluate risk for new business
- FNSISV402A Underwrite new business
- FNSISV403A Survey potential risk exposure
- FNSISV404A Underwrite renewal business
- FNSISV405A Analyse insurance claims
- FNSISV406A Use specialist terminology in insurance claims
- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients
- BSBCCO405A Survey stakeholders to gather and record information
- BSBCUS301B Deliver and monitor a service to customers

- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS403B Implement customer service standards

# FNS41512 Certificate IV in Life Insurance

## Modification History

Release	Comments
Release 2	This version released with <i>FNS10 Financial Services Training Package version 5.0</i> .  Update imported units: BSBCMM301A to BSBCMM301B.  Qualification outcomes remain unchanged.
Release 1	This Qualification first released with <i>FNS10 Financial Services Training Package version 3.0</i> .  Replaces FNS41510 Certificate IV in Life Insurance.

## Description

This qualification is designed to reflect the role of persons carrying out work in life insurance in a range in a range of organisations.

## Pathways Information

### Pathways into the qualification

Preferred pathways for candidates entering this qualification include:

- Workplace experience, or
- Certificate III in Financial Services

### Pathways from the qualification

Candidates may choose Diploma of Life Insurance as a learning pathway from this qualification, or one of the alternate specialist qualifications that would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating ideas and information cognisant of clients' social and cultural diversity and special needs</li> <li>• consulting and negotiating with internal and external stakeholders</li> <li>• consulting, questioning, clarifying and evaluating information</li> <li>• demonstrating selling skills including matching needs with products/services</li> <li>• interpreting customer needs</li> <li>• investigating and negotiating to resolve disputes within area of responsibility</li> <li>• possessing sound presentation skills with an ability to 'read' verbal and non-verbal body language</li> <li>• using a range of techniques to elicit feedback from customers</li> <li>• using specialist language in written and oral communication</li> <li>• using well-developed interpersonal skills and having the ability to produce a wide range of reports and make presentations as required</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coaching and mentoring staff to reach minimum customer service standards</li> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• developing team plans and contributing to team cohesion</li> <li>• making constructive contributions to group decision making processes</li> <li>• providing feedback to team members</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• conducting needs analyses</li> <li>• estimating, forecasting and conducting competitive comparisons</li> </ul>

	<ul style="list-style-type: none"> <li>performing calculations and developing a risk investment profile for individual clients</li> <li>resolving poor performance issues within scope of responsibility</li> <li>working proactively with management to resolve workplace issues</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>being creative and providing innovative solutions to complex issues</li> <li>responding to new and changing circumstances to ensure accurate and timely advice</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>evaluating and authorising payment requests</li> <li>maintaining accounts records for compliance purposes</li> <li>preparing financial reports</li> <li>recording, gathering and classifying information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>acting as a role model for others</li> <li>taking to management concerns with own level of responsibility</li> <li>working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>applying learning to develop improved practices</li> <li>coaching and mentoring others to acquire new knowledge and skills</li> <li>contributing to the learning of others through implementing team building exercises</li> <li>developing and maintaining professional competency</li> </ul>
Technology	<ul style="list-style-type: none"> <li>selecting and using technology and software packages to record, track and retrieve information</li> <li>using electronic communication devices and processes (e.g. internet, fact finder, email) to produce written correspondence, charts, diagrams, schedules and reports</li> </ul>

## **Packaging Rules**

**Total number of units = 13**

**2 core units** plus

**11 elective units**

The elective units consist of:

- 8 from the elective units listed below

of the remaining 3 units:

- up to 3 may be from the elective units listed below
- up to 3 may be from a Certificate III, IV or Diploma qualification in any currently endorsed Training Package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### **Core Units**

FNSINC301A Work effectively in the financial services industry

FNSILF403A Develop and maintain in-depth knowledge of products and services used by the life insurance sector

### **Elective Units**

FNSCMP501A Comply with financial services legislation

FNSCUS301A Respond to customer enquiries

FNSCUS402A Resolve disputes

FNSCUS403A Deliver a professional service to customers

FNSILF302A Process a life insurance application

FNSILF303A Issue a life insurance policy

FNSILF401A Contribute to the life risk underwriting process

FNSILF404A Process policy alterations and assignments

FNSILF405A Receive and evaluate life insurance claims

FNSILF406A Collect and manage information to facilitate claims assessment

FNSILF407A Settle life insurance claims

FNSILF408A Process life insurance maturity and surrender payments

FNSISV406A Use specialist terminology in insurance claims

FNSISV407A Use medical terminology in an insurance context

BSBCM301B Process customer complaints



## FNS41611 Certificate IV in Loss Adjusting

### Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS401A</i> to <i>BSBCUS401B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A Survey stakeholders to gather and record information</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p><i>BSBITS401A Maintain business technology</i> has been removed from the qualification.</p> <p>Replaced <i>BSBOHS404B Contribute to the implementation of strategies to control OHS risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Additional electives have been added to provide pathways for claims technicians:</p> <ul style="list-style-type: none"><li>• <i>FNSISV306A Receive and record of register a claim</i></li><li>• <i>BSBWOR404B Develop work priorities</i>.</li></ul> <p>Packaging rules for this qualification have been changed to 3 core and 10 electives.</p>

## **Description**

This qualification is designed to reflect job roles in loss adjusting in a range of insurance organisations.

Possible work functions may include:

- applying procedures and strategies for retaining and enhancing the customer relationship
- inspecting for damage, recommending repair work and inspecting quality of work related to insurance claims

## **Pathways Information**

### **Pathways from the qualification**

The primary pathway from this qualification is employment in assistant job roles in:

- customer service
- vehicle inspection and assessment
- claims technicians

A further learning pathway utilising qualifications such as Diploma of Loss Adjusting or one of the specialist qualifications would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating ideas and information cognisant of clients' social and cultural diversity and special needs</li> <li>• consulting and negotiating with internal and external stakeholders</li> <li>• consulting, questioning, clarifying and evaluating information</li> <li>• demonstrating selling skills including matching needs with products/services</li> <li>• interpreting customer needs</li> <li>• investigating and negotiating to resolve disputes within area of responsibility</li> <li>• possessing sound presentation skills with an ability to 'read' verbal and non-verbal body language</li> <li>• using a range of techniques to elicit feedback from customers</li> <li>• using specialist language in written and oral communication</li> <li>• using well-developed interpersonal skills and having the ability to produce a wide range of reports and make presentations as required</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coaching and mentoring staff to reach minimum customer service standards</li> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• developing team plans and contributing to team cohesion</li> <li>• making constructive contributions to group decision making processes</li> <li>• providing feedback to team members</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• conducting needs analyses</li> <li>• estimating, forecasting and conducting competitive comparisons</li> <li>• performing calculations and developing a risk investment profile for individual clients</li> </ul>

	<ul style="list-style-type: none"> <li>• resolving poor performance issues within scope of responsibility</li> <li>• working proactively with management to resolve workplace issues</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• being creative and providing innovative solutions to complex issues</li> <li>• responding to new and changing circumstances to ensure accurate and timely advice</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• evaluating and authorising payment requests</li> <li>• maintaining accounts records for compliance purposes</li> <li>• preparing financial reports</li> <li>• recording, gathering and classifying information</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• taking to management concerns with own level of responsibility</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying learning to develop improved practices</li> <li>• coaching and mentoring others to acquire new knowledge and skills</li> <li>• contributing to the learning of others through implementing team building exercises</li> <li>• developing and maintaining professional competency</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• selecting and using technology and software packages to record, track and retrieve information</li> <li>• using electronic communication devices and processes (e.g. internet, fact finder, email) to produce written correspondence, charts, diagrams, schedules and reports</li> </ul>

## Packaging Rules

**13 units** must be achieved.

**3 core units**  
*plus 10 elective units*

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

The remaining **3 elective units** may be selected from **the elective units listed below**, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification.

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

### *Core units of competency:*

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- BSBOHS201A Participate in OHS processes
- BSBWOR401A Establish effective workplace relationships

### *Elective units of competency:*

#### *Vehicle inspection and assessment*

- FNSIGN401A Provide technical guidance
- FNSIGN402A Inspect quality of work
- FNSIGN403A Estimate jobs
- FNSIGN404A Inspect damage and develop scope of work
- FNSIGN405A Inspect vehicle systems and components and determine preferred repair action
- FNSIGN406A Inspect vehicle or property for saleable items and determine their value

#### *Handling claims*

- FNSCUS401A Participate in negotiations
- FNSISV405A Analyse insurance claims

#### *Customer services*

- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS403B Implement customer service standards

#### *General*

- FNSCUS402A Resolve disputes
- FNSILA501A Plan and implement loss investigation

- FNSILA502A Evaluate collected information
- FNSILA503A Report findings and provide guidance to involved parties
- FNSISV306A Receive and record or register a claim
- BSBCCO405A Survey stakeholders to gather and record information
- BSBWOR404B Develop work priorities
-

## FNS41710 Certificate IV in Insurance Broking

### Modification History

Release	Comments
Release 3	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>BSBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A Survey stakeholders to gather and record information</i>.</p> <p>Correct error in unit <i>FNSIBK401A</i> title.</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Updated unit title.</p> <p>Additional electives have been added:</p> <ul style="list-style-type: none"><li>• <i>FNSASIC301C Establish client relationship and analyse needs</i></li><li>• <i>FNSASIC302C Develop, present and negotiate client solutions</i></li></ul>
• Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

## **Description**

This qualification is designed to reflect job roles in insurance broking in a range of environments including as a team member in a large organisation or a small brokerage practice.

Possible work functions may include:

- assisting in managing the broking business on behalf of a client
- identifying customer needs
- preparing insurance program presentations
- presenting risk options to clients
- responding to customer enquiries for insurance broking products and services
- assisting a broking client regarding an insurance claim
- assisting in negotiation on behalf of clients
- undertaking research and producing reports for broking submissions.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates entering this qualification include:

- Certificate III in Insurance Broking

### **Pathways from the qualification**

The primary pathway from this qualification is employment in insurance broking service and support roles.

A further learning pathway utilising qualifications such as Diploma of Insurance Broking or one of the specialist qualifications would support career progression.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.



## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• developing and writing reports to specifications questioning, listening and clarifying client's requirements using excellent customer service skills and maintain an ongoing relationship with clients</li> <li>• preparing and presenting correspondence in appropriate format</li> <li>• using effective communication techniques and having the ability to negotiate resolutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• building rapport and trust with clients and liaising and cooperating with a wide range of persons</li> <li>• liaising with clients and a range of other people internal and external to the organisation</li> <li>• referring matters to nominated person as required</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• comparing products and services in order to offer clients different options</li> <li>• identifying and resolving areas of client concern</li> <li>• using problem solving tools and techniques analysing and synthesising information</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• adapting to the special needs of customers</li> <li>• generating a range of options in response to a client's needs continually reviewing and applying emerging trends to product and service knowledge</li> <li>• responding to changed and changing situations</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• gathering industry information through research processing documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> <li>• implementing internal monitoring practice to ensure ongoing compliance</li> <li>• preparing insurance proposals for clients and insurers maintaining records</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• applying time management strategies to own work schedule</li> <li>• asking for and responding to feedback on performance presenting a</li> </ul>

	<p>positive organisational image</p> <ul style="list-style-type: none"> <li>• defining and understanding own work role acting as a role model for others</li> <li>• planning own work schedule and monitoring and evaluating own work performance</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• developing and maintaining personal competency knowing and following workplace safety procedures using online help for self-learning purposes</li> <li>• identifying opportunities for professional development identified</li> <li>• keeping up-to-date with legislative and policy changes within the industry and applying these to work practices</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers</li> <li>• using business technology to access, organise and monitor information</li> <li>• using research data devices, telecommunication devices and related equipment</li> <li>• using word processing, spreadsheet and database entry skills to produce workplace documentation</li> </ul>

## Packaging Rules

**12 units** must be achieved.

**6 core units**  
*plus 6 elective units*

**4 elective units** must be selected from **the elective units listed** below that includes the recommended electives for those wishing to work in insurance broking support roles.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. These elective units may be selected from a Certificate IV qualification or Diploma qualification.

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

### *Core units of competency:*

- FNSINC301A Work effectively in the financial services industry
- FNSIBK401A Research and analyse client and industry information for a broking risk assessment
- FNSIBK402B Provide personal advice in general insurance broking products and services
- FNSIBK403A Implement an agreed insurance program for a broking client
- FNSIBK404A Provide a claims service to an insurance broking client
- FNSIBK405A Meet industry and legislative guidelines and organisational procedures relating to insurance broking

### *Elective units of competency*

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance
- FNSCUS401A Participate in negotiations
- FNSCUS402A Resolve disputes
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBCCO405A Survey stakeholders to gather and record information
- BSBRES401A Analyse and present research information
- BSBWOR401A Establish effective workplace relationships

## FNS41811 Certificate IV in Financial Services

### Modification History

Release	Comments
Release 3	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Include financial literacy unit into electives: <i>FNSFLT401A Be MoneySmart through a career in Small Business</i></p> <p>Update imported units: <i>BSWOR203A</i> to <i>BSWOR203B</i>; <i>BSBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A Survey stakeholders to gather and record information</i>;</p> <p><i>BSBCUS401A</i> to <i>BSBCUS401B</i>; <i>BSBCUS402A</i> to <i>BSBCUS402B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBITS401A</i> to <i>BSBITS401B</i>.</p> <p>Reference to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p><i>FNSACC403A</i> updated to current <i>FNSACC403B</i>.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p>

### Description

This qualification is intended to provide a flexible general purpose pathway in the financial services industry. It is intended to meet the training needs of employees with roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification to meet their training needs.

The job roles that this qualification is likely to address are:

- Generalist financial services roles where a varied skill base is required
- Retail financial services officer in a small branch or organisation where the role is varied
- Retail or wholesale financial services administration staff (where a financial services qualification is better suited to address industry and compliance knowledge/skill training outcomes to support employee in the role).
- Leading/supervising a team
- Performing duties of a first line supervisor

## **Pathways Information**

### **Pathways from the qualification**

This qualification would provide a pathway into any Diploma level qualification in the Financial Services training package, based upon the electives chosen.

## **Licensing/Regulatory Information**

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• accessing professional networks</li> <li>• developing and writing reports to specifications</li> <li>• preparing and presenting routine and complex correspondence in appropriate electronic formats</li> <li>• questioning, listening and clarifying client's requirements</li> <li>• using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coordinating professional development activities and seeking peer reviews</li> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• receiving feedback on performance</li> <li>• referring matters to a nominated person as required</li> <li>• seeking feedback on research findings</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• checking the accuracy of calculations</li> <li>• collecting, comparing and contrasting data in order to create reports</li> <li>• conducting trend and risk analyses including product modelling</li> <li>• identifying and resolving inconsistencies in data</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying referral skills</li> <li>• continually reviewing and applying emerging industry trends to product and service knowledge</li> <li>• developing administrative processes to implement financial plans</li> <li>• researching alternative options for clients' needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing and maintaining systems, records and reporting procedures</li> <li>• processing workplace documentation and maintaining files; managing information; scheduling and coordinating competing tasks</li> </ul>

	<ul style="list-style-type: none"> <li>• undertaking research and developing solutions such as financial plans</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• planning own work schedule and monitoring and evaluating own work performance</li> <li>• taking to management, concerns with own level of responsibility</li> <li>• understanding own work role and working within it</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying learning to develop improved practices</li> <li>• developing and maintaining professional competency</li> <li>• following workplace safety procedures</li> <li>• identifying opportunities for professional development</li> <li>• seeking expert advice as required using</li> <li>• online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using business technology to access, organise and monitor information</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## Packaging Rules

**13 units** must be achieved:

**1 core units**

*plus 12 elective units.*

**8 elective units** must be selected from the elective units listed below or from a Certificate IV qualification in this Training Package, a minimum of **6 of these units** must be FNS coded units regardless of where they are chosen from.

The remaining **4 elective units** may be selected from the electives units listed below, any endorsed Training Package or accredited course at Certificate IV or Diploma level. **2** of these **elective units** may be chosen at Certificate III level.

Where generic imported units are chosen, they must reflect the level of the qualification being taken and the occupational intent of the learner.

**Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.**

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

### ***Core units of competency:***

- FNSINC401A Apply principles of professional practice to work in the financial services industry

### ***Elective units of competency:***

#### *Entry level skill units*

- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- BSBWOR204A Use business technology

#### *ASIC units*

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

#### *General financial service units*

- FNSACC402A Prepare operational budgets
- FNSACC403B Make decisions in a legal context
- FNSACC405A Maintain inventory records
- FNSBKG405A Establish and maintain a payroll system
- FNSBNK401A Coordinate a small business customer portfolio



- FNSBNK402A Align banking products with the needs of small business customers
- FNSBNK403A Provide services in a Business Transaction Centre
- FNSBNK404A Promote mobile banking services
- FNSBNK405A Provide mobile banking sales and service
- FNSBNK406A Manage customer visits
- FNCSUS401A Participate in negotiations
- FNCSUS402A Resolve disputes
- FNSFLT401A Be MoneySmart through a career in Small Business
- FNSFMK401A Reconcile financial transactions
- FNSFMK402A Develop and maintain knowledge of financial markets products
- FNSFMK403A Interpret financial markets information
- FNSFMK505A Comply with financial services legislation and industry codes of practice
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSORG401A Conduct individual work within a compliance framework
- FNSINC501A Conduct product research to support recommendations
- FNSPIM410A Collect, assess and use information
- FNSRSK401A Implement risk management strategies
- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients

#### *Mortgage lending*

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD403A Manage and recover bad and doubtful debts
- FNSCRD404A Utilise the legal process to recover outstanding debt
- FNSCRD405A Manage overdue customer accounts
- FNSCRD503A Promote understanding of the role and effective use of consumer credit

#### *Generic units*

- BSBADM405B Organise meetings
- BSBCCO405A Survey stakeholders to gather and record information
- BSBCMM401A Make a presentation
- BSBCOM401B Organise and monitor the operation of compliance management system
- BSBCOM402B Implement processes for the management of a breach in compliance requirements
- BSBCOM405A Promote compliance with legislation
- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS402B Address customer needs
- BSBCUS403B Implement customer service standards
- BSBINM401A Implement workplace information system
- BSBITS401B Maintain business technology
- BSBITU402A Develop and use complex spreadsheets
- BSBLEG413A Identify and apply the legal framework
- BSBLEG415A Apply the principles of contract law

- BSBMGT401A Show leadership in the workplace
- BSBMGT403A Implement continuous improvement
- BSBMGT405A Provide personal leadership
- BSBOHS403B Identify hazards and assess OHS risks
- BSBOHS404B Contribute to the implementation of strategies to control OHS risk
- BSBPMG403A Apply cost management techniques
- BSBPMG404A Apply quality management techniques
- BSBPMG407A Apply risk management techniques
- BSBREL402A Build client relationships and business networks
- BSBRES401A Analyse and present research information
- BSBRKG404A Monitor and maintain records in an online environment
- BSBRSK401A Identify risk and apply risk management processes
- BSBSMB407A Manage a small team
- BSBWOR401A Establish effective workplace relationships
- BSBWOR402A Promote team effectiveness
- BSBWOR404B Develop work priorities
- TAEDDEL402A Plan, organise and facilitate learning in the workplace
- TAEDDEL404A Mentor in the workplace

## **PSP30104 Certificate III in Government**

### **Modification History**

PSP30104 Release 2: Layout adjusted. No changes to content.

PSP30104 Release 1: Primary release.

### **Description**

This generalist qualification covers entry-level competencies for a career in the public sector, with a particular focus on meeting the ethical and legislative requirements of public service while undertaking a diverse range of work activities which are generalist in nature. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. Please note that if all Electives are chosen from a single Competency Field (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Competency Field.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
<b>Communication</b>	<p>Qualifications at this level cover the competencies of using an extensive range of workplace communication strategies for interacting confidently with internal and external clients. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Respond to enquiries, receive and give directions, participate in meetings and make presentations in the workgroup, including speaking, listening and reading non-verbal cues, and using reading, writing and visual literacy.</li> <li>• Interpret and compose a range of workplace documents from a number of sources. This includes interpreting written information for workplace purposes and preparing written materials.</li> <li>• Prepare verbal and written advice and reports containing information which is impartial, substantiated, accurate and complete and includes reflection, discussion, seeking clarification from others and tailoring communication to suit different and diverse audiences.</li> <li>• Use communication language/style to take account of the task requirements and diversity of workgroup members including communicating with diverse audiences using conflict resolution, coaching, negotiation, self-assessment.</li> <li>• Use formal and informal organisational communication channels including processing and acting on internal stakeholder input and feedback, using principles of interpersonal, group, system and organisational communication.</li> <li>• Maintain records in a manner that is accurate, up-to-date and in a format acceptable to the organisation</li> <li>• Use:             <ul style="list-style-type: none"> <li>• effective listening</li> <li>• questioning</li> <li>• constructive feedback</li> <li>• issues identification</li> <li>• exploring options</li> <li>• identifying areas of agreement</li> </ul> </li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<ul style="list-style-type: none"> <li>• recording agreements</li> <li>• non-verbal as well as verbal communication</li> <li>• culturally appropriate strategies, language and non-verbal cues</li> <li>• a variety of words and language structures to explain sometimes complex ideas to different audiences</li> <li>• strategies to overcome barriers to communication.</li> </ul>
<b>Teamwork</b>	<p>Qualifications at this level cover the competencies of a member of a work team in a complex hierarchical organisation with formal definitions of authority, accountability, reporting and delegations. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Determine the work unit's position in the organisational structure and its relationship with other work units. This includes acknowledging the contribution of the work role and the work unit to the organisation's vision, goals and outcomes and clarifying roles, responsibilities and professional working relationships in the workgroup while valuing individual differences within the workgroup.</li> <li>• Respond to diversity including gender and disability, varying cultural expressions of emotion and emotional cues within a diverse workgroup.</li> <li>• Build, expand and utilise internal networks, including identifying key internal stakeholders, identifying or establishing network links with key internal stakeholders and participating in internal networks.</li> <li>• Maintain professional working relationships with colleagues including cooperating with others in the workgroup, sharing knowledge to complete tasks, making constructive contributions to team work, providing formal and informal feedback on workgroup effectiveness and deal ethically with colleagues, members of the public, suppliers and business contacts.</li> </ul>
<b>Problem solving</b>	<p>Qualifications at this level cover the competencies of identifying, addressing and contributing to the resolution of routine workplace problems using collaboration and assistance from colleagues. This requires the following performance</p>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>outcomes:</p> <ul style="list-style-type: none"> <li>• Resolve situations which pose ethical problems or refer them in accordance with organisational guidelines including interpreting ethical values and principles and review with senior staff to ensure accuracy, managing conflicts of interest, recording decision-making processes used to resolve ethical problems and using models of ethical decision making/problem solving.</li> <li>• Use customised solutions to client needs within the limits of your authority, and in accordance with legislation, policy and procedures including using information to develop options for consideration and action as required, including using numeracy skills to manage time and undertake mathematical tasks embedded in information or instructions, identifying ambiguity and uncertainty relating to changed roles, functions and procedures, and using problem-focused strategies for coping.</li> </ul>
<b>Initiative and enterprise</b>	<p>Qualifications at this level cover the competencies required to take initiative within the boundaries of job descriptions, levels of authority and delegations. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Use public resources in accordance with public sector ethics standards, organisational policy and guidelines, relevant standards and other information.</li> <li>• Exercise judgment to resolve workplace issues including applying relevant standards and other information applying objective and impartial evaluation of conflicting requirements, using ethical decision making applying workplace procedures relating to ethical work practices, responding to diversity, including gender and disability.</li> <li>• Acknowledge emotional intelligence, characterised by self-awareness (personal), self-management (personal), social awareness (social), relationship management (social).</li> <li>• Establish new network links with key internal stakeholders in accordance with legislation, policy and procedures, including seeking assistance to deal with any misunderstandings or conflict situations that arise within</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	internal networks in accordance with principles of conflict resolution
<b>Self management</b>	<p>Qualifications at this level cover the requirements for working effectively in a public sector organisation with a focus on self-management. This includes evaluating and developing your own expertise, identifying career options, working within the organisational structure and culture, and managing your own work. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Personal work practices comply with public sector ethics standards, organisational policy and guidelines including an understanding of the organisation's context, working in a manner that has regard for the workgroup position and the organisation's structure, functioning, culture and vision and identifying work goals and clarify and prioritise in accordance with the organisation's requirements.</li> <li>• Monitor work progress relative to set goals, strategies and outcomes including; identifying risks to the achievement of personal work outcomes and manage risks in accordance with organisational risk management requirements, revise work plans to attend to ongoing or new responsibilities, use self-reflection and negotiate workgroup tasks in accordance with individual strengths, personal preferences or development needs.</li> </ul>
<b>Learning</b>	<p>Qualifications at this level cover both the provision of support to the skills development of others and personal learning activities. This includes the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Assist with support, learning and development for others in achieving workgroup goals. This includes the establishing workgroup parameters, participating in the workgroup, assisting in learning and development and assisting workgroup members.</li> <li>• Set personal learning goals and monitor progress towards them. This includes, identifying career options and pathways, potential competency recognition or development opportunities and applying them in accordance with organisational policy and procedures and assessing work-related competencies by reflecting on workplace experience</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>and training, and from monitoring feedback on performance in the workplace.</p> <ul style="list-style-type: none"> <li>• Seek and use feedback from clients and the workgroup to continuously improve personal effectiveness in working with diversity. This includes working with a coach or mentor and identifying areas requiring competency development by comparing current competencies with the competency requirements of current or anticipated duties. Develop a comprehensive knowledge of the organisation's structure and functioning and apply this in accordance with legislation, policy and procedures.</li> </ul>
<b>Technology</b>	<p>Qualifications at this level cover the competencies required to operate workplace equipment and technology including communication technology and information management technology. Specialist elective competencies specify the range of technological requirements for that specialisation. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Use technology to access workplace information and documents electronically (computers) and or in hard copy (printers, photocopiers).</li> <li>• Maintain network communication through e-networks such as bulletin boards or virtual networks.</li> <li>• Use computer technology for recordkeeping and financial management including: <ul style="list-style-type: none"> <li>• computer files</li> <li>• databases</li> <li>• information systems</li> <li>• records management systems</li> <li>• web sites</li> </ul> </li> <li>• Apply computer technology to data storage, security, retrieval and presentation.</li> <li>• Use technology such as telephones, computers with audio and presentation software, answering machines, facsimiles.</li> </ul>



## Packaging Rules

This qualification requires 11 units of competency:

- 7 core units
- 4 elective units

Choose 4 elective units from the list below and/or

- from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of one unit from Certificate II level may be used.

### Core Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety

### Elective Units

PSPCRT301B	Audio record court proceedings
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV307B	Organise workplace information

PSPGOV309A	Address client needs
PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV311A	Work with a coach or mentor
PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPGOV315A	Give and receive workplace feedback
PSPPROC303A	Carry out basic procurement
PSPSCI301A	Assist with scientific technical support
PSPSCI302A	Support innovation and change through extension
PSPSCI303A	Undertake scientific/technological research
BSBADM301B	Produce texts from shorthand notes
BSBADM303B	Produce texts from audio transcription
BSBITU302A	Create electronic presentations
BSBLED301A	Undertake elearning
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG408B	Conduct market research
BSBRKG302B	Undertake disposal
BSBRKG303B	Retrieve information from records
BSBRKG304B	Maintain business records
CHCCD307C	Support community resources
PUAWER001B	Identify, prevent and report potential workplace emergency situations
PUAWER004B	Respond to workplace emergencies
PUAWER008B	Confine small workplace emergencies



# **PSP30204 Certificate III in Government (Border Protection)**

## **Modification History**

PSP30204 Release 2: Layout adjusted. No changes to content.

PSP30204 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those working at operational level in border protection. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 11 units of competency:

- 7 core units
- 4 elective units

Choose 4 elective units from the list below, with at least 2 of these having BORD codes, and 2 other units from elsewhere in this Training Package, or from any endorsed Training Package or Accredited Course.

\*\*For this qualification a maximum of 1 unit from Certificate IV level may be used.

### Core Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety

### Elective Units

PSPBORD301A	Conduct patrols
PSPBORD303A	Deploy detector dog
PSPBORD305A	Calculate taxes, fees and charges
PSPBORD408A	Examine and test firearms
PSPREG408C	Conduct search and seizure
PSPREG421A	Take custody of and store weapons
PSPBORD302A	Use border protection technology equipment
PSPBORD304A	Maintain detector dog proficiency

PSPBORD401A	Create and maintain profiles
PSPREG401C	Exercise regulatory powers
PSPGOV417A	Identify and treat risks
PSPGOV305B	Access and use resources and financial systems
PSPGOV307B	Organise workplace information
PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPREG301A	Undertake routine inspections and monitoring

# **PSP30304 Certificate III in Government (Court Compliance)**

## **Modification History**

PSP30304 Release 2: Layout adjusted. No changes to content.

PSP30304 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those working at operational level as Sheriff's Officers, Bailiffs or Marshals to carry out the directions of the court and ensure a secure and efficient environment in which the court can function. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 11 units of competency:

- 6 core units
- 5 elective units

Choose 5 elective units from the list below , using 1 from Group A and 4 from Group B with at least 2 coded PSPCRT.

Alternatively, up to 2 electives may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

<b>Core Units</b>	
PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
CSCSAS201A	Maintain security
PUAPOLGD001A	Maintain police operational safety
<b>Group B Elective Units</b>	
PSPCRT401C	Carry out court orderly functions
PSPCRT402C	Manage witnesses
PSPCRT406C	Compile and use official notes
CSCSAS205A	Contain incidents that jeopardise safety and security
CSCSAS303A	Conduct searches



CSCTRA201A	Maintain security during escort
PUAOPE002B	Operate communications systems and equipment

# **PSP30404 Certificate III in Government (Land Administration)**

## **Modification History**

PSP30404 Release 2: Layout adjusted. No changes to content.

PSP30404 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those working at operational level in public land administration. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 11 units of competency:

- 5 core units
- 6 elective units

Choose at least 4 elective units from the list below, and remaining units from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

### Core Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV308B	Work effectively with diversity
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety
PSPLAND302A	Investigate tenure and land use history

### Elective Units

PSPLAND301A	Collect land revenue
PSPLAND303A	Administer public land tenures
PSPLAND304A	Provide administrative support for public reserves
PSPLAND305A	Provide administrative support for reserve management bodies
PSPLAND306A	Dispose of public land
PSPLAND307A	Assist in processing Aboriginal land claims/applications
PSPLAND308A	Compile and check survey plans
PSPLAND309A	Administer roads
FPICOT2233B	Navigate in forest areas

AHCWRK311A	Conduct site inspections
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# **PSP30504 Certificate III in Government (Security)**

## **Modification History**

PSP30504 Release 2: Layout adjusted. No changes to content.

PSP30504 Release 1: Primary release.

## **Description**

This specialist qualification covers the entry-level competencies required for a career in the government security area of the public sector. There are two discrete streams catered for within the qualification - government security and personnel security. There are eight core units in common plus separate requirements for each stream. Where a free choice of electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 11 units of competency:

- 8 core units
- 3 elective units

Up to 3 elective units may be selected from the lists below including:

- for Government Security, at least 2 units from Group A
- for Personnel Security, at least 2 units from Group B
- Up to 2 elective units may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

<b>Core Units</b>	
PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety
PSPSEC405A	Handle security classified information
<b>Group A Elective Units</b>	
PSPSEC301A	Secure government assets
PSPSEC302A	Respond to government security incidents
PSPSEC303A	Conduct security awareness sessions
PSPSEC304A	Undertake information technology security audits

<b>Group B Elective Units</b>	
PSPREG415A	Receive and validate data
PSPSEC401A	Undertake government security risk analysis
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV309A	Address client needs
PSPGOV313A	Compose workplace documents
PSPGOV315A	Give and receive workplace feedback

# **PSP30604 Certificate III in Government (School Support Services)**

## **Modification History**

PSP30604 Release 2: Layout adjusted. No changes to content.

PSP30604 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those providing school support services in government schools in a range of functions such as finance (Group D), administration (Group C), technology (Group E), scientific assistance (Group H), library assistance (Group G), disability support (Group F), hospitality (Group I), janitorial and grounds services (Group J). It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as finance or disability support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from Group B, the resulting qualification is a generalist Certificate III in Government, rather than this specialist qualification. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.



## Packaging Rules

This qualification requires 11 units of competency:

- 5 core units
- 6 elective units from the list below including:
  - 1 unit from Group A;
  - up to 4 units from 1 of the groups of elective units;
  - up to 2 units from elsewhere within this Training Package, **or** another Training Package **or** an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All electives must be selected from an equivalent qualification level or higher, unless otherwise stated.

<b>Core Units</b>	
PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPLEGN301B	Comply with legislation in the public sector
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
MSL943002A	Participate in laboratory/field workplace safety
<b>Group B Elective Units</b>	
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV307B	Organise workplace information
PSPGOV309A	Address client needs

PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV311A	Work with a coach or mentor
PSPGOV312A	Use workplace communication strategies
PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPGOV315A	Give and receive workplace feedback
<b>Group C Elective Units</b>	
PSPPROC303A	Carry out basic procurement
BSBADM302B	Produce texts from notes
BSBADM311A	Maintain business resources
BSBFLM305C	Support operational plan
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM311C	Support a workplace learning environment
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU309A	Produce desktop published documents
BSBRES401A	Analyse and present research information
BSBRKG301B	Control records
<b>Group D Elective Units</b>	
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger

BSBITU305A	Conduct online transactions
FNSACM303A	Process payment documentation
FNSACM401A	Evaluate and authorise payment requests
FNSICACC306A	Process journal entries
FNSICORG302A	Prepare reports for management
<b>Group E Elective Units</b>	
ICAICT302A	Install and optimise operating system software
ICAICT306A	Migrate to new technology
ICANWK411A	Deploy software to networked computers
ICASAS304A	Provide basic system administration
ICASAS306A	Maintain equipment and software
ICASAS419A	Support system software
<b>Group F Elective Units</b>	
CHCDIS301B	Work effectively with people with a disability
CHCEDS301A	Comply with legislative, policy and industrial requirements in the education environment
CHCEDS310A	Support learning for students with disabilities
CHCEDS315B	Support students with additional needs in the classroom
CHCIC301E	Interact effectively with children
CHCICS301A	Provide support to meet personal care needs
CHCICS305A	Provide behaviour support in the context of individualised plans
CHCICS404A	Plan and provide advanced behaviour support
CHCRF301E	Work effectively with families to care for the child

<b>Group G Elective Units</b>	
CULDMT301A	Provide multimedia support
CULEVP201A	Assist with the presentation of public activities and events
CULINL301A	Develop and use information literacy skills
CULINM301A	Use established cataloguing tools
CULINS201A	Assist with circulation services
CULINS202A	Process information resource orders
CULINS301A	Process and maintain information resources
CULINS401A	Assist customers to access information
CULINS402A	Obtain information from external and networked sources
<b>Group H Elective Units</b>	
MSL924001A	Process and interpret data
MSL933001A	Maintain the laboratory/field workplace fit for purpose
MSL933002A	Contribute to the achievement of quality objectives
MSL943001A	Work safely with instruments that emit ionising radiation
MSL952002A	Handle and transport samples or equipment
MSL953001A	Receive and prepare samples for testing
MSL963001A	Operate basic handblowing equipment
MSL963002A	Repair glass apparatus using simple glassblowing equipment
MSL973001A	Perform basic tests
MSL973002A	Prepare working solutions
MSL973003A	Prepare culture media
MSL973004A	Perform aseptic techniques

MSL973005A	Assist with fieldwork
MSL973006A	Prepare trial batches for evaluation
MSL973007A	Perform microscopic examination
<b>Group I Elective Units</b>	
SITHACS006B	Clean premises and equipment
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHACS007B	Launder linen and guest clothes
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC016A	Develop cost-effective menus
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXOHS002A	Follow workplace hygiene procedures
<b>Group J Elective Units</b>	
PSPPROC303A	Carry out basic procurement
RIISAM203A	Use hand and power tools
BSBITS401A	Maintain business technology

CPPSEC2004A	Respond to security risk situation
CPPSEC3003A	Determine response to security risk situation
FPICOT2204A	Maintain chainsaws
FPICOT2206A	Cross cut materials with a hand-held chainsaw
NWP229B	Repair minor structures
AHCARB205A	Operate and maintain chainsaws*
SRCAQU001B	Monitor pool water quality
SRCAQU004B	Maintain pool water quality
TLIA2022A	Participate in stocktakes
TLID1001A	Shift materials safely using manual handling methods

# **PSP30704 Certificate III in School Support Services**

## **Modification History**

PSP30704 Release 2: Layout adjusted. No changes to content.

PSP30704 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those providing school support services in a range of functions such as finance (Group D), administration (Group C), technology (Group E), scientific assistance (Group H), library assistance (Group G), disability support (Group F), hospitality (Group I), janitorial and grounds services Group J). It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as finance or disability support, or from a range of streams to suit the particular workplace. If all electives are chosen from Group B, the qualification is a generalist Certificate III, rather than this specialist qualification. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 11 units of competency:

- 5 core units
- 6 elective units from the list below including:
  - 1 unit from Group A and four units from one of the groups of elective units
  - 1 unit may be selected from elsewhere within this Training Package, or any endorsed Training Package or Accredited Course.

<b>Core Units</b>	
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
CHCADMIN305D	Work within the administration protocols of the organisation
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
MSL943002A	Participate in laboratory/field workplace safety
<b>Group B Elective Units</b>	
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV307B	Organise workplace information
PSPGOV309A	Address client needs
PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV311A	Work with a coach or mentor
PSPGOV312A	Use workplace communication strategies



PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPGOV315A	Give and receive workplace feedback
<b>Group C Elective Units</b>	
PSPPROC303A	Carry out basic procurement
BSBADM302B	Produce texts from notes
BSBADM311A	Maintain business resources
BSBFLM305C	Support operational plan
BSBFLM309C	Support continuous improvement systems and processes
BSBFLM311C	Support a workplace learning environment
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU309A	Produce desktop published documents
BSBRES401A	Analyse and present research information
BSBRKG301B	Control records
<b>Group D Elective Units</b>	
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBITU305A	Conduct online transactions
FNSACM303A	Process payment documentation
FNSACM401A	Evaluate and authorise payment requests

FNSICACC306A	Process journal entries
FNSICORG302A	Prepare reports for management
<b>Group E Elective Units</b>	
ICAICT302A	Install and optimise operating system software
ICAICT306A	Migrate to new technology
ICANWK411A	Deploy software to networked computers
ICASAS304A	Provide basic system administration
ICASAS306A	Maintain equipment and software
ICASAS419A	Support system software
<b>Group F Elective Units</b>	
CHCDIS301A	Work effectively with people with a disability
CHCEDS301A	Comply with legislative, policy and industrial requirements in the education environment
CHCEDS310A	Support learning for students with disabilities
CHCEDS315B	Support students with additional needs in the classroom
CHCIC301E	Interact effectively with children
CHCICS301A	Provide support to meet personal care needs
CHCICS305A	Provide behaviour support in the context of individualised plans
CHCICS404A	Plan and provide advanced behaviour support
CHCRF301E	Work effectively with families to care for the child
<b>Group G Elective Units</b>	
CULDMT301A	Provide multimedia support
CULEVP201A	Assist with the presentation of public activities and events

CULINL301A	Develop and use information literacy skills
CULINM301A	Use established cataloguing tools
CULINS201A	Assist with circulation services
CULINS202A	Process information resource orders
CULINS301A	Process and maintain information resources
CULINS401A	Assist customers to access information
CULINS402A	Obtain information from external and networked sources
<b>Group H Elective Units</b>	
MSL924001A	Process and interpret data
MSL933001A	Maintain the laboratory/field workplace fit for purpose
MSL933002A	Contribute to the achievement of quality objectives
MSL943001A	Work safely with instruments that emit ionising radiation
MSL952002A	Handle and transport samples or equipment
MSL953001A	Receive and prepare samples for testing
MSL963001A	Operate basic handblowing equipment
MSL963002A	Repair glass apparatus using simple glassblowing equipment
MSL973001A	Perform basic tests
MSL973002A	Prepare working solutions
MSL973003A	Prepare culture media
MSL973004A	Perform aseptic techniques
MSL973005A	Assist with fieldwork
MSL973006A	Prepare trial batches for evaluation
MSL973007A	Perform microscopic examination

<b>Group I Elective Units</b>	
SITHACS006B	Clean premises and equipment
SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHACS007B	Launder linen and guest clothes
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC016A	Develop cost-effective menus
SITHCCC030A	Package prepared foodstuffs
SITHCCC033B	Apply catering control principles
SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner
SITXOHS002A	Follow workplace hygiene procedures
<b>Group J Elective Units</b>	
PSPPROC303A	Carry out basic procurement
RIISAM203A	Use hand and power tools
BSBITS401A	Maintain business technology
CPPSEC2004A	Respond to security risk situation
CPPSEC3003A	Determine response to security risk situation
FPICOT2204A	Maintain chainsaws

FPICOT2206A	Cross cut materials with a hand-held chainsaw
NWP229B	Repair minor structures
AHCARB205A	Operate and maintain chainsaws*
SRCAQU001B	Monitor pool water quality
SRCAQU004B	Maintain pool water quality
TLIA2022A	Participate in stocktakes
TLID1001A	Shift materials safely using manual handling methods

# **PSP40104 Certificate IV in Government**

## **Modification History**

PSP40104 Release 2: Layout adjusted. No changes to content.

PSP40104 Release 1: Primary release.

## **Description**

This generalist qualification covers the competencies required for working without supervision in the public sector and is particularly suited to those working in an environment requiring multi-skilled personnel and/or in small or regionally based organisations. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. Please note that if all electives are chosen from a group of elective units, a specialist qualification may result.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

<p><b>EMPLOYABILITY SKILLS</b></p>	<p><b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b></p>
<p><b>Communication</b></p>	<p>Qualifications at this level require the use of advanced communication strategies for interacting with internal and external clients, colleagues and managers. This has the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Deal with complex enquiries and complaints, giving directions, managing meetings and making workplace and public presentations, as well as speaking, listening and reading non-verbal cues, reading, writing and visual literacy. It includes the use of written communication involving the evaluation and composition of complex workplace documents, interpreting and evaluating workplace information, composing complex written materials and editing.</li> <li>• Collect and analyse information to achieve work unit objectives and meet client needs. This includes identifying and collecting information, analysing and interpreting information, developing and applying workable solutions, presenting information and maintaining information.</li> <li>• Use a range of communication methods with a diverse range of clients and colleagues from different levels in the organisation, including negotiation and problem solving in a wide range of government matters. This includes using negotiation/conflict resolution techniques to resolve difficult situations and making referrals in accordance with organisational policy and procedures. It also includes the use of a range of communication strategies/skills with a diverse workforce and client base including assertiveness, listening, non-verbal communication, language style, problem solving.</li> <li>• Collect, organise, record and report information in accordance with organisational procedures and defined guidelines, using a range of standard and complex information systems and operations in accordance with organisational policy and procedures. This includes</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>collecting evidence and information and ensuring that it is accurate, relevant and reported according to organisational requirements and negotiating recommendations for improving methods or techniques in accordance with organisational policy and procedures.</p> <ul style="list-style-type: none"> <li>• Explain workplace issues and complex and formal documents such as legislation, using language and supporting material suitable to the needs of the audience and the situations they are likely to experience. This includes presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially.</li> <li>• Link ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose and use spelling, punctuation and grammar for workplace documents at an experienced level including editing drafts and recording to improve written communication.</li> </ul>
<b>Teamwork</b>	<p>Qualifications at this level require the development and maintenance of effective workplace relationships and networks. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Develop and maintain networks, including establishing and maintaining working relationships, and representing and promoting the organisation.</li> <li>• Promote the value of workplace diversity and the contribution it makes to effective work practices, the generation of new ideas, and the organisation's responsiveness to the community. This includes promoting the benefits of workplace diversity and contributing to diversity outcomes.</li> <li>• Handle difficult interpersonal situations and addressing the conflicts that may arise in day-to-day work activities. This includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes. It does not include formal negotiation, counselling or</li> </ul>



<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>mediation.</p> <ul style="list-style-type: none"> <li>• Use collaborative planning with other workgroup members to integrate individual plans and build working relationships and identify work methods and practices and negotiate goals and outcomes to implement plans, in consultation with others. This includes providing feedback to workgroup members in regard to quality of client service delivery.</li> <li>• Identify the needs and viewpoints of individuals and consider them when implementing change. This includes suggesting options and opportunities for change to improve efficiency and effectiveness of the workgroup and the work environment, responding positively to suggestions for improvements made by workgroup members and acting on them where appropriate, giving and receiving feedback, including 'managing upwards'.</li> <li>• Encourage others (colleagues or those supervised) in the workplace to comply with legislation, including assisting others to comply with legislative requirements, and taking action on non-compliance.</li> </ul>
<b>Problem solving</b>	<p>Qualifications at this level cover the development, implementation and review of client services and the skills to address complex workplace and public issues in the context of government services, including monitoring problems in implementing work plans and propose solutions within area of responsibility. This requires the following workplace performance outcomes:</p> <ul style="list-style-type: none"> <li>• The delivery and monitoring of service to clients that requires understanding of the needs of existing and new clients which influence service requirements. This includes identifying and defining client needs, delivering client services, monitoring and improving client service delivery and reviewing client service.</li> <li>• The collection and analysis of information to achieve work unit objectives and meet client needs. It includes identifying and collecting information, analysing and</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>interpreting information, developing and applying workable solutions, presenting information and maintaining information. This also includes carrying out more detailed analysis of information as required using relevant techniques including mathematical calculations and methods for numerical/graphical information.</p> <ul style="list-style-type: none"> <li>• The requirements for handling difficult interpersonal situations and addressing the conflicts that may arise in day-to-day work activities. It includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes. Strategies for the resolution of conflict take account of social and cultural differences and consistency with organisational policies and procedures. It does not include formal negotiation, counselling or mediation.</li> <li>• Numeracy for selecting and applying mathematical concepts, estimating, checking reasonableness of results and using a range of mathematical language to communicate mathematical information.</li> </ul>
<b>Initiative and enterprise</b>	<p>Qualifications at this level cover the skills required to implement a change process and includes understanding the reasons for change and initiating specific changes related to the work unit, suggesting options and opportunities for change, encouraging commitment to workplace change, monitoring and evaluating change and dealing with ambiguity in the change process. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• The exercise of delegations in the public sector, including confirming the delegation, applying other interacting legislation, policy and guidelines, and exercising delegations.</li> <li>• Select innovative and cost-effective options for achieving objectives and aligned options to organisational aims, including conducting cost-benefit analysis and the preparation of written or oral quotations to provide goods or services to others, clarifying requirements, establishing</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	costs and availability of resources, preparing estimates, preparing and submitting quotations and taking follow-up action. This also includes conducting market research in accordance with legislation, policy and procedures to confirm the viability of options.
<b>Planning and organising</b>	<p>Qualifications at this level cover the development and implementation of work unit plans at both the work unit and individual level to achieve results through planning. It includes participating in the planning activities of the work unit, preparing individual work plans, and implementing and evaluating work plans. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• The organisation of available resources at a senior operative rather than managerial level to facilitate achievement of work unit objectives. It includes acquiring and applying available resources, monitoring and reporting on resource usage and maintaining resources. It also includes applying public sector legislation, including occupational health and safety and environmental requirements in the context of resource usage, storage and maintenance.</li> <li>• The application of knowledge of government processes, including applying information relating to machinery of government, and applying knowledge of organisational functions and protocols, Legislation and regulations applying across the public sector, such as equal employment opportunity, equity and diversity.</li> <li>• Complete planning activities within the defined timeframe and meet the organisation's requirements, evaluate proposals, outcome and preparation process using feedback from a range of stakeholders and use results to improve subsequent quotations, develop contingency plans to ensure operational continuity, and revise work plans according to changes in work priorities and organisational needs.</li> </ul>
<b>Self management</b>	Qualifications at this level require autonomous management

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>of work roles, duties and responsibilities within the limitations of job descriptions, level of authority and delegations and departmental policies and procedures. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Identify and respond to risks using risk management procedures and treatments. This applies to the risks inherent in all aspects of everyday work in the public sector as well as to specific functional activities and projects related to the particular mandate of the organisation. It covers establishment of the risk context, identification, analysis and evaluation of risks, risks treatment, and monitoring and review of risk treatment plan.</li> <li>• Evaluate work activities based on feedback from workgroup members and other stakeholders and develop options for dealing with ambiguity and criteria for assessing those options and communicate them to the workgroup. This includes recognising and accepting the need to operate within constraints beyond one's own control and access and use information ethically and legally.</li> <li>• Plan career development and pathways. This includes self-assessment of skills and abilities, investigation of possible career opportunities, developing and implementing a career plan and monitoring progress against the plan.</li> <li>• Promote the value of workplace diversity and the contribution it makes to effective work practices, the generation of new ideas, and the organisation's responsiveness to the community. This includes promoting the benefits of workplace diversity and contributing to diversity outcomes.</li> </ul>
<b>Learning</b>	<p>Qualifications at this level cover the skills required to provide mentoring, coaching and performance review for others as well as personal career and skills development. This requires the following performance outcomes:</p>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<ul style="list-style-type: none"> <li>• Plan career directions and pathways. This includes self-assessment of skills and abilities, investigation of possible career opportunities, developing and implementing a career plan and monitoring progress against the plan.</li> <li>• Undertake a gap analysis to identify those skills that are common to both preferred future career and the organisation's requirements. This includes reflecting on competencies and performance, maintaining currency in knowledge of principles and practices applied in the workplace, monitoring the acquisition of skills and experience and respond to feedback on achievement of performance requirements</li> <li>• Monitor the work performance of another person and provide feedback. This includes planning for performance monitoring and feedback, monitoring performance, providing and documenting feedback, determining action, and reviewing performance monitoring and feedback. It covers the provision of on-the-job coaching to colleagues and reflects the situation in many workplaces where formal and informal on-the-job coaching is extremely common. It includes preparation for coaching, and provision of and follow-up of coaching.</li> <li>• Identify learning from workplace experiences, share outcomes with others and transfer them to other initiatives including identifying and promoting training and awareness programs to encourage and support the skills development and advanced practice of others.</li> </ul>
<b>Technology</b>	<p>Qualifications at this level cover the technology skills required for general government workplaces and services. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Use workplace technology for a range of applications including, resource ordering, managing and financial requirements, computerised techniques for information management, computer technology for data storage, security, retrieval and presentation.</li> <li>• Specialists elective competencies cover the specific</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	equipment and technology required by those specialist functions.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 7 core units
- 8 elective units

Choose 8 elective units from the list below including;

- 1 unit from Group A
- 7 from Group B, **or** from elsewhere within this Training Package **or** any other endorsed Training Package **or** Accredited Course, not duplicating Core Units or Group A elective units at Certificate III and above.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*For this qualification, a maximum of 1 unit from a Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation

<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs
<b>Group B Elective Units</b>	
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV404B	Develop and implement work unit plans
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV407B	Provide a quotation
PSPGOV409A	Provide support to Parliament
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV415A	Provide workplace coaching
PSPGOV416A	Monitor performance and provide feedback
PSPGOV417A	Identify and treat risks
PSPGOV418A	Develop internal and external networks
PSPGOV419A	Work with interpreters
PSPGOV420A	Use translation services
PSPGOV421A	Exercise delegations
PSPPOL402A	Assist with specialist policy development
PSPPOL403A	Give and receive policy information

PSPPOL405A	Implement e-correspondence policies
PSPPROC406B	Procure goods and services
PSPSCI401A	Provide scientific technical support
PSPSCI402A	Promote innovation and change through extension
PSPSCI403A	Organise and undertake scientific/technological research
BSBCMM401A	Make a presentation
BSBEBU401A	Review and maintain a website
BSBITU203A	Communicate electronically
BSBMKG401B	Profile the market
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG507A	Interpret market trends and developments
BSBMKG514A	Implement and monitor marketing activities
BSBREL402A	Build client relationships and business networks
BSBRKG401B	Review the status of a record
BSBRKG404A	Monitor and maintain records in an online environment
BSBSUS301A	Implement and monitor environmentally sustainable work practices
CHCCD401D	Support community participation
CHCCD402A	Develop and provide community education projects
CHCCD404D	Develop and implement community programs
CHCCD413D	Work within specific communities
CHCMED414A	Facilitate mediation processes
CHCMED415A	Facilitate interaction between parties in mediation
CHCMED416B	Consolidate and conclude the mediation process



CHCMED419C	Facilitate alternative dispute resolution processes
CHCORG525D	Recruit and coordinate volunteers
PUAWER005B	Operate as part of an emergency control organisation
PUAWER009B	Participate as a member of a workplace emergency initial response team

# **PSP40204 Certificate IV in Government (Border Protection)**

## **Modification History**

PSP40204 Release 2: Layout adjusted. No changes to content.

PSP40204 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by experienced staff working in border protection. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 7 core units
- 8 elective units

Choose 8 elective units from the list below including:

- a maximum of 1 unit from Group A
- 1 unit from Group B
- 4 units from Group C

A maximum of 3 units from Group D, **or** from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PUAPOLGD001A	Maintain police operational safety
<b>Group B Elective Units</b>	
PSPBORD301A	Conduct patrols
PSPBORD302A	Use border protection technology equipment
<b>Group C Elective Units</b>	

PSPBORD401A	Create and maintain profiles
PSPBORD402A	Develop surveillance flight routes
PSPBORD403A	Review operational schedules
PSPBORD404A	Analyse surveillance products
PSPBORD405A	Develop operational effectiveness of detector dog teams
PSPBORD406A	Conduct detector dog team training
PSPBORD407A	Command operational groups
PSPBORD408A	Examine and test firearms
<b>Group D Elective Units</b>	
PSPGOV417A	Identify and treat risks
PSPREG401C	Exercise regulatory powers
PSPREG408C	Conduct search and seizure
PSPREG415A	Receive and validate data
PSPREG417A	Undertake compliance audits

# **PSP40304 Certificate IV in Government (Court Compliance)**

## **Modification History**

PSP40304 Release 2: CSCSAS402A moved from Group C electives to Group B electives.

PSP40304 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by Sheriff's Officers, Bailiffs or Marshals to carry out the directions of the court and ensure a secure and efficient environment in which the court can function. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 7 core units
- 8 elective units including:
  - a maximum of 1 unit from Group A
  - at least 4 units from Group B
  - a maximum of 3 units from Group C, **or** from elsewhere in this Training Package, **or** any endorsed Training Package **or** Accredited Course

Units selected should not duplicate content already covered by other units in this qualification.

**\*\*All elective units must be selected from a Certificate III qualification level or higher, unless otherwise stated.**

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
CSCSAS201A	Maintain security
PUAPOLGD001A	Maintain police operational safety
<b>Group B Elective Units</b>	
PSPCRT401C	Carry out court orderly functions

PSPCART402C	Manage witnesses
PSPCART403C	Handle exhibits and documents tendered
PSPCART404C	Serve process
PSPCART405C	Handle monies received in satisfaction of warrants or orders
PSPCART406C	Compile and use official notes
PSPCART410B	Provide court support to Indigenous clients
CSCSAS402B	Manage threatening behaviour
<b>Group C Elective Units</b>	
PSPREG401C	Exercise regulatory powers
PSPREG402C	Promote client compliance
PSPREG408C	Conduct search and seizure
CPPDSM4038A	Conduct goods, chattels or equipment clearing sale or auction
CSCSAS304A	Monitor control room operations
CSCTRA401A	Plan and monitor escorts
PSPCART501C	Perform court duties
PSPCART502C	Manage jurors
PSPCART503C	Execute process
PSPCART504C	Carry out possessions/evictions
PSPREG404C	Investigate non-compliance
PSPREG406C	Make arrests
PUAOPE002B	Operate communications systems and equipment
PUAOPE003B	Navigate in urban and rural environments
PUAPOL005B	Use and maintain operational equipment

PUAPOL007B	Manage persons in care or custody or in need of assistance
PUAVEH001B	Drive vehicles under operational conditions



# **PSP40404 Certificate IV in Government (Court Services)**

## **Modification History**

PSP40404 Release 2: Layout adjusted. No changes to content.

PSP40404 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those providing services to the court. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification, electives may also be selected from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

15 units of competency are required for this qualification including:

- 7 core units
- 8 elective units

Choose 8 elective units from the list below, using 1 unit from Group A and 7 units from Group B.

Alternatively, up to 3 electives may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

**\*\*All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.**

<b>Core units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Group B: Elective Units</b>	
PSPCRT301B	Audio record court proceedings
PSPCRT401C	Carry out court orderly functions
PSPCRT402C	Manage witnesses
PSPCRT403C	Handle exhibits and documents tendered
PSPCRT407B	Undertake court listings

PSPCRT408B	Provide court registry and information services
PSPCRT409B	Administer court fines and debt management
PSPCRT410B	Provide court support to Indigenous clients
PSPCRT411B	Audio record complex court proceedings
PSPCRT412B	Record court proceedings
PSPCRT413A	Contribute to an integrated service delivery program
PSPCRT414A	Administer court legislation
PSPCRT415A	Administer alternative dispute-resolution proceedings
PSPCRT416A	Provide support to self-represented litigants
PSPCRT501C	Perform court duties
PSPCRT502C	Manage jurors
PSPPOL401A	Contribute to policy development

# **PSP40504 Certificate IV in Government (Financial Services)**

## **Modification History**

PSP40504 Release 2: Layout adjusted. No changes to content.

PSP40504 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of finance officers in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 8 core units
- 7 elective units including:
  - a maximum of 1 unit from Group A
  - at least 4 units from Group B
  - 2 units from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course. One unit may be selected from a Certificate III level

**Units selected should not duplicate content already covered by other units in this qualification.**

\*\*All other elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPFIN401A	Use public sector financial processes
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

<b>Group B Elective Units</b>	
BSBFIA401A	Prepare financial reports
BSBFIA402A	Report on financial activity
BSBFIM502A	Manage payroll
FNSACC401A	Process business tax requirements
FNSACC402A	Prepare operational budgets
FNSACC404A	Prepare financial statements for non-reporting entities
FNSACC405A	Maintain inventory records
FNSICACC307A	Reconcile and monitor accounts receivable
FNSICORG509A	Maintain integrity of financial systems

# **PSP40604 Certificate IV in Government (Fraud Control)**

## **Modification History**

PSP40604 Release 2: Layout adjusted. No changes to content.

PSP40604 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required to prevent and detect fraud. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 2 elective units from the list below. Only 1 of the PSPOHS units may be used.

Choose 3 electives from elsewhere within this Training Package, any endorsed Training Package or Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, 1 of the 3 imported elective units may be drawn from units of competency packaged at Certificate III level.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPFRAU401B	Monitor data for indicators of fraud
PSPFRAU407B	Conduct fraud control awareness sessions
PSPREG415A	Receive and validate data
<b>Elective Units</b>	
PSPOHS301A	Contribute to workplace safety



PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PSPREG416A	Conduct data analysis

# **PSP40704 Certificate IV in Government (Service Delivery)**

## **Modification History**

PSP40704 Release 2: Layout adjusted. No changes to content.

PSP40704 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required for working without supervision delivering services in a government service delivery context in the public sector. Technical and agency-specific systems and procedures form the context for performance and indicative examples are referenced in the Range Statements and Evidence Guides for each unit. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where free electives are available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units including:
  - a maximum of 1 unit from Group A
  - 3 units from Group B
  - up to 2 units from elsewhere within this Training Package, any endorsed Training Package or Accredited Course

**Units selected should not duplicate content already covered by other units in this qualification.**

\*\*All elective units must be selected from a Certificate III qualification level or higher, unless otherwise stated.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPGSD401A	Identify and select government service delivery options
PSPGSD402A	Administer government service delivery requirements
PSPGSD403A	Conduct government service delivery interviews
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

<b>Group B Elective Units</b>	
PSPGSD404A	Administer delivery of financial and other benefits
PSPGSD405A	Introduce the government service delivery model
PSPGSD406A	Facilitate participation in government service delivery
PSPGSD407A	Assist self-management of government service offers
PSPGSD408A	Assist government service recipients with complex needs
PSPGSD409A	Deal with incorrect payments and debts
PSPGOV413A	Compose complex workplace documents
PSPGOV419A	Work with interpreters
PSPGOV421A	Exercise delegations

# **PSP40804 Certificate IV in Government (Injury Claims Administration )**

## **Modification History**

PSP40804 Release 2: Layout adjusted. No changes to content.

PSP40804 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of injury claims administrators in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 5 elective units from the list below:

- a maximum of 1 unit from Group A;
- 2 units from Group B;
- and 2 units from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification. from Certificate III and above.**

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPIM401A	Conduct initial claim assessments
PSPIM408A	Monitor and review injury management cases
PSPIM409A	Maintain injury management case files
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Group B Elective Units</b>	

PSPIM301A	Process claims
PSPIM403A	Make claim determinations
PSPIM406A	Implement and monitor return to work plans
PSPIM407A	Promote and educate about injury management
PSPREG410B	Give evidence

# **PSP40904 Certificate IV in Government (Injury Rehabilitation Management )**

## **Modification History**

PSP40904 Release 2: Layout adjusted. No changes to content.

PSP40904 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of rehabilitation practitioners in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.



## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 5 elective units from the list below:

- a maximum of 2 units from Group A;
- the remaining units from Group B, **or** from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

\*\*The remaining 3 elective units must be selected from Certificate III qualification level and above.

**Units selected should not duplicate content already covered by other units in this qualification.**

### Core Units

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPIM402A	Undertake initial rehabilitation assessments
PSPIM404A	Conduct situational workplace assessments
PSPIM405A	Develop return to work plans
PSPIM406A	Implement and monitor return to work plans

### Group A Elective Units

PSPOHS301A	Contribute to workplace safety
PSPPOL404A	Support policy implementation

PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Group B Elective Units</b>	
PSPIM407A	Promote and educate about injury management
PSPIM408A	Monitor and review injury management cases
PSPIM409A	Maintain injury management case files

# **PSP41004 Certificate IV in Government (Land Administration)**

## **Modification History**

PSP41004 Release 2: Layout adjusted. No changes to content.

PSP41004 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by public land administration officers. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 5 core units
- 10 elective units

Choose 10 elective units from the list below:

- 7 units from the elective units listed
- the remaining units from the elective units below, **or** from elsewhere within this Training Package, **or** any other endorsed Training Package **or** Accredited Course.

\*\*The remaining elective units must be selected from Certificate III qualification level and above.

**Units selected should not duplicate content already covered by other units in this qualification.**

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV408A	Value diversity
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPLAND404A	Investigate tenure applications
<b>Elective Units</b>	
PSPLAND401A	Assess Crown land
PSPLAND402A	Undertake native title assessments
PSPLAND403A	Prepare and lodge non-claimant native title applications
PSPLAND405A	Administer public reserves
PSPLAND406A	Monitor reserves management
PSPLAND407A	Coordinate land board sittings
PSPLAND408A	Investigate Aboriginal land claims/applications

PSPLAND409A	Handle compensation claims
PSPREG404C	Investigate non-compliance
PSPREG410B	Give evidence
PSPREG412A	Gather and manage evidence
PSPREG417A	Undertake compliance audits

# **PSP41104 Certificate IV in Government (Occupational Health Safety)**

## **Modification History**

PSP41104 Release 2: Layout adjusted. No changes to content.

PSP41104 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of occupational health and safety practitioners in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 7 core units
- 8 elective units:
  - Choose 5 elective units from the Group A elective list.
  - Choose 3 elective units from the Group B elective list below, **or** from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

**\*\*All elective units must be selected from Certificate III qualification level and above.**

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
<b>Group A electives (OHS)</b>	
PSPSOHS401A	Contribute to the implementation of a systematic approach to managing OHS
PSPSOHS402A	Contribute to the implementation of the OHS consultation process
PSPSOHS403A	Identify hazards and assess OHS risks
PSPSOHS404A	Contribute to the implementation of strategies to control OHS risk
PSPSOHS405A	Contribute to the implementation of emergency procedures
PSPSOHS406A	Use equipment to conduct workplace monitoring

<b>Group B electives (General)</b>	
PSPPOL401A	Contribute to policy development
PSPPM401B	Design simple projects
PSPPM402B	Manage simple projects
PSPPM403B	Close simple projects
PSPPM404A	Carry out simple project activities



# **PSP41204 Certificate IV in Government (Project Management)**

## **Modification History**

PSP41204 Release 2: Layout adjusted. No changes to content.

PSP41204 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of persons responsible for the management of projects in the public sector. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. Please note that the full suite of Private Sector Project Management units may be substituted for the three required Project Management units listed if this better reflects the way project management is conducted within the organisation.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units
  - Choose 1 unit from Group A
  - Choose 4 elective units from elsewhere within this Training Package, or any other endorsed Training Package or Accredited Course

Note: PSPPM405A Administer simple projects cannot be selected for this qualification.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV417A	Identify and treat risks
PSPGOV422A	Apply government processes
PSPPOL404A	Support policy implementation
PSPPM401B	Design simple projects
PSPPM402B	Manage simple projects
PSPPM403B	Close simple projects
Please note that, once endorsed, the full suite of private sector project management competency standards below* (8 units) may be substituted for these three core units.	
<b>Group A Elective Units</b>	

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Equivalent Units</b>	
The following 8 units together are considered equivalent to the three units PSPPM401B, PSPPM402B & PSPPM403B together.	
BSBPMG401A	Apply project scope management techniques
BSBPMG402A	Apply time management techniques
BSBPMG403A	Apply cost management techniques
BSBPMG404A	Apply quality management techniques
BSBPMG405A	Apply human resources management approaches
BSBPMG406A	Apply communications management techniques
BSBPMG407A	Apply risk management techniques
BSBPMG408A	Apply contract and procurement techniques

# **PSP41404 Certificate IV in Government (Statutory Compliance)**

## **Modification History**

PSP41404 Release 2: Layout adjusted. No changes to content.

PSP41404 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those responsible for ensuring statutory compliance with the requirements of legislation, regulations, and government and organisational policy. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 8 core units
- 7 elective units

Choose 7 elective units including:

- 1 unit from Group A,
- 4 units from Group B
- the remaining units from Group B, **or** from elsewhere within this Training Package, **or** from another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPREG401C	Exercise regulatory powers
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PUAPOLGD001	Maintain police operational safety

A	
<b>Group B Elective Units</b>	
PSPREG402C	Promote client compliance
PSPREG403B	Assess compliance
PSPREG404C	Investigate non-compliance
PSPREG405B	Act on non-compliance
PSPREG406C	Make arrests
PSPREG407B	Produce formal record of interview
PSPREG408C	Conduct search and seizure
PSPREG409B	Prepare a brief of evidence
PSPREG410B	Give evidence
PSPREG411A	Gather information through interviews
PUAOPE002B	Operate communications systems and equipment
PSPREG412A	Gather and manage evidence
PSPREG413A	Undertake inspections and monitoring
PSPREG414A	Conduct surveillance
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis
PSPREG417A	Undertake compliance audits
PSPREG418A	Advise on progress of investigations
PSPREG419A	Finalise and report on investigations
PSPREG420A	Plan and implement recovery action
PSPREG421A	Take custody of and store weapons



# **PSP41504 Certificate IV in Government (Investigation)**

## **Modification History**

PSP41504 Release 2: Layout adjusted. No changes to content.

PSP41504 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by those responsible for statutory investigation under a range of legislation, regulations, mandated government and organisational policy and instructions. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.



## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 5 elective units from the list below, including:

- 1 unit from Group A;
- 4 from Group B, **or** from elsewhere within this Training Package, **or** from another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV412A	Use advanced workplace communication strategies
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPREG401C	Exercise regulatory powers
PSPREG404C	Investigate non-compliance
PSPREG407B	Produce formal record of interview
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG418A	Advise on progress of investigations
PSPREG419A	Finalise and report on investigations
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory

	staff)
PUAPOLGD001A	Maintain police operational safety
<b>Group B Elective Units</b>	
PSPFRAU401B	Monitor data for indicators of fraud
PSPFRAU407B	Conduct fraud control awareness sessions
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis

# **PSP41604 Certificate IV in Government (Security)**

## **Modification History**

PSP41604 Release 2: Layout adjusted. No changes to content.

PSP41604 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required for working without supervision in the government security area of the public sector. Where a free choice of electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units

Choose 5 elective units from the list below, including:

- 2 units from below. Note - only 1 of the 2 OH&S units may be selected.
- 3 units from elsewhere within this Training Package, **or** from another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPSEC401A	Undertake government security risk analysis
PSPSEC402A	Implement security risk treatments
PSPSEC403A	Develop and advise on government security procedures
PSPSEC405A	Handle security classified information
<b>Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory

	staff)
PSPPOL404A	Support policy implementation

# **PSP41704 Certificate IV in Government (Personnel Security)**

## **Modification History**

PSP41704 Release 2: Layout adjusted. No changes to content.

PSP41704 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required for working without supervision in the personnel security area of the public sector. Where a free choice of electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 12 core units
- 3 elective units

Choose 3 elective units including:

- 1 unit from the list below
- 2 units from elsewhere within this Training Package, **or** from another endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPSEC401A	Undertake government security risk analysis
PSPSEC402A	Implement security risk treatments
PSPSEC404A	Conduct personnel security assessments
PSPSEC405A	Handle security classified information
PSPSEC406A	Provide government security briefings
PSPREG411A	Gather information through interviews
PSPREG416A	Conduct data analysis
<b>Elective Units</b>	

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)



# **PSP41804 Certificate IV in Government (Road Transport Compliance)**

## **Modification History**

PSP41804 Release 2: Layout adjusted. No changes to content.

PSP41804 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of national road transport inspectors. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 12 core units
- 3 elective units

Choose 3 elective units from the list below

- 1 unit from Group A,
- 2 units from Group B

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV417A	Identify and treat risks
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPREG401C	Exercise regulatory powers
PSPREG405B	Act on non-compliance
PSPTRAN401A	Inspect vehicles
PSPTRAN402A	Assess driver compliance
PSPTRAN403A	Assess vehicle compliance
<b>Group A Elective units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Group B Elective Units</b>	
PSPTRAN404A	Conduct detailed vehicle examination

PSPTRAN501A	Provide specialist vehicle technical advice
PSPCRT406C	Compile and use official notes
PSPREG402C	Promote client compliance
PSPREG404C	Investigate non-compliance
PSPREG407B	Produce formal record of interview
PSPREG408C	Conduct search and seizure
PSPREG409B	Prepare a brief of evidence
PSPREG410B	Give evidence
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis
PSPREG417A	Undertake compliance audits
PSPREG418A	Advise on progress of investigations
PSPREG419A	Finalise and report on investigations
PSPREG501B	Conduct prosecutions

# **PSP41904 Certificate IV in Government (School Support Services)**

## **Modification History**

PSP41904 Release 2: Layout adjusted. No changes to content.

PSP41904 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by staff working at an experienced level providing school support services in government schools. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as administration or library support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate IV in Government, rather than this specialist qualification. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 6 core units
- 9 elective units

Choose 9 elective units:

- 1 unit from Group A;
- 6 units from groups B to G, either across groups or from a single group;
- 2 units from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core Units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
MSL943002A	Participate in laboratory/field workplace safety
<b>Group B Elective Units (Generalist)</b>	

PSPGOV403B	Use resources to achieve work unit goals
PSPGOV404B	Develop and implement work unit plans
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV415A	Provide workplace coaching
PSPGOV416A	Monitor performance and provide feedback
PSPGOV417A	Identify and treat risks
PSPGOV418A	Develop internal and external networks
PSPGOV419A	Work with interpreters
PSPGOV420A	Use translation services
PSPGOV421A	Exercise delegations
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPPOL404A	Support policy implementation
<b>Group C Elective Units (Administration)</b>	
PSPFIN401A	Use public sector financial processes
PSPPROC406B	Procure goods and services
BSBADM405B	Organise meetings
BSBFIA401A	Prepare financial reports

BSBFIA402A	Report on financial activity
BSBINM401A	Implement workplace information system
BSBITA401A	Design databases
BSBITS401A	Maintain business technology
BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents
BSBMKG413A	Promote products and services
BSBRES401A	Analyse and present research information
BSBRKG402B	Provide information from and about records
BSBRKG403B	Set up a business or records system for a small office
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
FNSICGEN501B	Produce research reports and make presentations
FNSICORG519A	Analyse and comment on management reports
<b>Group D Elective Units (Human Resources)</b>	
PSPHR402A	Administer human resource processes
PSPHR403A	Provide a consultancy service for human resource management
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM501A	Manage human resources services
BSBINN301A	Promote innovation in a team environment
BSBLED401A	Develop teams and individuals
BSBMGT402A	Implement operational plan

BSBSMB407A	Manage a small team
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404B	Develop work priorities
<b>Group E Elective Units (Library Support)</b>	
CULINM401A	Complete a range of cataloguing activities
CULINS202A	Process information resource orders
CULINS401A	Assist customers to access information
CULINS402A	Obtain information from external and networked sources
<b>Group F Elective Units (Scientific Assistance)</b>	
MSL904001A	Perform standard calibrations
MSL924002A	Use laboratory application software
MSL934002A	Apply quality system and continuous improvement processes
MSL934003A	Maintain and control stocks
MSL974001A	Prepare, standardise and use solutions
MSL974003A	Perform chemical tests and procedures
MSL974005A	Perform physical tests
<b>Group G Elective Units (Technology)</b>	
ICADBS402A	Complete database backup and restore
ICADBS404A	Identify and resolve common database performance problems
ICADBS409A	Monitor and administer a database
ICAICT302A	Install and optimise operating system software
ICAICT304A	Implement system software changes



ICASAS301A	Run standard diagnostic tests
ICASAS304A	Provide basic system administration
ICASAS305A	Provide IT advice to clients
ICASAS416A	Implement maintenance procedures
ICASAS420A	Provide first-level remote help-desk support
ICAWEB404A	Maintain website performance
ICPMM321C	Capture a digital image

# **PSP42010 Certificate IV in School Support Services**

## **Modification History**

PSP42010 Release 2: Layout adjusted. No changes to content.

PSP42010 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by staff working at an experienced level providing school support services in non-government schools. It is not targeted at teacher aid occupations. Electives may be taken from a single stream, such as administration or library support, or from a range of streams to suit the particular workplace. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

15 units of competency are required for this qualification including:

- 6 core units
- 9 elective units

Choose 9 elective units from the list below:

- 1 unit from Group A;
- 6 units from groups C to G;
- 2 units from the list below, **or** from elsewhere within this Training Package, **or** from another endorsed Training Package, or Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core units</b>	
PSPGOV402B	Deliver and monitor service to clients
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
CHCADMIN305D	Work within the administration protocols of the organisation
CHCLEG411A	Use relevant legislation in response to client needs
<b>Elective Units</b>	
<b>Group A: OHS</b>	
MSL943002A	Participate in laboratory/field workplace safety
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
<b>Group B: General</b>	

PSPGOV404B	Develop and implement work unit plans
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV415A	Provide workplace coaching
PSPGOV416A	Monitor performance and provide feedback
PSPGOV417A	Identify and treat risks
PSPGOV418A	Develop internal and external networks
PSPGOV419A	Work with interpreters
PSPGOV420A	Use translation services
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPPOL404A	Support policy implementation
<b>Group C: Administration</b>	
BSBADM405B	Organise meetings
BSBFIA401A	Prepare financial reports
BSBFIA402A	Report on financial activity
BSBINM401A	Implement workplace information system
BSBITA401A	Design databases
BSBITS401A	Maintain business technology

BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents
BSBMKG413A	Promote products and services
BSBRES401A	Analyse and present research information
BSBRKG402B	Provide information from and about records
BSBRKG403B	Set up a business or records system for a small office
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
FNSICGEN501B	Produce research reports and make presentations
FNSICORG519A	Analyse and comment on management reports
PSPFIN401A	Use public sector financial processes
PSPPROC406B	Procure goods and services
<b>Group D: Human Resource Management</b>	
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM501A	Manage human resources services
BSBINN301A	Promote innovation in a team environment
BSBLED401A	Develop teams and individuals
BSBMGT402A	Implement operational plan
BSBSMB407A	Manage a small team
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404B	Develop work priorities

PSPHR402A	Administer human resource processes
PSPHR403A	Provide a consultancy service for human resource management
<b>Group E: Library Support</b>	
CULINM401A	Complete a range of cataloguing activities
CULINS202A	Process information resource orders
CULINS401A	Assist customers to access information
CULINS402A	Obtain information from external and networked sources
<b>Group F: Scientific Assistance</b>	
MSL904001A	Perform standard calibrations
MSL924002A	Use laboratory application software
MSL934002A	Apply quality system and continuous improvement processes
MSL934003A	Maintain and control stocks
MSL974001A	Prepare, standardise and use solutions
MSL974003A	Perform chemical tests and procedures
MSL974005A	Perform physical tests
<b>Group G: Technology</b>	
ICADBS402A	Complete database backup and restore
ICADBS404A	Identify and resolve common database performance problems
ICADBS409A	Monitor and administer a database
ICAICT302A	Install and optimise operating system software
ICAICT304A	Implement system software changes
ICASAS301A	Run standard diagnostic tests
ICASAS304A	Provide basic system administration

ICASAS305A	Provide IT advice to clients
ICASAS416A	Implement maintenance procedures
ICASAS420A	Provide first-level remote help-desk support
ICAWEB404A	Maintain website performance
ICPMM321C	Capture a digital image

# **PSP42108 Certificate IV in Government (Revenue Administration)**

## **Modification History**

PSP42108 Release 2: Layout adjusted. No changes to content.

PSP42108 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required by staff working in revenue administration. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and/or career plans of the individual.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.



## Packaging Rules

15 units of competency are required for this qualification:

- 5 core units
- 10 elective units including:
  - 1 unit from Group A
  - 5 units from Group B
  - up to 4 units from units from Group B and C **or** from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course.

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

**Units selected should not duplicate content already covered by other units in this qualification.**

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
<b>Group A Elective Units</b>	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs
<b>Group B Elective Units</b>	
PSPREV401A	Identify and apply statute law
PSPREV402A	Undertake legislative decision making
PSPREV403A	Manage information on legal entities, relationships and property
PSPREV404A	Interpret and assess contracts

PSPREV405A	Assess applications for grants, subsidies and rebates
PSPREV406A	Evaluate returns-based taxes
PSPREV407A	Determine land tax liability
PSPREV408A	Determine stamp duties
PSPREV409A	Administer levies, fines and other taxes
<b>Group C Elective Units</b>	
PSPFRAU401B	Monitor data for indicators of fraud
PSPGOV402B	Deliver and monitor service to clients
PSPGOV406B	Gather and analyse information
PSPGOV411A	Deal with conflict
PSPGOV417A	Identify and treat risks
PSPGOV421A	Exercise delegations
PSPPOL401A	Contribute to policy development
PSPPOL404A	Support policy implementation
PSPREG401C	Exercise regulatory powers
PSPREG402C	Promote client compliance
PSPREG403B	Assess compliance
PSPREG404C	Investigate non-compliance
PSPREG405B	Act on non-compliance
PSPREG409B	Prepare a brief of evidence
PSPREG415A	Receive and validate data
PSPREG417A	Undertake compliance audits
PSPREG420A	Plan and implement recovery action

LGAGOVA301B	Assist customers with rate enquiries
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# **PSP42210 Certificate IV in Government (Workplace Relations)**

## **Modification History**

PSP42210 Release 2: Layout adjusted. Imported units updated.

PSP42210 Release 1: Primary release.

## **Description**

This qualification supports staff with responsibility for providing front line services in a workplace relations environment.

The candidate may work in a department, organisation, division or business unit that provides specialist workplace relations services to employers, employees, union officials, industry bodies or other agencies. The qualification is also applicable for candidates who are working in a broader human resources area and seeking to pursue a career path in workplace relations within government.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

15 units of competency are required for this qualification including:

- 7 core units
- 8 elective units:
  - Choose a minimum of 3 units from Group A
  - Choose up to 5 elective units from Groups A and B below, **or** from elsewhere within this qualification, **or** from another endorsed Training Package **or** Accredited Course

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from Certificate III level may be used.

<b>Core units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
<b>Group A: Workplace Relations</b>	
BSBCCO301B	Use multiple information systems
PSPPOL405A	Implement e-correspondence policies
PSPWPR401A	Process incoming workplace relations queries
PSPWPR402A	Respond to general workplace relations enquiries
PSPWPR403A	Support the provision of workplace relations information
<b>Group B: General</b>	

BSBCUS201B	Deliver a service to customers
BSBCCO401B	Administer customer contact telecommunications technology
BSBCMM301A	Process customer complaints
BSBCUS401A	Coordinate implementation of customer service strategies
BSBIND101A	Work effectively in a contact centre environment
BSBINM401A	Implement workplace information system
BSBITU203A	Communicate electronically
BSBRES402A	Research, locate and provide legal and other information in response to requests
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV416A	Monitor performance and provide feedback
PSPREG404C	Investigate non-compliance
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG418A	Advise on progress of investigations

# **PSP42310 Certificate IV in Government (Trade Measurement)**

## **Modification History**

PSP42310 Release 2: Layout adjusted. No changes to content.

PSP42310 Release 1: Primary release.

## **Description**

This qualification supports staff with responsibility for providing national trade measurement inspection. The candidate may work in a department, organisation, division or business unit that provides specialist trade measurement services to employers. The qualification is also applicable to candidates who are working in broader verification or measurement areas, seeking to pursue a career path in trade measurement within government.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 12 units of competency including:

- 8 core units
- 4 elective units

Choose 4 elective units from Groups A and B below .

Alternatively, up to 2 electives may be selected from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

<b>Core units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV414A	Provide workplace mentoring
PSPREG401C	Exercise regulatory powers
PSPREG403B	Assess compliance
PSPREG405B	Act on non-compliance
PSPREG413A	Undertake inspections and monitoring
MSL944001A	Maintain laboratory/field workplace safety
<b>Elective units</b>	
<b>Group A Elective Units (Trade measurement)</b>	
MSATMINS401A	Inspect a range of weighing instruments
MSATMINS402A	Inspect a range of liquid measuring instruments using volume measures
MSATMINS403A	Inspect a range of trading practices
MSATMINS404A	Inspect a range of pre-packaged products
<b>Group B Elective Units (Laboratory measurement)</b>	



MSATMVER403A	Verify inspector's class reference standards
MSL924001A	Process and interpret data
MSL925002A	Analyse measurements and estimate uncertainties
MSL934002A	Apply quality system and continuous improvement processes

# **PSP42410 Certificate IV in Government (Procurement and Contracting)**

## **Modification History**

PSP42410 Release 2: Layout adjusted. No changes to content.

PSP42410 Release 1: Primary release.

## **Description**

This specialist qualification covers the competencies required of personnel responsible for the procurement of goods or services. Electives should reflect the responsibilities of the individual and the job skills required for effective performance.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency including:

- 9 core units
- 6 elective units

Choose 6 electives from the list below including:

- at least 1 unit from Group A;
- the remaining elective units:
  - from Groups A and Group B
  - from Certificate IV or Diploma level, **or** from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

NOTE: PSPPROC406B Procure Goods and Services is excluded from this qualification and may not be selected

\*\* For this qualification, a maximum of 1 unit from a Certificate III level may be used.

For individuals working in local government consideration should be given to selecting elective units from the Local Government Training Package.

<b>Core units</b>	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV417A	Identify and treat risks
PSPGOV421A	Exercise delegations
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPROC411A	Plan procurement
PSPPROC412A	Develop and distribute requests for offers
PSPPROC413A	Select providers and develop contracts
PSPPROC414A	Manage contracts
<b>Elective units</b>	
<b>Group A Elective Units (Research and analysis)</b>	
BSBMKG408B	Conduct market research
PSPGOV406B	Gather and analyse information

<b>Group B Elective Units (General)</b>	
PSPFIN401A	Use public sector financial processes
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV418A	Develop internal and external networks
PSPPM405A	Administer simple projects
PSPPOL404A	Support policy implementation
PSPPOL401A	Contribute to policy development
PSPPROC405C	Dispose of assets

# **PSP50104 Diploma of Government**

## **Modification History**

PSP50104 Release 2: Layout adjusted. No change to content.

PSP50104 Release 1: Primary release.

## **Description**

This qualification covers the competencies required for independent and self-directed work in the public sector. There may be supervisory responsibilities rather than specialist management competencies, which are catered for in the Diploma of Government (Management). The qualification is particularly suited to those working in an environment where there is a range of responsibilities which are diverse in nature rather than within a narrow specialisation and/or they work in small or regionally based organisations. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of electives is possible in the qualification packaging rules, electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. Please note that if all electives are chosen from a single Group, a specialist qualification may result. Requirements for specialisations are listed under the relevant Competency Field.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
<b>Communication</b>	<p>Qualifications at this level require the use of complex communication strategies for interacting with internal and external clients, colleagues and managers. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Complex workplace communication for working at middle management level with internal and external clients, colleagues and other staff, including preparing for complex communication, analysing and responding to opinions, presenting a convincing argument, and developing a range of communication strategies.</li> <li>• Written workplace communication at a level where preliminary research or documents may have been prepared by others as input, and final documents are being prepared, including critical analysis of workplace information, composition, revision and refinement to meet workplace requirements.</li> <li>• Negotiations as an individual or as a member of a negotiating team, including planning for the negotiation, conducting the negotiation and finalising the outcome.</li> <li>• Use of a range of complex communication techniques including applying legislation, regulations and policies relating to communication in the public sector, analysing and using language structures and features that influence the interpretation of spoken communication, interacting confidently with groups on familiar topics in formal and informal workplace situations, speaking with confidence and listening critically, clarifying meaning, exploring issues and problem solving, responding to diversity, including gender and disability.</li> <li>• Use reading and writing at a level to cope with a range of complex and sensitive workplace materials including, critically analysing and synthesising information to compose complex written documents, refining content, structure and sequence according to the required purpose of written material, using spelling, punctuation and grammar for workplace documents at an experienced level, providing feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research/document input.</li> </ul>
<b>Teamwork</b>	Qualifications at this level require the development and supervision

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>of effective workplace performance and relationships. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Supervision and performance management in accordance with the organisation's performance management system. It includes linking individual/workgroup activities to organisational goals, setting performance expectations, measuring performance achievements, and renegotiate performance and development plans.</li> <li>• Achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc. It includes facilitating commitment to objectives and required standards; contributing to the development of a cooperative, high performance workgroup; giving and receiving feedback on performance; supporting and participating in development activities; and providing leadership, direction and guidance in the workgroup.</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Qualifications at this level cover the development, implementation and review of client services and the skills to address complex workplace and public issues in the context of government services, including monitoring problems in implementing work plans and propose solutions to resolve problems. This requires the following workplace performance outcomes:</li> <li>• Research and analysis to develop advice and recommendations, including identifying and undertaking research, analysing information and applying the results of analysis, maintaining information systems, and compiling reports from information.</li> <li>• Implementation of workplace diversity strategies to promote diversity through the development of effective and inclusive work practices, the generation of new ideas, and to improve the organisation's responsiveness to the community, including providing diversity input to strategies, policies and plans, attracting and developing a diverse workforce and monitoring diversity outcomes.</li> <li>• Managing conflict in the workplace, including identifying and assessing conflict situations, implementing strategies to resolve</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>conflict and monitoring the situation. It does not include formal negotiation, counselling or conducting mediation.</p> <ul style="list-style-type: none"> <li>• Coordination of risk management in the business unit/organisation. It includes maintaining infrastructure and processes, supporting staff to manage risk, facilitating risk recovery, and monitoring and reviewing risk management.</li> <li>• Clearly identifying statistical data collection and the expected outputs to meet user requirements. It includes defining the purpose/outputs, defining the scope, researching and identifying possible sources of data, developing project documentation, determining resource requirements and confirming project feasibility. It also includes applying techniques to analyse statistical data, planning the analysis, applying statistical concepts and processes, determining strengths and weaknesses of the analysis and producing further statistics.</li> </ul>
<b>Initiative and enterprise</b>	<p>Qualifications at this level cover the skills required to provide leadership to the achievement of organisational goals and principles, designing and implementing ethical process, promoting service quality and the reasons for change and initiating specific changes related to the work unit. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc. It includes facilitating commitment to objectives and required standards; contributing to the development of a cooperative, high performance workgroup; giving and receiving feedback on performance; supporting and participating in development activities; and providing leadership, direction and guidance in the workgroup.</li> <li>• Facilitation of workplace change in public sector environments where role ambiguity and uncertainty often accompany the change process. It includes planning for the introduction of change, dealing with emerging challenges and opportunities and handling ambiguity in the change process.</li> <li>• The development and use of political nous to navigate and succeed in the political environment of the public sector. It</li> </ul>



<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes.</p> <ul style="list-style-type: none"> <li>• The development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.</li> </ul>
<b>Planning and organising</b>	<p>Qualifications at this level cover the coordination and management of the development and implementation of work unit plans at both the work unit and individual level to achieve results through planning. This includes providing leadership to the planning activities of the work unit, supervising individual work plans, and coordinating the implementing and evaluating of work plans. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Identification of service requirements to meet client needs, including analysis of client needs, review of client service, and promotion, development and enhancement of client service.</li> <li>• Coordination and monitoring of available resources to achieve work unit outcomes, including allocating available resources, monitoring and evaluation of resource usage and reporting on resource usage.</li> <li>• Evaluation relevant to the full range of processes and outcomes in the public sector such as policy, procedures, processes, structures, service delivery, projects, including identifying the purpose of the evaluation, identifying the evaluation process and tools, carrying out the evaluation, analysing results, reporting outcomes and recommending action.</li> <li>• Benchmarking performance of a functional area or business unit of an organisation. It includes designing a benchmarking approach, establishing benchmarks, establishing and managing a benchmarking exercise, gathering and analysing information and reporting on/acting on benchmarking outcomes.</li> </ul>
<b>Self management</b>	<p>Qualifications at this level require autonomous management of complex work roles, duties and responsibilities within the limitations of job descriptions, level of authority and delegations and</p>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>departmental policies and procedures. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Active management of one's own career to meet goals and achieve life plans, as well as contributing to the career management of others. It includes identifying current career strengths, identifying and mapping career opportunities, developing and implementing career plans, monitoring progress and contributing to others' career management.</li> <li>• The development and use of political nous to navigate and succeed in the political environment of the public sector. It includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes.</li> <li>• The development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.</li> </ul>
<b>Learning</b>	<p>This qualification covers the skills required to provide mentoring, coaching and performance review for others as well as personal career and skills development. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Promotion and support for coaching and mentoring in the organisation, including developing a coaching/mentoring strategy, establishing a coaching/mentoring framework, implementing and supporting coaching/mentoring, monitoring coaching and mentoring arrangements and consolidating opportunities for further coaching/mentoring.</li> <li>• Manage and development performance through a range of learning and development strategies including formal course participation, on-the-job training, work experience, staff exchanges, mentoring, coaching, external study, conference and seminar attendance, induction, job rotation, higher duties, work shadowing opportunities.</li> </ul>
<b>Technology</b>	Qualifications at this level cover the technology skills required for

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>general government workplaces and services. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Identify equipment and technology requirements and use information technology including databases and spreadsheets. Use statistical analysis package, the most relevant data capture (software), GIS and web mapping/web GIS tools to access and/or manipulate a range of data, spreadsheet or database package for data analysis and presentation, statistical tools to collect, store and analyse data.</li> <li>• Use computer applications for information generation, management, storage and security.</li> <li>• Specialist qualifications will include elective competencies which cover the equipment and technology required for those specialisations.</li> </ul>

## Packaging Rules

This qualification requires 11 units of competency including:

- 6 core units
- 5 elective units:

Choose 5 elective units from the list below, or from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an Accredited Course.

**Units selected should not duplicate content already covered by other units in this qualification.**

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

\*\* For this qualification, a maximum of 1 unit from a Certificate IV level may be used.

<b>Core Units</b>	
PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity

PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
<b>Electives</b>	
PSPBORD501A	Command operational forces
PSPGOV502B	Develop client services
PSPGOV503B	Coordinate resource allocation and usage
PSPGOV506A	Support workplace coaching and mentoring
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPGOV509A	Conduct evaluations
PSPGOV510A	Undertake and promote career management
PSPGOV511A	Provide leadership
PSPGOV513A	Refine complex workplace documents
PSPGOV514A	Facilitate change
PSPGOV515A	Develop and use political nous
PSPGOV516A	Develop and use emotional intelligence
PSPGOV517A	Coordinate risk management
PSPGOV518A	Benchmark performance
PSPGOV519A	Manage performance
PSPGOV520A	Scope statistical data collection
PSPGOV521A	Collect statistical data
PSPGOV522A	Process statistical data

PSPGOV523A	Interrogate and analyse statistical data
PSPGOV524A	Interpret data and related statistics
PSPGSD502A	Manage the emergent dynamics of government service delivery
PSPGSD503A	Provide specialist technical service delivery
PSPPA501A	Provide public affairs writing and editorial services
PSPPA502A	Coordinate public affairs events and activities
PSPPM504A	Carry out complex project activities
PSPREG503A	Supervise and carry out complex inspections and monitoring
PSPREG504A	Manage plant movement health risk
PSPSCI501A	Provide high-level scientific technical support
PSPSCI502A	Facilitate innovation and change through extension
PSPSCI503A	Develop and undertake scientific/technological research
BSBEBU401A	Review and maintain a website
BSBMKG501B	Identify and evaluate marketing opportunities
BSBMKG502B	Establish and adjust the marketing mix
BSBMKG514A	Implement and monitor marketing activities
BSBMKG608A	Develop organisational marketing objectives
BSBSUS501A	Develop workplace policy and procedures for sustainability
PSPPOL501A	Develop organisation policy
PUAWER002B	Ensure workplace emergency prevention procedures, systems and processes are implemented
PUAWER005B	Operate as part of an emergency control organisation
PUAWER009B	Participate as a member of a workplace emergency initial response team
SITXICT001A	Build and launch a website for a small business

TAEDEL501A	Facilitate e-learning
TAADES501B	Design and develop learning strategies