

## BSB10112 Certificate I in Business

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>BSB07 Business Services Training Package Version 9.0</i>.</p> <p>Replaces and is equivalent to BSB10112 Certificate I in Business.</p> <p>BSBITU201A Produce simple word processed documents, included as an elective unit.</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 BSB10107 Certificate I in Business.</p> <p>Updated Core Unit:</p> <ul style="list-style-type: none"><li>• BSB0HS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others.</li></ul>

### Description

This qualification allows individuals to develop basic skills and knowledge to prepare for work. They may undertake a range of simple tasks under close supervision. The range of technical skills and knowledge is limited.

### Job roles

Job roles and titles vary across different industry sectors. This is an entry level qualification.

## **Pathways Information**

### **Pathways into the qualification**

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

- beginning a career
- participating in a VET in Schools Program
- after achieving a Certificate I qualification in a Training Package other than Business Services
- seeking a career transition with vocational experience in industries or environments outside of Business Services.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB20112 Certificate II in 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.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• gathering, conveying and receiving verbal and written information</li> <li>• listening and understanding workplace instructions</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• working with colleagues and supervisors to produce workplace documents</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• resolving simple maintenance issues with office equipment</li> <li>• solving routine problems related to hazards in the workplace, while under direct supervision</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• raising occupational health and safety issues with the occupational health and safety officer</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning own work schedule to ensure tasks are completed on time</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• behaving in ways that contribute to an effective and safe working environment</li> <li>• identifying own roles and responsibilities</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• listening to ideas and opinions of other members of the team</li> <li>• following safety procedures</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating a range of business equipment</li> </ul>

## **Packaging Rules**

**Total number of units = 6**

**1 core unit *plus***

**5 elective units**, of which:

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

### **Core unit**

BSBWHS201A Contribute to health and safety of self and others

### **Elective units**

#### **General Administration**

BSBADM101A Use business equipment and resources

#### **Industry Context**

BSBIND201A Work effectively in a business environment

#### **Interpersonal Communication**

BSBCMM101A Apply basic communication skills

#### **IT Use**

BSBITU101A Operate a personal computer

BSBITU102A Develop keyboard skills

BSBITU201A Produce simple word processed document

BSBITU202A Create and use spreadsheets

#### **Learning and Development**

BSBLED101A Plan skills development

#### **Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

#### **Workplace Effectiveness**

BSBWOR202A Organise and complete daily work activities

## BSB20112 Certificate II 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 BSB20107 Certificate II in Business.</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 perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

### Job roles

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

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- BSB10112 Certificate I in Business or other relevant qualification/s
- OR
- with vocational experience assisting in a range of work settings without a formal business qualification.

### **Pathways from the qualification**

After achieving this qualification candidates may undertake:

- BSB30112 Certificate III in 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.*

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• communicating verbally with clients and colleagues</li> <li>• drafting routine correspondence that meets the organisational standards of style, format and accuracy</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• working in a team environment to promote team commitment and cooperation</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• choosing appropriate methods for communication and transferring information</li> <li>• dealing with client enquiries and complaints</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• raising occupational health and safety issues with designated personnel</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning and organising own work schedule for the day</li> <li>• planning the layout of simple documents using appropriate software</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• dealing sensitively with client needs and cultural, family and individual differences</li> <li>• obtaining feedback on work performance and identifying opportunities for improvement</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• encouraging, acknowledging and acting on constructive feedback from team members</li> <li>• using manuals, training booklets and online help to overcome difficulties</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• selecting, maintaining and using business technology appropriate to the task</li> </ul>

## **Packaging Rules**

**Total number of units = 12**

**1 core unit *plus***

**11 elective units**

**7 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 **2 of the 4 elective units** may be selected from either a Certificate I or a Certificate III qualification.

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

### **Core unit**

BSBWH201A Contribute to health and safety of self and others

### **Elective units**

#### **Customer Service**

BSBCUS201B Deliver a service to customers

#### **Industry Context**

BSBIND201A Work effectively in a business environment

#### **Information Management**

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

#### **Innovation**

BSBINN201A Contribute to workplace innovation

#### **Interpersonal Communication**

BSBCMM201A Communicate in the workplace

#### **IT Use**

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

#### **Small and Micro Business**

BSBSMB201A Identify suitability for micro business

#### **Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

#### **Workplace Effectiveness**

BSBWOR202A Organise and complete daily work activities

BSBWOR203B Work effectively with others

BSBWOR204A Use business technology

#### **Imported Units**

FNSACC301A Process financial transactions and extract interim reports

## BSB20211 Certificate II 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><i>Replaces BSB20207 Certificate II in Customer Contact</i></p>

### Description

This qualification reflects the role of individuals who typically interact with customers under direct supervision and with limited authority to delegate.

Duties at this level would include working with multiple communication channels, receiving and responding to customer requests, and capturing data.

#### Job roles

Possible job roles relevant to this qualification include:

- customer contact assistants or operators.

## FNS10110 Certificate I in Financial Services

### Modification History

Not applicable.

## **Description**

This qualification is designed to facilitate an understanding of the Australian financial services marketplace and personal financial situations that will assist in meeting the needs of identified gaps in nationwide financial literacy. It does not have an industry employment outcome.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
Communication	<ul style="list-style-type: none"> <li>• asking questions in order to understand financial concepts</li> <li>• creating documents for personal budgets and savings plans</li> <li>• using active listening skills</li> <li>• using basic verbal and written skills</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• consulting others when developing personal financial plans</li> <li>• working with others to develop one's knowledge and expertise in credit management and superannuation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and comparing information from different sources</li> <li>• checking financial statements for accuracy</li> <li>• comparing and contrasting the performance of different plans, funds and credit facilities</li> <li>• matching one's own needs with products on offer</li> <li>• tracking lost superannuation payments</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• creating a long-term vision for one's financial future through a superannuation plan</li> <li>• modifying personal budget and savings plan to changing circumstances</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• preparing a simple personal budget and savings plan</li> <li>• researching, collecting and analysing information from a range of sources</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• demonstrating the skill to manage personal finances, personal credit rating, history and superannuation choice</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• learning new ideas, skills and techniques by developing a budget and a personal savings plan</li> <li>• maintaining personal knowledge of financial products and services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using calculators and computer software to prepare a budget and a savings plan</li> </ul>

## **Packaging Rules**

### **Packaging Rules**

**6 units** must be achieved:

- FNSFLT201A Develop and use a personal budget
- FNSFLT202A Develop and use a savings plan
- FNSFLT203A Develop understanding of debt and consumer credit
- FNSFLT204A Develop understanding of superannuation
- FNSFLT205A Develop understanding of the Australian financial system and markets
- FNSFLT206A Develop understanding of taxation
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# FNS20111 Certificate II in Financial Services

## 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>BSBWOR203A</i> to <i>BSBWOR203B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification first released with Version 2.0 of <i>FNS10 Financial Services Training Package</i>.</p>

## Description

This qualification is intended to meet the financial literacy and basic financial skill needs of remote and indigenous communities or new entrants wishing to build potential pathways into the industry, particularly through VET in Schools programs.

## Pathways Information

### Pathways from the qualification

This qualification has elective options in financial literacy and basic industry skills. However, Certificate III in Financial Services, Certificate III in Accounts Administration or a qualification in the personal injury management or insurance sectors may be more suitable for entry level employment opportunities.

## 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>• having the ability to ask questions in order to prepare a verbal or written response to customer enquiries</li> <li>• using active listening skills</li> <li>• using verbal and written skills to communicate effectively with customers</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• consulting others when developing personal financial plans</li> <li>• working with diverse persons and groups</li> <li>• working with others to develop one's knowledge and expertise in credit management</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and comparing information from different sources</li> <li>• researching information relevant to a customer enquiry</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• developing flexible approaches to personal skill development and goal setting</li> <li>• identifying hazards in the workplace</li> <li>• participating in identifying improvements to workplace processes</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• following defined workplace processes and ensuring all documentation meets organisational policies and procedures</li> <li>• performing basic administration and organisational skills</li> <li>• recognising hazards in the workplace and applying risk control measures</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• demonstrating the skill to operate within scope of authority, meet timelines and work within industry and organisational codes of practice, legislation and regulations</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• applying knowledge of the industry to workplace activities</li> <li>• asking questions to clarify instructions</li> <li>• learning new ideas, skills and techniques by developing a budget and a personal savings plan</li> </ul>

	<ul style="list-style-type: none"> <li>• using online help to resolve technical issues</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using calculators and computer software programs to prepare workplace documentation</li> <li>• using the telephone and computer technology to communicate effectively with customers</li> <li>• working safely with technology</li> </ul>

## Packaging Rules

**8 units** must be achieved:

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

**2 elective unit** must be selected from the elective list below.

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 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:*

- FNSFLT201A Develop and use a personal budget
- FNSFLT202A Develop and use a savings plan
- FNSFLT203A Develop understanding of debt and consumer credit
- FNSFLT204A Develop understanding of superannuation
- FNSFLT205A Develop understanding of the Australian financial system and markets
- FNSFLT206A Develop understanding of taxation
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS303A Balance retail transactions
- FNSRTS305A Process customer accounts
- FNSRTS306A Process customer transactions

## FNS30111 Certificate III in Financial Services

### Modification History

Release	Comments
Release 4	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</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</i></p>

	<p><i>hazard identification and risk with BSBOHS201A Participate in OHS processes. This is considered a more appropriate unit for this qualification.</i></p> <p>Two (2) new units included for the life insurance sector:</p> <p><i>FNSILF302A Process a life insurance 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</i></p>
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	<p><i>instructions</i></p> <p><i>FNSSUP306A Terminate superannuation plans</i></p> <p>Replaced <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>Replaces <i>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</li> </ul>

	<p>contingencies</p> <ul style="list-style-type: none"> <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
- FNSCUS402A 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
- FNSRSTS301A Provide customer service in a retail agency
- FNSRSTS302A Handle foreign currency transactions
- FNSRSTS303A Balance retail transactions
- FNSRSTS304A Administer debit card services
- FNSRSTS305A 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

## **PSP20104 Certificate II in Government**

### **Modification History**

PSP20104 Release 2: Layout adjusted. No changes to content.

PSP20104 Release 1: Primary release.

### **Description**

This generalist qualification covers competencies that lay a foundation for a career in the public sector. The qualification has a particular focus on competencies required in a public service context, but also includes competencies that are transferable to other work contexts. 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

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
<p><b>Communication</b></p>	<p>Qualifications at this level cover the use of communication techniques for interacting with internal and, to a limited extent, external clients and following instructions on the basis of communication and the methods used. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Handle routine enquiries, including following and relaying routine instructions and engaging in workplace discussions, speaking, listening and reading non-verbal cues, reading, writing and visual literacy are intrinsic to the workplace communication.</li> <li>• Use communication styles that take account of workplace diversity and reflect the principles of emotional intelligence.</li> <li>• Access, identify and use information including using scanning techniques to locate main ideas, reading written materials such as manuals and codes of practice, recording details in accordance with organisational etiquette and standards</li> <li>• Use interpersonal communication including negotiating strategies to clarify understanding including clarifying information in order to confirm understanding, using effective listening and speaking skills including confirming understanding, applying understanding of individual differences in spoken and non-verbal communication to meet the expected standards of the workplace, engaging in workplace discussions, eliciting and giving factual information, listening for relevant information from oral discussions, exchanging information, exploring issues and solving routine problems.</li> <li>• Store records in accordance with organisational policy and procedures for recordkeeping and information security including collecting data to assist in evaluating client needs and services, recording verbal enquiries and resulting action.</li> <li>• Use established communication channels including using communication technology such as telephones, computers with audio, message bank, answering machines, email, short message service, pagers.</li> <li>• Respond to diversity, including gender and disability including observing and reading non-verbal cues especially those relating to culture, ethnicity, emotional state.</li> </ul>
<p><b>Teamwork</b></p>	<p>Qualifications at this level cover the requirements for entry</p>

<p><b>EMPLOYABILITY SKILLS</b></p>	<p><b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b></p>
	<p>into/working as a trainee in the public sector. This includes compliance with the principles of public sector legislation and guidelines, the use of public sector and organisational procedures when dealing with others at work, respect for individual differences and career planning. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Contribute as a workgroup member including assisting with support, learning and development for others in achieving workgroup goals, establishing workgroup parameters, and using personal strengths in contributing to the workgroup including appreciating the differences between colleagues through workplace behaviour.</li> <li>• Apply procedures for dealing with staff at all levels of the organisation.</li> <li>• Identify the staffing and organisational structure including acting on instructions within the timeframe and to the standard required by the workgroup/team leader, raising issues and ideas which affect work within the group with the appropriate person, referring unresolved conflicts which affect work in the group through the appropriate channel.</li> </ul>
<p><b>Problem solving</b></p>	<p>Qualifications at this level cover the competencies of identifying and addressing workplace problems within a prescribed framework of roles, delegations and procedures. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• The provision of service to clients within a prescribed framework, including identifying procedures for dealing with clients, dealing with complaints from clients and difficult situations in accordance with organisational procedures, matching client service to needs and delivering client service in a defined range of options, resolving problems in accordance with standard procedures and referring problems to others in accordance with organisational policy and procedures and through appropriate channels.</li> <li>• Apply public sector legislation such as occupational health and safety and environmental procedures in the workplace and the requirements of multicultural awareness and anti-discrimination legislation.</li> <li>• Apply understanding of individual differences in spoken and non-verbal communication to meet the expected standards of the</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	workplace and use oral interactions with other staff to exchange information, explore issues and solve routine problems.
<b>Initiative and enterprise</b>	<p>Qualifications at this level cover the requirements for entry into/working as a trainee in the public sector. This includes compliance with the principles of public sector legislation and guidelines, the use of public sector and organisational procedures when dealing with others at work, respect for individual differences and career planning. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Participation in the change process within a workgroup. This includes suggesting options for change and contributing to the implementation of change.</li> <li>• Identify sources and kind of assistance.</li> <li>• Respond to diversity, including gender and disability.</li> <li>• Recognise own and others' emotions in the workplace.</li> <li>• Identify a range of possible career paths and plan competency areas and experiences required to pursue them.</li> <li>• Respond to client enquiries promptly and in accordance with accepted practice and standards of the organisation.</li> </ul>
<b>Planning and organising</b>	<p>Qualifications at this level cover the implementation of work unit plans and organisational goals within trainee level job descriptions, responsibilities and delegations. This require the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Carry out work within organisational procedures including applying legislation and guidelines common to employment in a public sector organisation, identifying key principles contained in the legislation and guidelines, finding out about procedures for dealing with clients staff at all levels of the organisation.</li> <li>• Use resources required to achieve work objectives including accessing and using resources and administering physical resource usage.</li> <li>• Identify particular needs of clients to enable targeted service delivery including making notes of oral instructions, the intent and outcomes required, and the timeframe for completion, and used to carry out instructions at a later date when required.</li> </ul>
<b>Self management</b>	Qualifications at this level cover the requirements for working effectively in a public sector organisation with a focus on self-

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>management. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Evaluate and develop your own expertise, identifying career options, working within the organisational structure and culture, managing your own work and working with others.</li> <li>• Undertake work is in accordance with the principles contained in legislation and guidelines including taking responsibility for finding out about the range of legislation and guidelines common to employment in a public sector organisation and identify the key principles contained in the legislation and guidelines.</li> <li>• Check information in order to confirm own understanding and identify available assistance and how it might help.</li> </ul>
<b>Learning</b>	<p>Qualifications at this level cover the requirements for career planning and assessment and development of workplace skills. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Explore a range of possible career paths and prepare for career options.</li> <li>• Plan personal development including assessing skills against the requirements of current and potential work opportunities.</li> <li>• Plan competency areas and experiences required to develop career path, analysing personal working and learning styles, values and attitudes and seeking learning opportunities in line with personal work goals to develop new competencies.</li> </ul>
<b>Technology</b>	<p>Qualifications at this level cover various applications of technology and their use to achieve work outcomes. This includes selecting, using and maintaining technology. This requires to following performance outcomes:</p> <ul style="list-style-type: none"> <li>• Identify work requirements and select the equipment and software application of best fit in terms of timeliness, cost effectiveness, occupational health and safety conditions including, using a keyboard, using a range of technology applications, using communication to request advice, receive feedback and work with others, applying problem solving in relation to routine problems, following manufacturers' instructions, applying public sector legislation such as occupational health.</li> <li>• Use manuals, training booklets, online/telephone assistance or help-desks to overcome basic difficulties with technology,</li> </ul>

<b>EMPLOYABILITY SKILLS</b>	<b>FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:</b>
	<p>and more complex problems are referred for assistance in accordance with organisational policy and procedures.</p> <ul style="list-style-type: none"> <li>• Use the following equipment and technology: <ul style="list-style-type: none"> <li>• computer facsimiles</li> <li>• computer technology, such as laptops, notebooks, palm pilots and personal computers</li> <li>• data projectors</li> <li>• digital cameras</li> <li>• electronic whiteboards</li> <li>• facsimile machines</li> <li>• keyboards</li> <li>• modems</li> <li>• mouses</li> <li>• multifunction scanners/faxes/printers</li> <li>• pagers</li> <li>• photocopiers</li> <li>• printers</li> <li>• routers</li> <li>• scanners</li> <li>• tape/MD recorders</li> <li>• telephones/mobiles/wireless telephones</li> <li>• video cameras</li> <li>• wireless technology equipment</li> <li>• zip drives</li> <li>• information exchange systems and the Internet.</li> </ul> </li> <li>• Apply knowledge of OHS requirements for using information technology.</li> <li>• Use communication technology such as telephones, computers with audio, message bank, answering machines, email, short message service, pagers</li> </ul>

## Packaging Rules

This qualification requires 9 units of competency:

- 4 core units
- 5 elective units

Choose 5 elective units from the list below, and/or:

- from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

\*At least one unit must be coded PSP.

**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 I level may be used.

### Core Units

PSPGOV201B	Work in a public sector environment
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PSPGOV202B	Use routine workplace communication techniques
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PSPGOV203B	Deliver a service to clients
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PSPOHS201B	Follow workplace safety procedures
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### Elective Units

PSPGOV204B	Access and use resources
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PSPGOV205B	Participate in workplace change
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PSPGOV206B	Handle workplace information
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PSPGOV207B	Use technology in the workplace
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PSPGOV208A	Write routine workplace materials
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PSPREG201A	Carry out inspections and monitoring under guidance
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PSPSCI201A	Contribute to the provision of scientific technical support
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BSBINM202A	Handle mail
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BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBSUS201A	Participate in environmentally sustainable work practices