

## **BSB07 Business Services (revised)**

The revised BSB07 Business Services Training Package was endorsed by the National Quality Council on 10 December 2007 and approved by Ministers on 23 December 2007. The revised BSB07 was submitted to VETAB for accreditation on 18 February 2008.

The BSB07 Business Services Training Package covers a diverse range of industries and occupations. Business Services is a discrete industry. It also provides a diverse range of cross industry functions and services supporting the commercial activities of all industries. In our global, knowledge based economy, this very large, dynamic and growing industry is vital to Australia's economic progress.

BSB07 Business Services Training Package is a revision of BSB01 Business Services Training Package, which was developed by the now defunct Business Services Training Australia (BSTA). Version 1 of BSB01 was originally released in September 2001 and included the development of units and qualifications split into fields and domains. Fields were broad areas of activity within the Business Services scope of coverage and domains were discrete areas of activity within each field. In the first version of BSB01, endorsed on 3 September 2001, there were six fields:

- Common Business
- Business Administration Services
- Business Information Services
- Business Management Services
- Human Resource Management
- Business Development.

The following domains were also included in Version 1 of BSB01:

- Specialist Administration
- Legal Services
- Recordkeeping
- Frontline Management
- Governance (Indigenous Organisations)
- Small Business Management
- Strategic Management
- Human Resources
- Assessment and Workplace Training
- Advertising
- Marketing
- Sales.

Version 2 of BSB01 was released in May 2002, when e-business was added as a new field and domain, adding 59 units of competency and 8 qualifications to the Training Package.

Version 3 of BSB01 was released in March 2004. It extended the existing fields and added several domains, new units of competency and qualifications. Several frontline management qualifications were replaced and units were imported from the Community Services and Health, Local

Government and Public Service Training Packages. Expansions were made to the following fields:

- Business Administration Services
- Business Development
- Business Management Services
- Common Business
- Human Resources Management.

The Frontline Management domain was reviewed, while the following domains were added in Version 3:

- Employment Services
- Franchising
- Medical Administration
- Project Management
- Purchasing
- Quality Auditing
- Unionism.

Version 4 of BSB01 was released in October 2004. It added International Trade/Business, Occupational Health and Safety and Compliance Management domains, with 57 new units of competency and 6 new qualifications in these areas.

In May 2005, units and a qualification forming the Certificate III in Occupational Health and Safety qualification were added to Version 4 of BSB01.

BSB07 contains all of the fields and domains contained in BSB01 which have been restructured from fields and domains to 'broad competency fields' and 'specific competency fields' as well as new qualifications in the following areas:

- Micro Business Operations
- Customer Contact
- Administration (Education)
- Administration (International Education)
- International Education Services
- Organisational Learning and Capability Development.

The units and qualifications for Assessment and Workplace Training have been deleted from BSB07 and replaced with units available in the TAA04 Training and Assessment Training Package.

The review also included a review of the existing Customer Contact units which sit within the ICT02 Telecommunications Training Package. The Customer Contact stream of the ICT02 Telecommunications Training Package has the following qualifications:

- ICT20102 Certificate II in Customer Contact
- ICT30102 Certificate III in Customer Contact
- ICT40102 Certificate IV in Customer Contact
- ICT50102 Diploma of Customer Contact Leadership
- ICT60102 Advanced Diploma of Customer Contact.

The addition of Customer Contact units and qualifications of the ICT02 Telecommunications Training Package to the BSB07 Business Services Training Package will effectively make the qualifications and units of competency of the ICT02 Training Package obsolete upon endorsement of the BSB07 Training Package.

Most units of competency were updated and deemed equivalent to old units in the BSB01 Training Package. In terms of rationalisation, some units were also deleted and outcomes were found in other units.

Overall, through numerous improvement activities during the life of the BSB01 Training Package, the BSB07 is not significantly different with the BSB01, except the deletion of the E-Business related qualifications due to poor uptakes or because they lack clear vocational outcomes.

### **Qualification Outcomes:**

BSB10107 Certificate I in Business  
BSB20107 Certificate II in Business  
BSB20207 Certificate II in Customer Contact  
BSB30107 Certificate III in Business  
BSB30207 Certificate III in Customer Contact  
BSB30307 Certificate III in Micro Business Operations  
BSB30407 Certificate III in Business Administration  
BSB30507 Certificate III in Business Administration (International Education)  
BSB30607 Certificate III in International Trade  
BSB30707 Certificate III in Occupational Health and Safety  
BSB30807 Certificate III in Recordkeeping  
BSB30907 Certificate III in Business Administration (Education)  
BSB31007 Certificate III in Business Administration (Legal)  
BSB31107 Certificate III in Business Administration (Medical)  
BSB31207 Certificate III in Frontline Management  
BSB40107 Certificate IV in Advertising  
BSB40207 Certificate IV in Business  
BSB40307 Certificate IV in Customer Contact  
BSB40407 Certificate IV in Small Business Management  
BSB40507 Certificate IV in Business Administration  
BSB40607 Certificate IV in Business Sales  
BSB40707 Certificate IV in Franchising  
BSB40807 Certificate IV in Frontline Management  
BSB40901 Certificate IV in Business (Governance)  
BSB40907 Certificate IV in Governance  
BSB41007 Certificate IV in Human Resources  
BSB41107 Certificate IV in International Trade  
BSB41207 Certificate IV in Legal Services  
BSB41307 Certificate IV in Marketing  
BSB41407 Certificate IV in Occupational Health and Safety  
BSB41507 Certificate IV in Project Management  
BSB41607 Certificate IV in Purchasing  
BSB41707 Certificate IV in Recordkeeping  
BSB41807 Certificate IV in Unionism and Industrial Relations  
BSB50107 Diploma of Advertising

BSB50207 Diploma of Business  
BSB50307 Diploma of Customer Contact  
BSB50407 Diploma of Business Administration  
BSB50507 Diploma of Franchising  
BSB50607 Diploma of Human Resources Management  
BSB50807 Diploma of International Business  
BSB50901 Diploma of Business (Governance)  
BSB50907 Diploma of International Education Services  
BSB51007 Diploma of Legal Services  
BSB51107 Diploma of Management  
BSB51207 Diploma of Marketing  
BSB51307 Diploma of Occupational Health and Safety  
BSB51407 Diploma of Project Management  
BSB51507 Diploma of Purchasing  
BSB51607 Diploma of Quality Auditing  
BSB51707 Diploma of Recordkeeping  
BSB51807 Diploma of Unionism and Industrial Relations  
BSB60107 Advanced Diploma of Advertising  
BSB60207 Advanced Diploma of Business  
BSB60307 Advanced Diploma of Customer Contact  
BSB60407 Advanced Diploma of Management  
BSB60507 Advanced Diploma of Marketing  
BSB60607 Advanced Diploma of Occupational Health and Safety  
BSB60707 Advanced Diploma of Project Management  
BSB60807 Advanced Diploma of Recordkeeping  
BSB60907 Advanced Diploma of Management (Human Resources)  
BSB70107 Vocational Graduate Certificate in Organisational Learning and  
Capability Development  
BSB70207 Vocational Graduate Certificate in International Education  
Services  
BSB80107 Vocational Graduate Diploma of Organisational Learning and  
Capability Development

**For further information, contact**

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