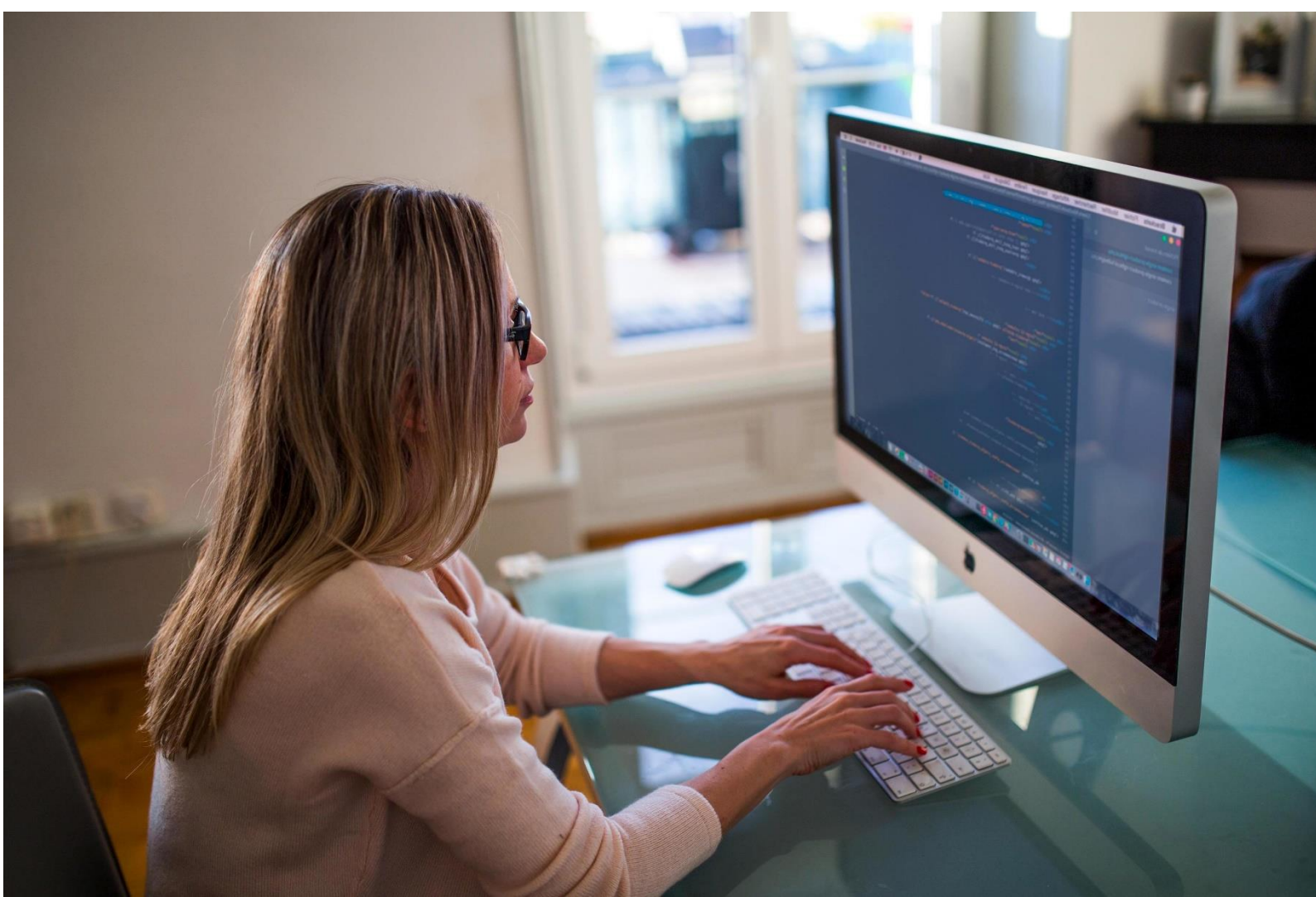




LRES

Training Management



Business Services and Retail Qualification  
Packaging based on Unit Resources Available  
from LRES Training Management

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# Complete Qualifications

Note: Units highlighted are those available from LRES Training Management

## BSB30115 - Certificate III in Business (Release 2)

### Packaging Rules

Total number of units = 12

1 core unit plus

11 elective units, of which:

- 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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core Units

BSBWHS302 Apply knowledge of WHS legislation in the workplace

### Elective Units

BSBADM311 Maintain business resources

BSBCMM301 Process customer complaints

BSBCUS301 Deliver and monitor a service to customers

BSBDIV301 Work effectively with diversity

BSBFIA301 Maintain financial records

BSBFLM303 Contribute to effective workplace relationships

BSBFLM305 Support operational plan

BSBFLM306 Provide workplace information and resourcing plans

BSBFLM309 Support continuous improvement systems and processes

BSBFLM311 Support a workplace learning environment

BSBFLM312 Contribute to team effectiveness

BSBINM301 Organise workplace information

BSBINM302 Utilise a knowledge management system

BSBINN301 Promote innovation in a team environment

BSBIPR301 Comply with organisational requirements for protection and use of intellectual property

BSBITU301 Create and use databases

BSBITU302 Create electronic presentations

BSBITU303 Design and produce text documents

BSBITU304 Produce spreadsheets

BSBITU305 Conduct online transactions

BSBITU306 Design and produce business documents

BSBITU309 Produce desktop published documents

BSBPRO301 Recommend products and services

BSBPUR301 Purchase goods and services

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWOR301 Organise personal work priorities and development

BSBWOR302 Work effectively as an off-site worker

BSBWRT301 Write simple documents

## BSB40215 - Certificate IV in Business (Release 2)

Total number of units = 10

1 core unit plus

9 elective units, of which:

- 5 elective units must be selected from the elective units listed below
- 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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core Units

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### Elective Units

BSBADM405 Organise meetings

BSBADM409 Coordinate business resources

BSBCMM401 Make a presentation

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBCON401 Work effectively in a business continuity context

BSBEBU401 Review and maintain a website

BSBFIA402 Report on financial activity

BSBINN301 Promote innovation in a team environment

BSBIPR401 Use and respect copyright

BSBIPR402 Protect and use new inventions and innovations

BSBIPR403 Protect and use brands and business identity

BSBIPR404 Protect and use innovative designs

BSBIPR405 Protect and use intangible assets in small business

BSBITA401 Design databases

BSBITS401 Maintain business technology

BSBITU401 Design and develop complex text documents

BSBITU402 Develop and use complex spreadsheets

BSBITU404 Produce complex desktop published documents

BSBLED401 Develop teams and individuals

BSBMKG413 Promote products and services

BSBMKG414 Undertake marketing activities

BSBPMG522 Undertake project work

BSBRKG402 Provide information from and about records

BSBRELE401 Establish networks

BSBRES401 Analyse and present research information

BSBRSK401 Identify risk and apply risk management processes

BSBSUS401 Implement and monitor environmentally sustainable work practices





## BSB40615 - Certificate IV in Business Sales (Release 3)

### Packaging Rules

Total number of units = 10

4 core units plus

6 elective units, of which:

- 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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core Units

BSBPRO401 Develop product knowledge

BSBREL402 Build client relationships and business networks

BSBSLS407 Identify and plan sales prospects

BSBSLS408 Present, secure and support sales solutions

### Elective Units

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBFIA412 Report on financial activity

BSBADM405 Organise meetings

BSBADM406 Organise business travel

BSBADM409 Coordinate business resources

BSBINT401 Research international business opportunities

BSBCMM401 Make a presentation

BSBITU311 Use simple relational databases

BSBITU402 Develop and use complex spreadsheets

BSBLDR402 Lead effective workplace relationships

BSBLDR403 Lead team effectiveness

BSBMKG401 Profile the market

BSBMKG408 Conduct market research

BSBMKG413 Promote products and services

BSBMKG414 Undertake marketing activities

BSBMKG415 Research international markets

BSBMKG416 Market goods and services internationally

BSBMKG417 Apply marketing communication across a convergent industry

BSBMKG418 Develop and apply knowledge of marketing communication industry

BSBMKG419 Analyse consumer behaviour

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBREL401 Establish networks

BSBREL403 Implement international client relationship strategies

BSBRES411 Analyse and present research information

BSBSLS501 Develop a sales plan

BSBSLS502 Lead and manage a sales team

BSBSUS401 Implement and monitor environmentally sustainable work practices

FNSSAM402 Implement a sales plan

## BSB40515 - Certificate IV in Business Administration (Release 3)

Total number of units = 10

This qualification has no core units

10 elective units, of which:

- 5 elective units must be selected from the Group A units listed below
- 5 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 elective unit may be selected from either a Certificate III or Diploma qualification from any currently endorsed Training Package or accredited course
- BSBITU307 Develop keyboarding speed and accuracy cannot be selected as an elective unit for this 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.

### Elective Units

#### Group A

BSBADM401 Produce complex texts from shorthand notes

BSBADM405 Organise meetings

BSBADM406 Organise business travel

BSBADM411 Produce complex texts from audio transcription

BSBFIA401 Prepare financial reports

BSBINM401 Implement workplace information system

BSBITA411 Design and develop relational databases

BSBITU401 Design and develop complex text documents

BSBITU402 Develop and use complex spreadsheets

BSBITU404 Produce complex desktop published documents

BSBWRT401 Write complex documents

#### Group B units

BSBADM407 Administer projects

BSBADM409 Coordinate business resources

BSBCMM401 Make a presentation

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBEBU401 Review and maintain a website

BSBFIA412 Report on financial activity

BSBINN301 Promote innovation in a team environment

BSBITS411 Maintain and implement digital technology

BSBMKG413 Promote products and services

BSBMKG414 Undertake marketing activities

BSBMED401 Manage patient record keeping system

BSBRELE401 Establish networks

BSBRES411 Analyse and present research information

BSBRISK401 Identify risk and apply risk management processes

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

## BSB41015 - Certificate IV in Human Resources (Release 2)

Total number of units = 10

6 core units plus

4 elective units, of which:

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

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

BSBHRM403 Support performance-management processes

BSBHRM404 Review human resources functions

BSBHRM405 Support the recruitment, selection and induction of staff

BSBLDR402 Lead effective workplace relationships

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWRK411 Support employee and industrial relations procedures

### Elective Units

BSBADM405 Organise meetings

BSBCMM401 Make a presentation

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBEMS401 Develop and implement business development strategies to expand client base

BSBEMS402 Develop and implement strategies to source and assess candidates

BSBEMS403 Develop and provide employment management services to candidates

BSBEMS404 Manage the recruitment process for client organisations

BSBFIA302 Process payroll

BSBFIA402 Report on financial activity

BSBINM401 Implement workplace information system

BSBINN301 Promote innovation in a team environment

BSBITU304 Produce spreadsheets

BSBITU401 Design and develop complex text documents

BSBITU402 Develop and use complex spreadsheets

BSBITU404 Produce complex desktop published documents

BSBLDR403 Lead team effectiveness

BSBLED401 Develop teams and individuals

BSBREL401 Establish networks

BSBRES401 Analyse and present research information

BSBRKG404 Monitor and maintain records in an online environment

BSBRSK401 Identify risk and apply risk management processes

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWRT401 Write complex documents

TAEDEL301A Provide work skill instruction

## BSB42015 - Certificate IV in Leadership and Management (Release 3)

### Packaging Rules

Total number of units = 12

4 core units plus

8 elective units, of which:

- 4 units must be selected from Group A
- 4 units may be additional units selected from Group A or Group B
- if not listed below, 1 unit may be from any currently endorsed Training Package or accredited course at Certificate IV level or above.

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

BSBLDR401 Communicate effectively as a workplace leader

BSBLDR402 Lead effective workplace relationships

BSBLDR403 Lead team effectiveness

BSBMGT402 Implement operational plan

### Elective Units

#### Group A

BSBFIA412 Report on financial activity

BSBINN301 Promote innovation in a team environment

BSBLDR404 Lead a diverse workforce

BSBMGT403 Implement continuous improvement

BSBREL402 Build client relationships and business networks

BSBRISK401 Identify risk and apply risk management processes

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWOR404 Develop work priorities

TAEDEL404 Mentor in the workplace

#### Group B

BSBADM409 Coordinate business resources

BSBCMM401 Make a presentation

BSBCOM406 Conduct work within a compliance framework

BSBCRT401 Articulate, present and debate ideas

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBINM401 Implement workplace information system

BSBINT401 Research international business opportunities

BSBIPR401 Use and respect copyright

BSBIPR403 Protect and use brands and business identity

BSBLED401 Develop teams and individuals

BSBMGT401 Show leadership in the workplace

BSBMGT404 Lead and facilitate off-site staff

BSBMGT407 Apply digital solutions to work processes

BSBMKG413 Promote products and services

BSBPMG522 Undertake project work

BSBRES411 Analyse and present research information

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWRT401 Write complex documents

## BSB51918 - Diploma of Leadership and Management (Release 3)

### Packaging Rules

Total number of units = 12

4 core units *plus*

8 elective units, of which:

- 4 elective units must be selected from Group A
- up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level.

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

BSBLDR502 Lead and manage effective workplace relationships

BSBLDR511 Develop and use emotional intelligence

BSBMGT517 Manage operational plan

BSBWOR502 Lead and manage team effectiveness

### Elective Units

#### Group A

BSBCUS501 Manage quality customer service

BSBFIM501 Manage budgets and financial plans

BSBHRM405 Support the recruitment, selection and induction of staff

BSBINN502 Build and sustain an innovative work environment

BSBIPR501 Manage intellectual property to protect and grow business

BSBLDR504 Implement diversity in the workplace

BSBLDR513 Communicate with influence

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBMGT518 Develop organisation policy

BSBMGT519 Incorporate digital solutions into plans and practices

BSBMGT520 Plan and manage the flexible workforce

BSBPMG522 Undertake project work

BSBRISK501 Manage risk

BSBWHS521 Ensure a safe workplace for a work area

BSBWOR501 Manage personal work priorities and professional development

#### Group B

BSBADM502 Manage meetings

BSBCOM503 Develop processes for the management of breaches in compliance requirements

BSBFRA502 Manage a franchise operation

BSBHRM511 Manage expatriate staff

BSBHRM512 Develop and manage performance-management processes

BSBHRM513 Manage workforce planning



BSBINM501 Manage an information or knowledge management system

BSBINN501 Establish systems that support innovation

BSBLED501 Develop a workplace learning environment

BSBMGT521 Plan, implement and review a quality assurance program

BSBMKG507 Interpret market trends and developments

BSBMKG512 Forecast international market and business needs

BSBREL502 Build international business networks

BSBSLS501 Develop a sales plan

BSBSLS502 Lead and manage a sales team

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWRK520 Manage employee relations

BSBXCM501 Lead communication in the workplace

## BSB51915 - Diploma of Leadership and Management (Release 2)

Total number of units = 12

4 core units *plus*

8 elective units, of which:

- 4 elective units must be selected from Group A
- up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level.

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

BSBLDR501 Develop and use emotional intelligence

BSBMGT517 Manage operational plan

BSBLDR502 Lead and manage effective workplace relationships

BSBWOR502 Lead and manage team effectiveness

### Elective Units

#### Group A

BSBCUS501 Manage quality customer service

BSBFIM501 Manage budgets and financial plans

BSBHRM405 Support the recruitment, selection and induction staff

BSBINN502 Build and sustain an innovative work environment

BSBIPR501 Manage intellectual property to protect and grow business

BSBLDR503 Communicate with influence

BSBLDR504 Implement diversity in the workplace

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBMGT518 Develop organisation policy

BSBMGT519 Incorporate digital solutions into plans and practices

BSBMGT520 Plan and manage the flexible workforce

BSBPMG522 Undertake project work

BSBRISK501 Manage risk

BSBWH501 Ensure a safe workplace

BSBWOR501 Manage personal work priorities and professional development

#### Group B

BSBADM502 Manage meetings

BSBCOM503 Develop processes for the management of breaches in compliance requirements

BSBFRA502 Manage a franchise operation

BSBHRM511 Manage expatriate staff

BSBHRM512 Develop and manage performance-management processes

BSBHRM513 Manage workforce planning

BSBINM501 Manage an information or knowledge management system

BSBINN501 Establish systems that support innovation

BSBLED501 Develop a workplace learning environment  
BSBMGT521 Plan, implement and review a quality assurance program  
BSBMKG507 Interpret market trends and developments  
BSBMKG512 Forecast international market and business needs  
BSBREL502 Build international business networks  
BSBSLS501 Develop a sales plan  
BSBSLS502 Lead and manage a sales team  
BSBSUS501 Develop workplace policy and procedures for sustainability  
BSBWRK510 Manage employee relations

## BSB51918 - Diploma of Leadership and Management (Release 1)

### Packaging Rules

Total number of units = 12

4 core units *plus*

8 elective units, of which:

- 4 elective units must be selected from Group A
- up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level.

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

BSBLDR502 Lead and manage effective workplace relationships

BSBLDR511 Develop and use emotional intelligence

BSBMGT517 Manage operational plan

BSBWOR502 Lead and manage team effectiveness

### Elective Units

#### Group A

BSBCUS501 Manage quality customer service

BSBFIM501 Manage budgets and financial plans

BSBHRM405 Support the recruitment, selection and induction of staff

BSBINN502 Build and sustain an innovative work environment

BSBIPR501 Manage intellectual property to protect and grow business

BSBLDR504 Implement diversity in the workplace

BSBLDR513 Communicate with influence

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBMGT518 Develop organisation policy

BSBMGT519 Incorporate digital solutions into plans and practices

BSBMGT520 Plan and manage the flexible workforce

BSBPMG522 Undertake project work

BSBRISK501 Manage risk

BSBWHS501 Ensure a safe workplace

BSBWOR501 Manage personal work priorities and professional development

#### Group B

BSBADM502 Manage meetings

BSBCOM503 Develop processes for the management of breaches in compliance requirements

BSBFRA502 Manage a franchise operation

BSBHRM511 Manage expatriate staff

BSBHRM512 Develop and manage performance-management processes

BSBHRM513 Manage workforce planning

BSBINM501 Manage an information or knowledge management system

BSBINN501 Establish systems that support innovation  
BSBLED501 Develop a workplace learning environment  
BSBMGT521 Plan, implement and review a quality assurance program  
BSBMKG507 Interpret market trends and developments  
BSBMKG512 Forecast international market and business needs  
BSBREL502 Build international business networks  
BSBSLS501 Develop a sales plan  
BSBSLS502 Lead and manage a sales team  
BSBSUS501 Develop workplace policy and procedures for sustainability  
BSBWRK520 Manage employee relations

## BSB50615 - Diploma of Human Resources Management (Release 2)

Total number of units = 9

6 core units plus

3 elective units, of which:

- at least 2 units must be from the elective units listed below
- if not listed below, 1 unit may be from any endorsed Training Package or accredited course at Certificate IV level or above.

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

BSBHRM501 Manage human resources services

BSBHRM506 Manage recruitment selection and induction processes

BSBHRM512 Develop and manage performance-management processes

BSBHRM513 Manage workforce planning

BSBWRK510 Manage employee relations

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### Elective Units

BSBDIV501 Manage diversity in the workplace

BSBFIM501 Manage budgets and financial plans

BSBFIM502 Manage payroll

BSBHRM502 Manage human resources management information systems

BSBHRM505 Manage remuneration and employee benefits

BSBHRM507 Manage separation or termination

BSBHRM509 Manage rehabilitation or return to work programs

BSBHRM510 Manage mediation processes

BSBHRM511 Manage expatriate staff

BSBINM501 Manage an information or knowledge management system

BSBINN601 Lead and manage organisational change

BSBITU402 Develop and use complex spreadsheets

BSBLED501 Develop a workplace learning environment

BSBLED502 Manage programs that promote personal effectiveness

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBPMG522 Undertake project work

BSBRKG502 Manage and monitor business or records system

BSBRSK501 Manage risk

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS501 Ensure a safe workplace

BSBWHS506 Contribute to developing, implementing and maintaining WHS management systems

# BSB50618 - Diploma of Human Resources Management (Release 1)

## Packaging Rules

Total number of units = 9

6 core units plus

3 elective units, of which:

- at least 2 units must be from the elective units listed below
- if not listed below, 1 unit may be from any endorsed Training Package or accredited course at Certificate IV level or above.

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

BSBHRM501 Manage human resources services

BSBHRM506 Manage recruitment selection and induction processes

BSBHRM512 Develop and manage performance-management processes

BSBHRM513 Manage workforce planning

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWRK520 Manage employee relations

## Elective Units

BSBDIV501 Manage diversity in the workplace

BSBFIM501 Manage budgets and financial plans

BSBFIM502 Manage payroll

BSBHRM502 Manage human resources management information systems

BSBHRM505 Manage remuneration and employee benefits

BSBHRM507 Manage separation or termination

BSBHRM509 Manage rehabilitation or return to work programs

BSBHRM510 Manage mediation processes

BSBHRM511 Manage expatriate staff

BSBINM501 Manage an information or knowledge management system

BSBINN601 Lead and manage organisational change

BSBITU402 Develop and use complex spreadsheets

BSBLED501 Develop a workplace learning environment

BSBLED502 Manage programs that promote personal effectiveness

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBPMG522 Undertake project work

BSBRKG502 Manage and monitor business or records system

BSBRSK501 Manage risk

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS501 Ensure a safe workplace

BSBWHS506 Contribute to developing, implementing and maintaining WHS management systems

## BSB50815 - Diploma of International Business (Release 1)

Total number of units = 8

This qualification has no core units.

8 elective units must be selected, of which:

- 5 elective units must be selected from the Group A units listed below
- 1 elective unit must be selected from either the Group A units or Group B units listed below
- 2 elective units may be selected from the Group A or Group B units listed below, from this Training Package, or from any current accredited course or endorsed Training Package at this qualification level or Certificate IV or Advanced Diploma level.

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.

### Elective Units

#### Group A

BSBFIA501 Report on finances related to international business

BSBMKG511 Analyse data from international markets

BSBMKG512 Forecast international market and business needs

BSBMKG513 Promote products and services to international markets

BSBMKG516 Profile international markets

BSBMKG517 Analyse consumer behaviour for specific international markets

BSBREL501 Build international client relationships

BSBREL502 Build international business networks

#### Group B

BSBCUS501 Manage quality customer service

BSBFIM501 Manage budgets and financial plans

BSBINM501 Manage an information or knowledge management system

BSBINN501 Establish systems that support innovation

BSBINN502 Build and sustain an innovative work environment

BSBLED501 Develop a workplace learning environment

BSBMGT502 Manage people performance

BSBMGT517 Manage operational plan

BSBMGT516 Facilitate continuous improvement

BSBPMG521 Manage project integration

BSBPMG511 Manage project scope

BSBPMG512 Manage project time

BSBPMG513 Manage project quality

BSBPMG514 Manage project costs

BSBPMG515 Manage project human resources

BSBPMG516 Manage project information and communications

BSBPMG517 Manage project risk

BSBPMG518 Manage project procurement

BSBPMG522 Undertake project work

BSBRISK501 Manage risk

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS501 Ensure a safe workplace



BSBWOR501 Manage personal work priorities and professional development  
BSBWOR502 Lead and manage team effectiveness

## BSB52415 – Diploma of Marketing and Communication (Release 1)

### Entry Requirements

Entry to this qualification is limited to those individuals who:

- have completed all core units in BSB42415 Certificate IV in Marketing and Communication.

### Packaging Rules

Total number of units = 12

3 core units plus

9 elective units, of which:

- 8 elective units must be selected from the electives listed below
  - the remaining elective unit may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at Diploma or Advanced Diploma level.
- 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

BSBMKG507 Interpret market trends and developments

BSBMKG523 Design and develop an integrated marketing communication plan

BSBPMG522 Undertake project work

### Elective Units

BSBADV503 Coordinate advertising research

BSBADV507 Develop a media plan

BSBADV509 Create mass print media advertisements

BSBADV510 Create mass electronic media advertisements

BSBCRT501 Originate and develop concepts

BSBDES602 Research global design trends

BSBEBU501 Investigate and design e business solutions

BSBFIM501 Manage budgets and financial plans

BSBIPR501 Manage intellectual property to protect and grow business

BSBLDR502 Lead and manage effective workplace relationships

BSBMKG501 Identify and evaluate marketing opportunities

BSBMKG502 Establish and adjust the marketing mix

BSBMKG506 Plan market research

BSBMKG508 Plan direct marketing activities

BSBMKG509 Implement and monitor direct marketing activities

BSBMKG510 Plan e-marketing communications

BSBMKG514 Implement and monitor marketing activities

BSBMKG515 Conduct a marketing audit

BSBMKG518 Plan and implement services marketing

BSBMKG519 Plan and implement business-to-business marketing

BSBMKG520 Manage compliance within the marketing legislative framework

BSBMKG521 Plan and implement sponsorship and event marketing

BSBMKG522 Plan measurement of marketing effectiveness

BSBMKG524 Design effective user experiences

BSBMKG525 Design effective web search responses

BSBMKG526 Develop strategies to monitor digital engagement

BSBMKG527 Plan social media engagement

BSBMKG528 Mine data to identify industry directions

BSBMKG529 Manage client account

BSBMKG530 Create distributed multiplatform digital advertisements

BSBPUB501 Manage the public relations publication process

BSBPUB502 Develop and manage complex public relations campaigns

BSBPUB503 Manage fundraising and sponsorship activities

BSBPUB504 Develop and implement crisis management plans

BSBWRT501 Write persuasive copy

ICTGAM504 Manage interactive media production

## BSB50215 - Diploma of Business (Release 2)

Total number of units = 8

This qualification has no core units.

8 elective units must be selected, of which:

- 6 of the elective units must be selected from the units listed below, with no more than 3 units selected from any one group
- 2 elective units may be selected from elective units listed below, from the BSB Business Services Training Package, or from any current accredited course or endorsed Training Package at this qualification level or Certificate IV or Advanced Diploma level.

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.

### Elective Units

#### Group A

BSBADV503 Coordinate advertising research

BSBADV507 Develop a media plan

BSBADV509 Create mass print media advertisements

BSBADV510 Create mass electronic media advertisements

BSBMKG523 Design and develop an integrated marketing communication plan

BSBWRT501 Write persuasive copy

#### Group B

BSBADM502 Manage meetings

BSBADM503 Plan and manage conferences

BSBADM504 Plan and implement administrative systems

BSBADM506 Manage business document design and development

BSBEBU511 Develop and implement an e-business strategy

BSBFIM502 Manage payroll

BSBITB511 Establish and maintain a network of digital devices

#### Group C

BSBHRM501 Manage human resources services

BSBHRM502 Manage human resources management information systems

BSBHRM513 Manage workforce planning

BSBHRM505 Manage remuneration and employee benefits

BSBHRM506 Manage recruitment, selection and induction processes

BSBHRM507 Manage separation or termination

BSBHRM509 Manage rehabilitation or return-to-work programs

BSBHRM510 Manage mediation processes

BSBLED502 Manage programs that promote personal effectiveness

#### Group D

BSBMKG501 Identify and evaluate marketing opportunities

BSBMKG502 Establish and adjust the marketing mix

BSBMKG506 Plan market research

BSBMKG507 Interpret market trends and developments

BSBMKG508 Plan direct marketing activities

BSBMKG509 Implement and monitor direct marketing activities

BSBMKG510 Plan e-marketing communications

BSBMKG514 Implement and monitor marketing activities  
BSBMKG515 Conduct a marketing audit  
BSBPUB501 Manage the public relations publication process  
BSBPUB502 Develop and manage complex public relations campaigns  
BSBPUB503 Manage fundraising and sponsorship activities  
BSBPUB504 Develop and implement crisis management plans

#### **Group E**

BSBCON601 Develop and maintain business continuity plans  
BSBINM501 Manage an information or knowledge management system  
BSBINN501 Establish systems that support innovation  
BSBINN502 Build and sustain an innovative work environment  
BSBIPR501 Manage intellectual property to protect and grow business  
BSBMGT403 Implement continuous improvement  
BSBPMG522 Undertake project work  
BSBRISK501 Manage risk  
BSBSUS501 Develop workplace policy and procedures for sustainability  
BSBWOR501 Manage personal work priorities and professional development

## BSB51415 - Diploma of Project Management (Release 1)

Total number of units = 12

8 core units plus

4 elective units, of which:

- **4 elective units** may be selected from the elective units listed below or any endorsed Training Package or accredited course at Diploma level or higher.

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. They must not include the choice of the unit BSBPMG522 Undertake project work.

### Core Units

BSBPMG511 Manage project scope  
BSBPMG512 Manage project time  
BSBPMG513 Manage project quality  
BSBPMG514 Manage project cost  
BSBPMG515 Manage project human resources  
BSBPMG516 Manage project information and communication  
BSBPMG517 Manage project risk  
BSBPMG521 Manage project integration

### Elective Units

BSBINM501 Manage an information or knowledge management system  
BSBINN502 Build and sustain an innovative work environment  
BSBMGT516 Facilitate continuous improvement  
BSBPMG518 Manage project procurement  
BSBPMG519 Manage project stakeholder engagement  
BSBPMG520 Manage project governance  
BSBSUS501 Develop workplace policy and procedures for sustainability  
BSBWHS506 Contribute to developing, implementing and maintaining WHS management systems  
BSBWOR501 Manage personal work priorities and professional development  
BSBWOR502 Lead and manage team effectiveness  
ICTICT511 Match ICT needs with the strategic direction of the enterprise  
ICTICT515 Verify client business requirements  
MSS015002A Develop strategies for more sustainable use of resources  
PSPETHC501B Promote the values and ethos of public service

## BSB61015 - Advanced Diploma of Leadership and Management (Release 2)

Total number of units = 12

4 core units *plus*

8 elective units, of which:

- 4 elective units must be selected from the listed electives
- 4 elective units may be selected from the listed electives or from any currently endorsed Training Package or accredited course at Advanced Diploma level.

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

BSBFIM601 Manage finances

BSBINN601 Lead and manage organisational change

BSBMGT605 Provide leadership across the organisation

BSBMGT617 Develop and implement a business plan

### Elective Units

BSBCUE601 Optimise customer engagement operations

BSBCUE602 Manage customer engagement information

BSBCUE603 Design and launch new customer engagement facilities

BSBCUE604 Develop and maintain a service level strategy

BSBCUE605 Develop and maintain a customer engagement marketing strategy

BSBCUE606 Forecast and plan using customer engagement traffic information analysis

BSBCUE607 Manage customer engagement centre staffing

BSBCUE608 Manage customer engagement operational costs

BSBCOM603 Plan and establish compliance management systems

BSBDIV601 Develop and implement diversity policy

BSBHRM602 Manage human resources strategic planning

BSBHRM604 Manage employee relations

BSBINM601 Manage knowledge and information

BSBIPR601 Develop and implement strategies for intellectual property management

BSBMGT608 Manage innovation and continuous improvement

BSBMGT615 Contribute to organisation development

BSBMGT616 Develop and implement strategic plans

BSBMGT619 Identify and implement business innovation

BSBMGT621 Design and manage the enterprise quality management system

BSBMGT622 Manage resources

BSBMGT623 Monitor corporate governance activities

BSBMGT624 Develop and implement corporate social responsibility

BSBMKG609 Develop a marketing plan

BSBRKG601 Define recordkeeping framework

BSBRSK501 Manage risk

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS605 Develop, implement and maintain WHS management systems

PSPGOV602B Establish and maintain strategic networks

PSPPROC607A Manage strategic contracts

## BSB61215 - Advanced Diploma of Program Management (Release 1)

Total number of units = 12

4 core units plus

8 elective units, of which:

- at least 6 units must be selected from the elective units listed below
- the remaining elective units may be chosen from the elective units listed below or any endorsed Training Package or accredited course at Advanced Diploma level
- 1 unit may be from any endorsed Training Package or accredited course at Diploma level.

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

BSBPMG610 Enable program execution

BSBPMG611 Facilitate stakeholder engagement

BSBPMG612 Implement program governance

BSBPMG613 Manage benefits

### Elective Units

AHCBUS607A Implement a monitoring, evaluation and reporting program

BSBFIM601 Manage finances

BSBINN601 Lead and manage organisational change

BSBLDR501 Develop and use emotional intelligence

BSBMGT520 Plan and manage the flexible workforce

BSBPMG614 Engage in collaborative alliances

BSBPMG615 Manage program delivery

BSBPMG616 Manage program risk

BSBPMG617 Provide leadership for the program

ICTICT602 Develop contracts and manage contracted performance

ICTICT606 Develop communities of practice

PSPMNGT607B Develop a business case



## BSB61218 - Advanced Diploma of Program Management (Release 1)

### Packaging Rules

Total number of units = 12

4 core units plus

8 elective units, of which:

- at least 6 units must be selected from the elective units listed below
- the remaining elective units may be chosen from the elective units listed below or any endorsed Training Package or accredited course at Advanced Diploma level
- 1 unit may be from any endorsed Training Package or accredited course at Diploma level.

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

BSBPMG610 Enable program execution  
BSBPMG621 Facilitate stakeholder engagement  
BSBPMG622 Implement program governance  
BSBPMG623 Manage benefits

### Elective Units

AHCBUS607 Implement a monitoring, evaluation and reporting program  
BSBFIM601 Manage finances  
BSBINN601 Lead and manage organisational change  
BSBLDR511 Develop and use emotional intelligence  
BSBMGT520 Plan and manage the flexible workforce  
BSBPMG615 Manage program delivery  
BSBPMG616 Manage program risk  
BSBPMG617 Provide leadership for the program  
BSBPMG624 Engage in collaborative alliances  
ICTICT602 Develop contracts and manage contracted performance  
ICTICT606 Develop communities of practice  
PSPMGT006 Develop a business case

## PSP80116 - Graduate Certificate in Strategic Procurement (Release 1)

4 units of competency are required for this qualification:

- 3 core units
- 1 elective unit

Choose 1 elective from the list below.

### Core units

PSPPCM025 Influence and define strategic procurement direction

PSPPCM026 Establish the strategic procurement context

PSPPCM027 Evaluate and improve strategic procurement performance

### Elective units

PSPETH005 Lead and influence ethical practice in the public sector

PSPMGT014 Undertake enterprise risk management

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBLDR805 Lead and influence change

BSBFIM801 Manage financial resources

BSBINN801 Lead innovative thinking and practice

## BSB80515 - Graduate Certificate in Management (Learning) (Release 1)

Total number of units = 4

2 core units plus

2 elective units, of which:

- 1 elective unit must be selected from Group A elective units
- one further elective unit may be selected from Group A or Group B or from any currently endorsed Training Package or accredited course at Advanced Diploma or above.

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

BSBLDR801 Lead personal and strategic transformation

BSBLED802 Lead learning strategy implementation

### Group A Elective Units

BSBITB801 Implement advanced electronic technologies

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBLED805 Plan and implement a mentoring program

BSBLED806 Plan and implement a coaching strategy

BSBLED807 Establish career development services

BSBLED808 Conduct a career development session

BSBLED809 Identify and communicate trends in career development

TAELED703A Implement improved learning practice

TAELED704A Review enterprise e-learning systems and solutions

### Group B Elective Units

BSBFIM501 Manage financial resources

BSBINN501 Establish systems that support innovation

BSBINN601 Lead and manage organisational change

PSPHR616A Manage performance management system

PSPMNGT614A Facilitate knowledge management

## BSB80615 - Graduate Diploma of Management (Learning) (Release 1)

Total number of units = 8

2 core units plus

6 elective units, of which:

- 4 units must be selected from the elective units listed below
- the remaining 2 units may be selected from the elective units listed below or any other currently endorsed training package or accredited course at Advanced Diploma or above.

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

BSBINN801 Lead innovative thinking and practice

BSBRES801 Initiate and lead applied research

### Elective Units

BSBFIM801 Manage financial resources

BSBINN501 Establish systems that support innovation

BSBINN601 Lead and manage organisational change

BSBITB801 Implement advanced electronic technologies

BSBLDR801 Lead personal and strategic transformation

BSBLED802 Lead learning strategy implementation

BSBLED805 Plan and implement a mentoring program

BSBLED806 Plan and implement a coaching strategy

BSBLED807 Establish career development services

BSBLED808 Conduct a career development session

BSBLED809 Identify and communicate trends in career development

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

PSPHR616A Manage performance management system

PSPMNGT614A Facilitate knowledge management

TAELED703A Implement improved learning practice

TAELED704A Review enterprise e-learning systems and solutions

## BSB80215 - Graduate Diploma of Strategic Leadership (Release 1)

Total number of units = 8

2 core units *plus*

6 elective units, of which:

- 4 must be from the elective units listed below
- 2 units may be from the elective units listed below or any currently endorsed Training Package or accredited course at Graduate Diploma level.

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

BSBLDR801 Lead personal and strategic transformation

BSBLDR802 Lead the strategic planning process for an enterprise

### Elective Units

BSBFIM801 Manage financial resources

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBLDR804 Influence and shape diversity management

BSBLDR805 Lead and influence change

BSBLDR806 Lead and influence ethical practice

BSBMGT801 Direct the development of a knowledge management strategy for a business

BSBMGT802 Lead design and review of enterprise systems

BSBMGT803 Use financial and economic information for strategic decision making

BSBRES801 Initiate and lead applied research

## SIR30216 - Certificate III in Retail (Release 2)

### Packaging Rules

13 units must be completed:

- 8 core units
- 5 elective units, consisting of:
  - 3 units from the list below
  - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

<b>Core units</b>	
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCEG003	Build customer relationships and loyalty
SIRXCOM002	Work effectively in a team
SIRXIND001	Work effectively in a service environment
SIRXRSK001	Identify and respond to security risks
SIRXSLS001	Sell to the retail customer
SIRXWHS002	Contribute to workplace health and safety
<b>Elective units</b>	
<b>Communication and Teamwork</b>	
CHCDIV001	Work with diverse people
SIRXCOM003	Promote team cohesion
<b>Customer Engagement</b>	
SIRXCEG006	Provide online customer service
<b>Delivery</b>	
SIRXDLV001	Deliver food products
<b>Food and Beverage</b>	
SITHFAB002	Provide responsible service of alcohol
<b>Food Safety</b>	
SIRRFSA001	Handle food safely in a retail environment
SIRRFSA002	Supervise a food safety program
<b>Health and Wellbeing</b>	
SIRXHWB001	Maintain personal health and wellbeing
<b>Inventory</b>	
SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
<b>Management and Leadership</b>	
SIRXMGT001	Supervise and support frontline team members
<b>Marketing</b>	

BSBMKG401	Profile the market
SIRXMKT001	Support marketing and promotional activities
<b>Merchandising</b>	
SIRRMER001	Produce visual merchandise displays
SIRRMER002	Merchandise food products
SIRRMER003	Coordinate visual merchandising activities
<b>Product Knowledge</b>	
SIRXPDK002	Advise on food products and services
SIRXPDK003	Advise on health and nutritional products and services
<b>Retail Financials</b>	
SIRRRTF001	Balance and secure point-of-sale terminal
<b>Styling</b>	
SIRRSTY001	Style the customer
<b>Training and Development</b>	
SIRXTAD001	Train others in frontline tasks
<b>Wholesale</b>	
SIRWSLS002	Analyse and achieve sales targets
SIRWSLS003	Build sales of branded products
<b>Working in Industry</b>	
SIRXIND002	Organise and maintain the store environment
SIRXIND003	Organise personal work requirements
SIRXIND005	Develop personal productivity

# Incomplete Qualifications

Note: Units highlighted are those available from LRES Training Management



## BSB20115 - Certificate II in Business (Release 2)

Total number of units = 12

1 core units plus

11 elective units of which:

- 7 elective units must be selected from the elective units listed below
- 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 environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

### Core Units

BSBWHS201 Contribute to health and safety of self and others

### Elective Units

BSBCUS201 Deliver a service to customers

BSBIND201 Work effectively in a business environment

BSBINM201 Process and maintain workplace information

BSBINM202 Handle mail

BSBINN201 Contribute to workplace innovation

BSBCMM201 Communicate in the workplace

BSBITU211 Produce digital text documents

BSBITU212 Create and use spreadsheets

BSBITU213 Use digital technologies to communicate remotely

BSBSMB201 Identify suitability for micro business

BSBSUS201 Participate in environmentally sustainable work practices

BSBWOR202 Organise and complete daily work activities

BSBWOR203 Work effectively with others

BSBWOR204 Use business technology

FNSACC311 Process financial transactions and extract interim reports

## BSB42618 - Certificate IV in New Small Business (Release 1)

### Packaging Rules

Total number of units = 10

4 core units plus

6 elective units, of which:

- all 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 a Certificate III or Diploma qualification from any currently 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 Unit

BSBSMB401 Establish legal and risk management requirements of small business

BSBSMB403 Market the small business

BSBSMB404 Undertake small business planning

BSBSMB421 Manage small business finances

### Elective Units

BSBADM409 Coordinate business resources

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBEBU401 Review and maintain a website

BSBFIA412 Report on financial activity

BSBINN301 Promote innovation in a team environment

BSBINT303 Organise the importing and exporting of goods

BSBIPR405 Protect and use intangible assets in small business

BSBITU422 Use digital technologies to collaborate in the workplace

BSBMGT404 Lead and facilitate off-site staff

BSBREL401 Establish networks

BSBREL402 Build client relationships and business networks

BSBRES411 Analyse and present research information

BSBSMB201 Identify suitability for micro business

BSBSMB301 Investigate micro business opportunities

BSBSMB407 Manage a small team

BSBSMB408 Manage personal, family, cultural and business obligations

BSBSMB409 Build and maintain relationships with small business stakeholders

BSBSMB410 Review and implement energy efficiency in business operations

BSBSMB411 Manage specialist external advisory services

BSBSMB420 Evaluate and develop small business operations

BSBSMB423 Create a digital technology plan for small business

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWOR424 Develop a time management plan

PSPGEN028 Provide a quotation

## BSB42518 - Certificate IV in Small Business Management (Release 1)

### Packaging Rules

Total number of units = 10

4 core units plus

6 elective units, of which:

- 4 elective units must be selected from the elective units listed below
- the remaining 2 elective units may be selected from any currently endorsed Training Package or accredited course at Certificate IV level
- if not listed below, 1 elective unit may be selected from a Certificate III or Diploma 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 Unit

BSBSMB404 Undertake small business planning

BSBSMB415 Refine and strengthen a small business

BSBSMB421 Manage small business finances

BSBSMB423 Create a digital technology plan for small business

### Elective Units

BSBCRT501 Originate and develop concepts

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBEBU401 Review and maintain a website

BSBFIA412 Report on financial activity

BSBFRA401 Manage compliance with franchisee obligations and legislative requirements

BSBINN301 Promote innovation in a team environment

BSBINT303 Organise the importing and exporting of goods

BSBIPR405 Protect and use intangible assets in small business

BSBITU422 Use digital technologies to collaborate in the workplace

BSBLDR401 Communicate effectively as a workplace leader

BSBLDR402 Lead effective workplace relationships

BSBLDR404 Lead a diverse workforce

BSBLED401 Develop teams and individuals

BSBMGT404 Lead and facilitate off-site staff

BSBMKG413 Promote products and services

BSBPMG522 Undertake project work

BSBREL401 Establish networks

BSBREL402 Build client relationships and business networks

BSBRES411 Analyse and present research information

BSBSMB401 Establish and comply with legal and risk requirements of small business

BSBSMB402 Plan small business finances

BSBSMB403 Market the small business

BSBSMB407 Manage a small team

BSBSMB408 Manage personal, family, cultural and business obligations

BSBSMB409 Build and maintain relationships with small business stakeholders

BSBSMB410 Review and implement energy efficiency in business operations

BSBSMB411 Manage specialist external advisory services

BSBSMB417 Recruit staff

BSBSMB418 Manage compliance for small business

BSBSMB420 Evaluate and develop small business operations

BSBSMB422 Plan small business growth

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWOR424 Develop a time management plan

FNSACC416 Set up and operate a computerised accounting system

PSPGEN028 Provide a quotation

## BSB30715 - Certificate III in Work Health and Safety (Release 2)

Total number of units = 10

5 core units plus

5 elective units, of which:

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

BSBWHS302 Apply knowledge of WHS legislation in the workplace

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

BSBWHS304 Participate effectively in WHS communication and consultation processes

BSBWHS305 Contribute to WHS issue resolution

PUAWER001B Identify, prevent and report potential workplace emergency situations

### Elective Units

BSBCMM201 Communicate in the workplace

BSBDIV301 Work effectively with diversity

BSBFLM303 Contribute to effective workplace relationships

BSBINM301 Organise workplace information

BSBINN201 Contribute to workplace innovation

BSBLDR402 Lead effective workplace relationships

BSBLDR403 Lead team effectiveness

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWHS406 Assist with responding to incidents

BSBWRT301 Write simple documents

CPPWMT3044A Identify wastes and hazards

HLTAID003 Provide first aid

HLTAID005 Provide first aid in remote situation

PUAWER004B Respond to workplace emergencies

## BSB41415 - Certificate IV in Work Health and Safety (Release 3)

Total number of units = 10

5 core units plus

5 elective units, of which:

- 3 units must be from Group A below
- 2 units may be from Group A, Group B 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 a Certificate III or Diploma from any currently 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

BSBWHS402 Assist with compliance with WHS laws

BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes

BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control

BSBWHS405 Contribute to implementing and maintaining WHS management systems

BSBWHS406 Assist with responding to incidents

### Elective Units

#### Group A

BSBCMM401 Make a presentation

BSBPMG522 Undertake project work

BSBRES411 Analyse and present research information

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSBWHS407 Assist with claims management, rehabilitation and return-to-work programs

BSBWHS408 Assist with effective WHS management of contractors

BSBWHS409 Assist with workplace monitoring processes

BSBWHS410 Contribute to work-related health and safety measures and initiatives

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

#### Group B

BSBINN301 Promote innovation in a team environment

BSBMGT401 Show leadership in the workplace

BSBMGT403 Implement continuous improvement

BSBWRT401 Write complex documents

TAEASS301 Contribute to assessment

TAEDEL301 Provide work skill instruction

## SIR20216 - Certificate II in Retail Services (Release 1)

### Packaging Rules

12 units must be completed:

- 7 core units
- 5 elective units, consisting of:
  - 3 units from the list below
  - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

<b>Core units</b>	
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks
SIRXWHS002	Contribute to workplace health and safety
<b>Elective units</b>	
<b>Food Safety</b>	
SIRRFSA001	Handle food safely in a retail environment
<b>Inventory</b>	
SIRRINV001	Receive and handle retail stock
<b>Merchandising</b>	
SIRRMER001	Produce visual merchandise displays
SIRRMER002	Merchandise food products
<b>Product Knowledge</b>	
SIRXPDK002	Advise on food products and services
<b>Sales</b>	
SIRXSLS002	Follow point-of-sale procedures
<b>Technology</b>	
BSBWOR204	Use business technology
<b>Working in Industry</b>	
FSKLRG09	Use strategies to respond to routine workplace problems
SIRXIND002	Organise and maintain the store environment
SIRXIND004	Plan a career in the retail industry

## SIR30316 - Certificate III in Business to Business Sales (Release 1)

### Packaging Rules

10 units must be completed:

- 5 core units
- 5 elective units, consisting of:
  - 3 units from the list below
  - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

<b>Core units</b>	
SIRWSLS004	Optimise customer and territory coverage
SIRXCEG003	Build customer relationships and loyalty
SIRXCEG005	Maintain business to business relationships
SIRXIND001	Work effectively in a service environment
SIRXWHS002	Contribute to workplace health and safety
<b>Elective units</b>	
<b>Customer Engagement</b>	
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
<b>Communication and Teamwork</b>	
SIRXCOM002	Work effectively in a team
SIRXCOM003	Promote team cohesion
<b>Computer Operations and ICT Management</b>	
BSBCUE301	Use multiple information systems
BSBCUE304	Provide sales solutions to customers
<b>Finance</b>	
SIRWFIN001	Complete debtor processes
<b>Inventory</b>	
SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
<b>Management and Leadership</b>	
SIRXMGT001	Supervise and support frontline team members
<b>Merchandising</b>	
SIRRMER003	Coordinate visual merchandising activities
<b>Risk Management and Security</b>	
SIRXRSK001	Identify and respond to security risks
<b>Sales</b>	
SIRWSLS001	Process product and service data
SIRWSLS002	Analyse and achieve sales targets



SIRWSLS003	Build sales of branded products
SIRXSLS001	Sell to the retail customer

## SIR40316 - Certificate IV in Retail Management (Release 2)

### Packaging Rules

11 units must be completed:

- 7 core units
- 4 elective units, consisting of:
  - 2 units from the list below
  - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

<b>Core units</b>	
SIRRRTF002	Monitor retail store financials
SIRXCEG004	Create a customer-centric culture
SIRXHRM002	Maintain employee relations
SIRXMGT002	Lead a frontline team
SIRXRSK002	Maintain store security
SIRXSLS003	Achieve sales results
SIRXWHS003	Maintain workplace safety
<b>Elective units</b>	
<b>Customer Engagement</b>	
BSBCUS401	Coordinate implementation of customer service strategies
<b>Change Management</b>	
SIRXCHA001	Facilitate the change process
<b>Communication and Teamwork</b>	
CHCDIV001	Work with diverse people
<b>Ecommerce</b>	
SIRXECM001	Monitor and interpret online data and analytics
SIRXECM002	Prepare digital content
<b>Food Safety</b>	
SIRRFSA001	Handle food safely in a retail environment
SIRRFSA002	Supervise a food safety program
<b>Health and Wellbeing</b>	
SIRXHWB002	Promote workplace health and wellbeing
<b>Human Resource Management</b>	
SIRXHRM001	Recruit, select and induct team members
SITXHRM002	Roster staff
<b>Innovation</b>	
BSBINN301	Promote innovation in a team environment
<b>Management and Leadership</b>	

BSBMGT402	Implement operational plan
<b>Inventory</b>	
SIRINV002	Control stock
<b>Marketing</b>	
BSBMKG401	Profile the market
SIRXMKT002	Use social media to engage customers
SIRXMKT003	Manage promotional activities
<b>Merchandising</b>	
SIRRMER003	Coordinate visual merchandising activities
<b>Retail Financials</b>	
BSBFIA302	Process payroll
BSBSMB406	Manage small business finances
<b>Training and Development</b>	
SIRXTAD002	Develop the retail frontline
<b>Working in Industry</b>	
SIRXIND005	Develop personal productivity
SIRXIND006	Review retail business fundamentals