BSB BUSINESS SERVICES V7.0

Learner Guides and Assessment Support Packs are available for the following qualifications from the BSB Business Services Training Package v7.0:

- **BSB10120 Certificate I in Workplace Skills**
- **BSB20120 Certificate II in Workplace Skills**
- **BSB30120 Certificate III in Business**
- **BSB40120 Certificate IV in Business**
- **BSB40520 Certificate IV in Leadership and Management**
- **BSB50120 Diploma of Business**
- **BSB50420 Diploma of Leadership and Management**
- **BSB60120 Advanced Diploma of Business**
- **BSB60420 Advanced Diploma of Leadership and Management**

Aspire

Learning Resources

LEARNER GUIDES

- **Available in:** Print, eBook or a Licensing Subscription model

Learning Content:
Covers the elements, performance criteria, performance evidence and knowledge evidence of the unit of competency

Examples and case studies:
Consolidate learning by providing workplace scenarios that demonstrate key concepts in a real-world setting
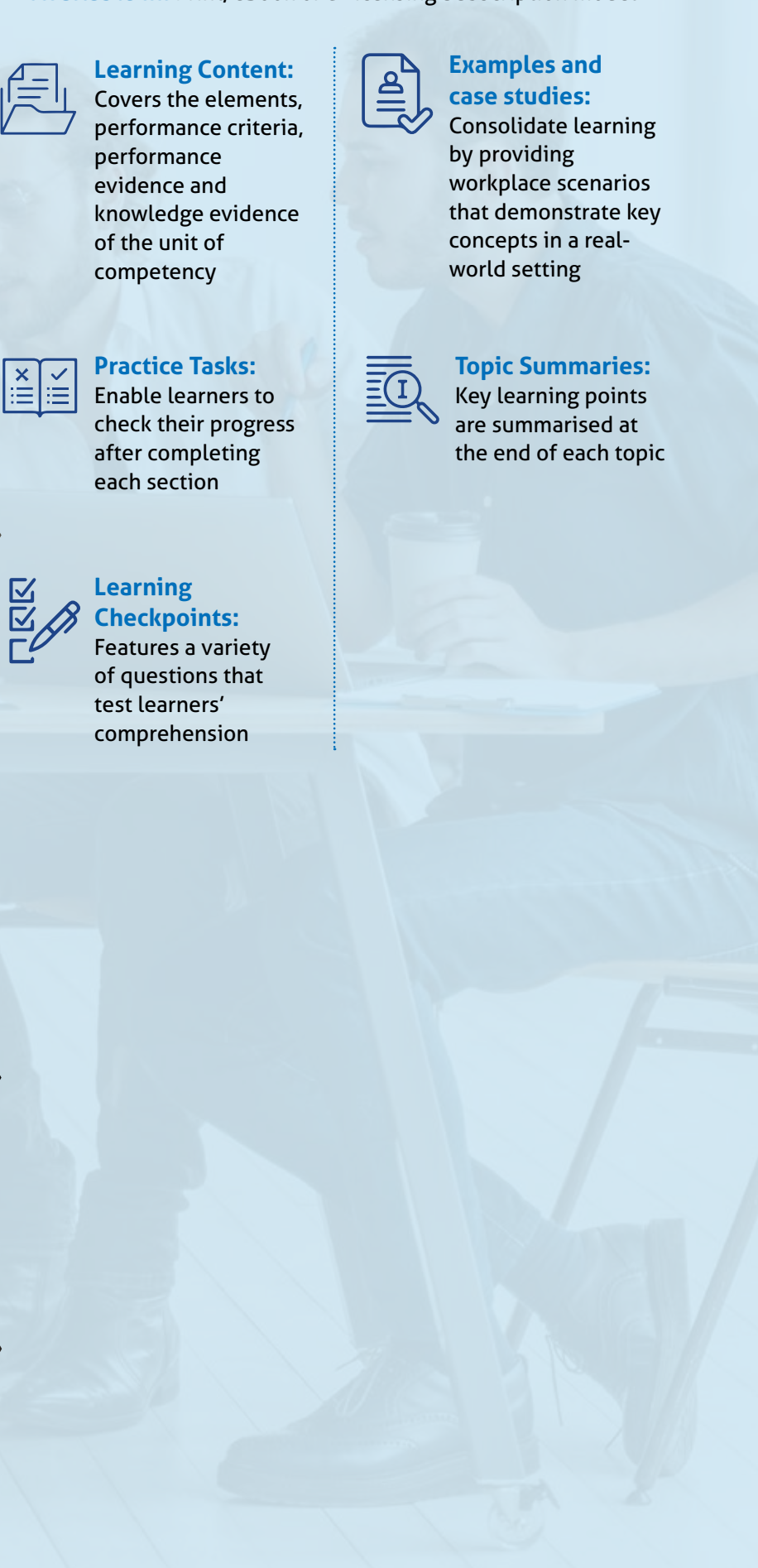
Practice Tasks:
Enable learners to check their progress after completing each section

Topic Summaries:
Key learning points are summarised at the end of each topic

Learning Checkpoints:
Features a variety of questions that test learners' comprehension

ASSESSMENT SUPPORT PACK

The Assessment Support Pack provides the Assessor with tools required for assessing the Practice (formative) and Final (summative) Assessments.

The Assessment Support Pack also contains a **customisable** Practice Assessment Workbook, a Final Assessment Workbook as well as supporting documents for the learner.

- **Practice Assessment Workbook:** A customisable workbook for the learner, including all Practice Tasks, Case Studies and Learning Checkpoints from the Learner Guide.

- **Final Assessment Workbook:** A customisable workbook including the Final Assessment tasks, broken down as either:

QUESTIONS + PROJECT

QUESTION + PROJECT + OBSERVATION

QUESTIONS + OBSERVATION
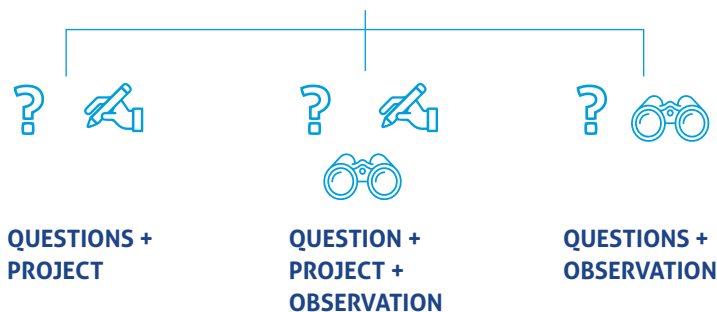
- **Practice Assessment Marking Guide:** Includes suggested solutions and responses for the Practice Assessments

- **Final Assessment Marking Guide:** Includes suggested solutions to all the Final Assessment tasks for the Final Assessment

- **Third-Party Report:** Is supplied to support the workplace supervisor; they can complete the report while they observe the learner perform a task in a workplace setting

- **Mapping guide:** Maps the learning content and assessments to each element, performance criteria, performance evidence and knowledge evidence of the unit of compete

- **Supporting documents:** Templates and additional documents learners may require to complete the Final Assessment tasks

- **Talk with Others:** Discussion topics used to encourage classroom or online group discussion

- **PowerPoint Slides:** Summarise key concepts and contain live links to videos and additional discussion questions to encourage further learning and discussion

- **Delivery Plans:** Support your organisation's Training and Assessment Strategy by providing an estimated time to deliver each topic, suggested training strategies and additional discussion topics at the end of each topic

PRICING AND PURCHASING OPTIONS

Qualifications

BSB10120 Certificate I in Workplace Skills Requirements:
6 units – 2 core and 4 electives

BSB20120 Certificate II in Workplace Skills Requirements:
10 units - 5 core and 5 electives

BSB30120 Certificate III in Business Requirements:
13 units - 6 core and 7 electives

BSB40120 Certificate IV in Business Requirements:
12 units - 6 core and 6 electives

BSB40520 Certificate IV in Leadership and Management
Requirements: 12 units - 5 core and 7 electives

BSB50120 Diploma of Business Requirements:
12 units - 5 core and 7 electives

BSB50420 Diploma of Leadership and Management
Requirements: 12 units - 6 core and 6 electives

BSB60120 Advanced Diploma of Business Requirements:
10 units - 5 core and 5 electives

BSB60420 Advanced Diploma of Leadership and Management
Requirements: 10 units – 5 core and 5 electives

Pricing

Print	Price
Learner Guides.	$18.00 ea

eBook	Price
Interactive Learner eBooks. To purchase eBooks, visit myconnectshop.campion.com.au	$16.50 ea

Assessment Support Packs	Price
Available for each title. Supplied as downloadable Word files.	$550.00 ea

PowerPoint Slides	Price
Available for each title. Supplied as downloadable PowerPoint files.	$195.00 ea

ISBN	CODE	TP RELEASE*	TITLE	BSB10120	BSB20120	BSB30120	BSB40120	BSB40520 L+M	BSB50120	BSB50420 L+M	BSB60120	BSB60420 L+M
978 1 76075 910 0	BSBCMM211	R1	Apply communication skills		E	E			E	E		
978 1 922466 08 2	BSBCMM411	R1	Make presentations		E	E	C		E	E	C	
978 1 76075 914 8	BSBCMM511	R1	Communicate with influence			E	E			E	E	E
978 1 76075 918 6	BSBCRT201	R1	Develop and apply thinking and problem solving skills	E				E				
978 1 76075 922 3	BSBCRT311	R1	Apply critical thinking skills in a team environment		E				E			
978 1 76075 648 2	BSBCRT411	R1	Apply critical thinking to work practices		C	E			C	E		
978 1 76075 652 9	BSBCRT412	R1	Articulate, present and debate ideas		C				C			
978 1 76075 656 7	BSBCRT511	R1	Develop critical thinking in others	E (A)	C	E		E (A)	C	E		
978 1 76075 660 4	BSBCRT611	R1	Apply critical thinking for complex problem solving	E (A)				E (A)				
978 1 76075 664 2	BSBFIN501	R1	Manage budgets and financial plans	E	E	E	E	E	E	E	E	
978 1 76075 668 0	BSBFIN601	R1	Manage organisational finances		E	E			E	E	C	
978 1 76075 930 8	BSBHRM413	R1	Support the learning and development of teams and individuals		C	E	E		C	E	E	
978 1 76075 934 6	BSBHRM522	R1	Manage employee and industrial relations		E	E			E	E		C
978 1 76075 672 7	BSBHRM614	R1	Contribute to strategic workforce planning		E	E			E	E		
978 1 922466 68 6	BSBHRM615	R1	Contribute to the development of diversity and inclusion strategies		E	E	E		E	E	E	
978 1 922466 12 9	BSBINS302	R1	Organise workplace information	E	E	E	E	E	E	E	E	
978 1 76075 676 5	BSBLDR301	R1	Support effective workplace relationships		E	E	E		E	E	E	C
978 1 76075 680 2	BSBLDR411	R1	Demonstrate leadership in the workplace	C				C				
978 1 76075 938 4	BSBLDR412	R1	Communicate effectively as a workplace leader	E	E	E		E	E	E		
978 1 76075 684 0	BSBLDR413	R1	Lead effective workplace relationships	C				C				
978 1 76075 942 1	BSBLDR414	R1	Lead team effectiveness					E (A)				
978 1 76075 688 8	BSBLDR522	R1	Manage people performance							E (B)	E	
978 1 76075 692 5	BSBLDR523	R1	Lead and manage effective workplace relationships							E (B)	C	

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978 1 76075 696 3	BSBLDR601	R1	Lead and manage organisational change						E (C)		E (A)	C
978 1 76075 700 7	BSBLDR602	R1	Provide leadership across the organisation								E (B)	C
978 1 922466 16 7	BSBMKG433	R1	Undertake marketing activities				E (D)					
978 1 922466 20 4	BSBMKG435	R1	Analyse consumer behaviour				E (D)					
978 1 922466 24 2	BSBMKG439	R1	Develop and apply knowledge of communications industry				E (D)					
978 1 76075 986 5	BSBOPS101	R1	Use business resources	C								
978 1 76075 704 5	BSBOPS201	R1	Work effectively in business environments	E	C							
978 1 76075 708 3	BSBOPS203	R1	Deliver a service to customers		E (C)							
978 1 76075 946 9	BSBOPS301	R1	Maintain business resources			E (E)						
978 1 76075 950 6	BSBOPS303	R1	Organise schedules			E (E)						
978 1 76075 712 0	BSBOPS304	R1	Deliver and monitor a service to customers			E (D)						
978 1 922466 28 0	BSBOPS305	R1	Process customer complaints			E (D)						
978 1 76075 716 8	BSBOPS401	R1	Coordinate business resources				E (C)	E (B)				
978 1 76075 720 5	BSBOPS402	R1	Coordinate business operational plans				E (D)	C				
978 1 76075 954 4	BSBOPS403	R1	Apply business risk management processes				E (D)	E (A)				
978 1 76075 958 2	BSBOPS404	R1	Implement customer service strategies				E (D)	E (B)	E (E)			
978 1 76075 724 3	BSBOPS405	R1	Organise business meetings				E (C)	E (B)				
978 1 76075 728 1	BSBOPS501	R1	Manage business resources						C	E		
978 1 76075 732 8	BSBOPS502	R1	Manage business operational plans						E (A)	C		
978 1 76075 736 6	BSBOPS504	R1	Manage business risk						E (A)	E	E (B)	
978 1 76075 740 3	BSBOPS505	R1	Manage organisational customer service						E (E)	E	E (B)	
978 1 76075 744 1	BSBOPS601	R1	Develop and implement business plans						E (A)		C	C
978 1 76075 990 2	BSBPEF101	R1	Plan and prepare for work rediness	C	E (C)							
978 1 76075 748 9	BSBPEF201	R1	Support personal wellbeing in the workplace	E	E (A)	C						
978 1 76075 752 6	BSBPEF202	R1	Plan and apply time management	E	C							
978 1 76075 756 4	BSBPEF301	R1	Organise personal work priorities			E (B)						
978 1 76075 760 1	BSBPEF302	R1	Develop self-awareness		E (A)	E (C)						
978 1 76075 764 9	BSBPEF401	R1	Manage personal health and wellbeing				E (A)	E (B)	E (C)			
978 1 76075 768 7	BSBPEF402	R1	Develop personal work priorities				E (A)	E (A)				
978 1 76075 772 4	BSBPEF501	R1	Manage personal and professional development					E (B)	E (B)	E	E (B)	E
978 1 76075 776 2	BSBPEF502	R1	Develop and use emotional intelligence				E (A)	E (B)	E (C)	C		
978 1 76075 780 9	BSBPMG430	R1	Undertake project work			E (B)	E (C)	E (B)	E (A)			
978 1 922466 32 7	BSBPMG534	R1	Manage project human resources						E (B)	E		
978 1 92246 676 1	BSBPUR301	R1	Purchase goods and services			E (E)						
978 1 76075 784 7	BSBSTR301	R1	Contribute to continuous improvement			E (B)						
978 1 76075 788 5	BSBSTR401	R1	Promote innovation in team environments				E (B)	E (A)				
978 1 76075 962 9	BSBSTR502	R1	Facilitate continuous improvement						E (A)	E (C)	E	
978 1 76075 792 2	BSBSTR601	R1	Manage innovation and continuous improvement						E (C)		E (A)	C
978 1 76075 796 0	BSBSTR602	R1	Develop organisational strategies								E (A)	E
978 1 922466 72 3	BSBSTR801	R1	Lead innovative thinking and practice								E (B)	E
978 1 76075 800 4	BSBSUS211	R1	Participate in sustainable work practices	E	C	C						
978 1 76075 804 2	BSBSUS411	R1	Implement and monitor environmentally sustainable work practices				E (E)	E (B)				
978 1 76075 808 0	BSBSUS511	R1	Develop workplace policies and procedures for sustainability				E (E)			C	E	E (B)
978 1 76075 812 7	BSBSUS601	R1	Lead corporate social responsibility						E (A)		C	E
978 1 76075 816 5	BSBTEC201	R1	Use business software applications		E (B)							
978 1 76075 820 2	BSBTEC202	R1	Use digital technologies to communicate in a work environment		E (B)	E (A)						
978 1 922466 36 5	BSBTEC203	R1	Research using the internet	E	E (B)							

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978 1 76075 824 0	BSBTEC301	R1	Design and produce business documents			E (A)						
978 1 76075 828 8	BSBTEC302	R1	Design and produce spreadsheets			E (A)						
978 1 922466 40 2	BSBTEC303	R1	Create electronic presentations			E (A)						
978 1 922466 44 0	BSBTEC403	R1	Apply digital solutions to work processes					E(C)	E (F)			
978 1 76075 832 5	BSBTEC404	R1	Use digital technologies to collaborate in a work environment				E (A)	C	E (F)			
978 1 76075 836 3	BSBTEC601	R1	Review organisational digital strategy						E (F)		C	E
978 1 76075 840 0	BSBTWK301	R1	Use inclusive work practices			C						
978 1 76075 844 8	BSBTWK401	R1	Build and maintain business relationships				C	E (A)	E (E)			
978 1 922466 48 8	BSBTWK501	R1	Lead diversity and inclusion						E (B)	E		
978 1 76075 848 6	BSBTWK502	R1	Manage team effectiveness						E (B)	C		
978 1 76075 966 7	BSBTWK503	R1	Manage meetings						E (A)	E		
978 1 76075 852 3	BSBWHS211	R1	Contribute to the health and safety of self and others	E	C							
978 1 76075 856 1	BSBWHS311	R1	Assist with maintaining workplace safety			C						
978 1 76075 994 0	BSBWHS332X	R1	Apply infection control prevention and control procedures to own work activity			E (B)						
978 1 76075 860 8	BSBWHS411	R1	Implement and monitor WHS policies, procedures and programs				C	E (A)				
978 1 76075 970 4	BSBWHS521	R1	Ensure a safe workplace for a work area						E (D)	E	E (A)	
978 1 76075 864 6	BSBWRT311	R1	Write simple documents			E (A)						
978 1 76075 868 4	BSBWRT411	R1	Write complex documents				C	E (B)				
978 1 76075 872 1	BSBXCM301	R1	Engage in workplace communication			C						
978 1 76075 876 9	BSBXCM401	R1	Apply communication strategies in the workplace				C	C				
978 1 76075 880 6	BSBXCM501	R1	Lead communication in the workplace						C	E	E (B)	E
978 1 76075 974 2	BSBXCS303	R1	Securely manage personally identifiable information and workplace information			E (A)						
978 1 76075 978 0	BSBXCS401	R1	Maintain security of digital devices				E (G)					
978 1 76075 884 4	BSBXCS402	R1	Promote workplace cyber security awareness and practices				E (G)		E (F)			
978 1 76075 982 7	BSBXCS403	R1	Contribute to cyber security threat assessments				E (G)					
978 1 922466 52 5	BSBXCS405	R1	Contribute to cyber security incident responses				E (G)	E (B)				
978 1 76075 888 2	BSBXDB301	R1	Respond to the service needs of customers and clients with disability			E (D)						
978 1 76075 892 9	BSBXDB501	R1	Support staff members with disability in the workplace				E (B)		E (B)	E	E (A)	
978 1 76075 902 5	BSBXTW301	R1	Work in a team			E (C)						
978 1 76075 896 7	BSBXTW401	R1	Lead and facilitate a team				E (B)	C				
978 1 76075 531 7	FSKDIG002	R1	Use digital technology for routine and simple workplace tasks	E								
978 1 76075 567 6	FSKLRG011	R1	Use routine strategies for work-related learning	E								
978 1 922466 56 3	SIRXCEG002	R1	Assist with customer difficulties		E(C)	E (D)						
978 1 922466 60 0	SIRXOSM003	R1	Use social media and online tools			E (D)						
978 1 922466 64 8	SIRXPDK001	R1	Advise on products and services		E(C)	E (D)						

*The R# relates to the Training Package version, for example R1 = Release 1, R2 = Release 2
() The letter in the brackets denotes the elective group that this unit belongs to in the qualification
Prices and units of competency are subject to change without notice

HOW TO ORDER:

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