<table>
<thead>
<tr>
<th>Field Cluster</th>
<th>Core Competency Units</th>
<th>Unit Description</th>
<th>Vocational Outcomes</th>
</tr>
</thead>
</table>
| Customer service | BSBCUS501C Manage quality customer service | This unit describes the performance outcomes, skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. Operators may have staff involved in delivering customer service and are responsible for the quality of their work. In many instances the work will occur within the organisation’s policies and procedures framework. At this level, the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies, will be required. | Evidence of the following is essential:  
  - plans, policies or procedures for delivering quality customer service  
  - demonstrated techniques in solving complex customer complaints and system problems that lead to poor customer service  
  - knowledge of techniques for solving complaints. |
| Financial management | BSBFIM501A Manage budgets and financial plans | This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation. | Evidence of the following is essential:  
  - financial skills required to work with and interpret budgets, ageing summaries, cash flow, petty cash, GST, and profit and loss statements  
  - knowledge of the record keeping requirements for the ATO and for auditing purposes. |
<table>
<thead>
<tr>
<th>Field Cluster</th>
<th>Core Competency Units</th>
<th>Unit Description</th>
<th>Vocational Outcomes</th>
</tr>
</thead>
</table>
| Information          | BSBINM501A Manage an information or knowledge management system | This unit describes the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. | Evidence of the following is essential:  
- analysis of the strengths and weaknesses of information or knowledge management system/s and evaluation of suitability for a particular work or organisational context  
- knowledge of relevant legislation, codes of practice and national standards. |
| Management           | BSBMGT502B Manage people performance        | This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. | Evidence of the following is essential:  
- documented performance indicators and a critical description and analysis of performance management system from the workplace  
- techniques in providing feedback and coaching for improvement in performance  
- knowledge of relevant awards and certified agreements. |
|                      | BSBMGT515A Manage operational plan          | This unit describes the performance outcomes, skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. | Evidence of the following is essential:  
- development of an operational plan with details of how it will be implemented and monitored  
- knowledge of models and methods for operational plans. |
|                      | BSBMGT516C Facilitate continuous improvement | This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. | Evidence of the following is essential:  
- development and use of a range of strategies and approaches that improve work outcomes or organisational functioning, using continuous improvement models  
- monitoring performance and customer service. |
<table>
<thead>
<tr>
<th>Field Cluster</th>
<th>Core Competency Units</th>
<th>Unit Description</th>
<th>Vocational Outcomes (Critical Aspects of Assessment)</th>
</tr>
</thead>
</table>
| Occupational health and safety    | BSBWH5501A Ensure a safe workplace | This unit describes the performance outcomes, skills and knowledge required to establish, maintain and evaluate the organisation’s work health and safety (WHS) policies, procedures and programs in the relevant work area according to WHS legislative requirements.                                                                                                                                                                                                                                                                                                                                                           | Evidence of the following is essential:  
  ➢ detailed knowledge and application of all relevant WHS Acts, regulations and codes of practice  
  ➢ establishing and maintaining arrangements for managing WHS within the organisation’s business systems and practices  
  ➢ identifying requirements for expert WHS advice  

| Project management                | BSBPMG522A Undertake Project Work | This unit describes the performance outcomes, skills and knowledge required to undertake a straightforward project or a section of a larger project. This unit addresses the management of projects, including developing a project plan, administering and monitoring the project, finalising the project, and reviewing the project to identify lessons learned for application to future projects.                                                                                                                                                                                                                           | Evidence of the following is essential:  
  ➢ developing a project plan  
  ➢ examples of monitoring arrangements and evaluation of the efficacy of the project plan in addressing project time lines and budget knowledge of relevant legislation.  

| Workplace effectiveness           | BSBWOR501B Manage personal work priorities and professional development | This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.                                                                                                                                                                                                                                      | Evidence of the following is essential:  
  ➢ systems and processes (electronic or paper-based) used to organise and prioritise tasks, which show how work is managed  
  ➢ personal development plan, with career objectives and an action plan  


### Competency Unit Information and Vocational Outcomes

<table>
<thead>
<tr>
<th>Field Cluster</th>
<th>Core Competency Units</th>
<th>Unit Description</th>
<th>Vocational Outcomes</th>
</tr>
</thead>
</table>
|                        | BSBWOR502B Ensure team effectiveness                       | This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.                                                                                                           | Evidence of the following is essential:  
  ➢ range of techniques that can be used to build work teams, strengthen communications in the team and resolve issues  
  ➢ methods for engaging with stakeholders and obtaining advice from outside the work team, to ensure team is focused and on track  
  ➢ knowledge of group behaviour.                                                                                                                                                                                                                                                                  |
|                        | BSBHRM405A Support the recruitment, selection and induction of staff | This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. Performance of the work described in this unit will be underpinned by in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.                                                                                     | Evidence of the following is essential:  
  ➢ work with job descriptions to support sourcing, selecting and appointing suitable staff  
  ➢ participate in interviews and other selection techniques, and demonstrate awareness of EEO and anti-discrimination requirements  
  ➢ use different advertising channels to promote vacancies and/or establish a potential talent pool.                                                                                                                                                                                        |
|                        | BSBHRM512A Develop and manage performance-management processes | This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance-management processes. The unit also includes specific intervention associated with under-performance or misconduct and developing approaches to address skill and performance gaps.                                                                                                      | Evidence of the following is essential:  
  ➢ develop a performance-management process to support business goals, or critique existing performance-management processes  
  ➢ provide support for mediation for effective management of performance issues  
  ➢ develop approaches to improve performance and address identified performance gaps.                                                                                                                                                                                                               |

Group B: choose an additional 3 elective from Group A units (above) or Group B units listed below.

| Human resource management | BSBHRM405A Support the recruitment, selection and induction of staff | This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. Performance of the work described in this unit will be underpinned by in-depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resources functions.                                                                                     | Evidence of the following is essential:  
  ➢ work with job descriptions to support sourcing, selecting and appointing suitable staff  
  ➢ participate in interviews and other selection techniques, and demonstrate awareness of EEO and anti-discrimination requirements  
  ➢ use different advertising channels to promote vacancies and/or establish a potential talent pool.                                                                                                                                                                                        |
## Competency Unit Information and Vocational Outcomes

<table>
<thead>
<tr>
<th>Field Cluster</th>
<th>Core Competency Units</th>
<th>Unit Description</th>
<th>Vocational Outcomes (Critical Aspects of Assessment)</th>
</tr>
</thead>
</table>
| Innovation    | BSBINN502A Build and sustain an innovative work environment | This unit describes the performance outcomes, skills and knowledge required to create an environment that enables and supports the application of innovative practice. | Evidence of the following is essential:  
- establishment of procedures and practices (for a project or a workplace) which support and foster innovative work practice and include sound evaluation processes  
- modelling of behaviour that supports innovative work practice  
- knowledge and understanding of the role of leaders and managers in encouraging innovation, and the issues and challenges associated with building and sustaining an innovative work environment. |