

MANAGEMENT AND SUPERVISION TRAINING IN BUSINESS SERVICES

The Business Services Training Package has been developed by the Innovation and Business Industry Skill Council.

Major Occupations

The Business Services sector has the largest number of employees of any industry classification, employing over 10% of Australians working population - it is estimated that approximately 1 million people work in occupations within this sector, for example:

- ★ Franchise Manager
- ★ Human Resource Assistant
- ★ Manager
- ★ Supervisor
- ★ Assistant Manager
- ★ Small Business Manager
- ★ Team Leader

About this package

- The Business Services Training Package generally does not have mandatory requirements for entry to qualifications.
- The skills, attributes and experiences of individuals must be matched to the level of training.
- The Business Services Training Package qualifications main feature is flexibility. Programs can be varied to meet the specific needs of a business or group of businesses, a particular industry, the skill needs of a locality or to maximise the employability of individuals.



How is the training delivered?

NovaSkill offers many of the qualifications in this training package by via **flexible work based delivery, as well as classroom and distance based learning.**

For work based delivery, we provide learning resources, orientation to the training package for both learner and supervisor and a dedicated assessor who will visit learners in the workplace to assess their progress. Each of our assessors has demonstrable experience and qualifications in their field of expertise. This means your employees will gain practical knowledge and skills during their training period.

**For more information on any of these qualifications, contact your local NovaSkill office on
1300 885 680**

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BSB31207 - Certificate III in Frontline Management

Employees involved in work teams benefit from supervisor/management training ranging from personal organisation to contributing to workplace relationships and leadership support.

- ★ Team Leader

BSB40207 - Certificate IV in Business

Employees undertake broad based training that may be customised to the specific needs of the workplace. The training concentrates on developing and leading work teams, higher level internal and external communication, documentation and reporting, as well as observing safety requirements and use of office technology.

- ★ Manager

BSB40407 – Certificate IV in Small Business Management

This qualification caters for self-employed sole traders or family business owners. Areas covered include legal requirements of business establishment and operation, planning, promotion and managing finances and staff.

- ★ Owner Operator
- ★ Small Business Manager

BSB40907 - Certificate IV in Governance

This training provides the skills required for people serving on boards of indigenous organisations that may also include clubs and societies. The qualification may also apply to non-indigenous organisations. Areas of training may include working with a community, leadership, as well as management.

- ★ Board Member

BSB40807 - Certificate IV in Frontline Management

This qualification is appropriate for those involved in leading work teams or managing a business or an aspect of a business. Includes management and business development training ranging from personal organisation to developing work priorities, coordinating business resources to contributing to workplace relationships and leadership support.

- ★ Manager

BSB41007 - Certificate IV in Human Resources

This qualification reflects the role of individuals who work in a range of support positions in human resources management. In smaller companies they may work across all human resources functional areas and in larger companies they may be assigned responsibilities in units or business areas focused on discrete human resources functions, such as remuneration, workforce planning or human resources information systems.

- ★ Human Resources Assistant or Officer
- ★ Payroll Officer

BSB51107 – Diploma of Management

This qualification reflects the role of individuals who are engaged to manage the work of others or to add value to or review management practices. Their role may be in any industry or organisational setting. Typically people in these roles will have considerable experience in their respective industries or vocational areas and couple an informed perspective of the specific work requirements with their managerial approaches.

- ★ Manager

