

Business Services

Course Structure and Requirements

This course consists of:

- seven mandatory focus areas (containing twelve associated units of competency – students must undertake seven units of competency)
- a range of elective units of competency from the HSC elective pool
- HSC Content – for the mandatory focus areas.

HSC Content

The HSC Content for this industry curriculum framework is organised into focus areas. Each focus area prescribes the scope of learning for the HSC. This is drawn from the associated units of competency.

Students undertaking the 240 indicative hour course from the Business Services Curriculum Framework must address **all of the mandatory focus areas**.

The Business Services Curriculum Framework **mandatory** focus areas are:

- Customer service
- Financial records
- Innovation
- Safety
- Sustainability
- Working in the business services industry and workplace
- Workplace information.

The HSC examination in Business Services is based on the HSC Content in this Framework (refer to Section 4 of this Syllabus).

The following table outlines the associated units of competency for each focus area.

Business Services units of competency

Associated mandatory units of competency for the 240-hour course

Attempt the following units of competency:

Unit code and title	HSC indicative hours of credit
Customer service	
BSBCUS201 Deliver a service to customers or BSBCUS301 Deliver and monitor a service to customers	15 20
Financial records	
TLIP2029 Prepare and process financial documents or BSBFIA301 Maintain financial records	20 25
Innovation	
BSBINN201 Contribute to workplace innovation	15
Safety	
BSBWHS201 Contribute to health and safety of self and others or BSBWHS302 Apply knowledge of WHS legislation in the workplace	15 15
Sustainability	
BSBSUS201 Participate in environmentally sustainable work practices or BSBSUS401 Implement and monitor environmentally sustainable work practices	15 25
Working in the business services industry and workplace	
BSBIND201 Work effectively in a business environment	25
Workplace information	
BSBINM201 Process and maintain workplace information or BSBINM301 Organise workplace information	20 20
Total HSC indicative hours for mandatory	125–145

PLUS a selection of units of competency from the HSC elective pool to bring the course total to a minimum of 240 HSC indicative hours.