**The Business Communication Handbook, 10th edition**

Competency mapping grid

**BSB40215 – Certificate IV in Business (Release 1):** supersedes and is equivalent to BSB40212 – Certificate IV in Business Updated to meet Standards for Training Packages. 25/Mar/2015

**BSB40515 – Certificate IV in Business Administration:** supersedes BSB40507 – Certificate IV in Business Administration (Release 3) Updated to meet Standards for Training Packages. 25/Mar/2015

**BSB42015 – Certificate IV in Leadership and Management (Release 1):** supersedes BSB40812 – Certificate IV in Frontline Management.

**BSB51915 – Diploma of Leadership and Management (Release 2):** 09/Apr/2015

<table>
<thead>
<tr>
<th>Competency</th>
<th>Chapter</th>
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</thead>
<tbody>
<tr>
<td>BSBINM301 Organise workplace information</td>
<td>3, 20</td>
</tr>
<tr>
<td>BSBCMM401 Make a presentation</td>
<td>5</td>
</tr>
<tr>
<td>BSBWHS Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
<td>6</td>
</tr>
<tr>
<td>BSBUS301 Implement and monitor environmentally sustainable work practices</td>
<td>7</td>
</tr>
<tr>
<td>BSbled401 Develop teams and individuals</td>
<td>2, 4, 10</td>
</tr>
<tr>
<td>BSBINN301 Promote innovation in a team environment</td>
<td>2, 8, 9</td>
</tr>
<tr>
<td>BSBCUS401 Coordinate implementation of customer service strategies</td>
<td>2, 11, 12</td>
</tr>
<tr>
<td>BSBCUS402 Address customer needs</td>
<td>2, 11</td>
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<tr>
<td>BSBCUS403 Implement customer service standards</td>
<td>12</td>
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<tr>
<td>BSBADM405 Organise meetings</td>
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<tr>
<td>BSBR401 Analyse and present research information</td>
<td>14</td>
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<tr>
<td>BSBWRT401 Write complex documents</td>
<td>17, 18, 19</td>
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<tr>
<td>BSBRKG402 Provide information from and about records</td>
<td>3, 20</td>
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</table>
### BSB40515 – Certificate IV in Business Administration
(supersedes BSB40507 – Certificate IV in Business Administration (Release 3) Updated to meet Standards for Training Packages. 25/Mar/2015)

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### BSB42015 – Certificate IV in Leadership and Management (Release 1)
(supersedes BSB40812 – Certificate IV in Frontline Management)

<table>
<thead>
<tr>
<th>Competency</th>
<th>Chapter</th>
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</thead>
<tbody>
<tr>
<td>Core units</td>
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<tr>
<td>BSBLDR401 Communicate effectively as a workplace leader</td>
<td>1, 2, 4, 10</td>
</tr>
<tr>
<td>BSBLDR402 Lead effective workplace relationships</td>
<td>1, 2, 8, 9, 10</td>
</tr>
<tr>
<td>BSBLDR403 Lead team effectiveness</td>
<td>9, 10</td>
</tr>
<tr>
<td>BSBMGT402 Implement operational plan</td>
<td>4, 9</td>
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<table>
<thead>
<tr>
<th>Elective units</th>
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<tbody>
<tr>
<td>BSBWOR404 Develop work priorities</td>
<td>4</td>
</tr>
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<td>BSBCMM401 Make a presentation</td>
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<tr>
<td>BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements</td>
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<tr>
<td>BSBUS301 Implement and monitor environmentally sustainable work practices</td>
<td>7</td>
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### BSB42015 – Certificate IV in Leadership and Management (Release 1)
(supersedes BSB40812 – Certificate IV in Frontline Management)

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<td>BSBLED401 Develop teams and individuals</td>
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<tr>
<td>BSBINN301 Promote innovation in a team environment</td>
<td>2, 8, 9</td>
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<tr>
<td>BSBLDR404 Lead a diverse workforce</td>
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<tr>
<td>BSBMGT401 Show leadership in the workplace</td>
<td>9, 10</td>
</tr>
<tr>
<td>BSBCUS401 Coordinate implementation of customer service strategies</td>
<td>2, 11, 12</td>
</tr>
<tr>
<td>BSBCUS402 Address customer needs</td>
<td>2, 11</td>
</tr>
<tr>
<td>BSBCUS403 Implement customer service standards</td>
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<tr>
<td>BSBWRT401 Write complex documents</td>
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### BSB51915 – Diploma of Leadership and Management (RELEASE 2) 09/ Apr/ 2015

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<th>Competency</th>
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<tr>
<td>Core units</td>
<td></td>
</tr>
<tr>
<td>BSBLDR Develop and use emotional intelligence</td>
<td>2, 8, 9</td>
</tr>
<tr>
<td>BSBMGT517 Manage operational plan</td>
<td>4, 9</td>
</tr>
<tr>
<td>BSBLDR502 Lead and manage effective workplace relationships</td>
<td>2, 8, 9</td>
</tr>
<tr>
<td>BSBWOR502 Lead and manage team effectiveness</td>
<td>2, 4, 9, 10</td>
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Elective units: Group A

| BSBCUS501 Manage quality customer service                                 | 12       |
| BSBWHS501 Ensure a safe workplace                                        | 6        |
| BSBWOR501 Manage personal work priorities and professional development   | 4        |
| BSBLDR503 Communicate with influence                                      | 1, 2, 5, 13|

Elective units: Group B

| BSBADM502 Manage meetings                                                | 13       |