

Each edition of BSV VOICE, features a career case study from the Business and Property Services industry sector.

Mandy Kenny – Frontline Management

Mandy Kenny has worked in business administration for a large company for years. In 2004 her career changed when she was promoted to a supervisory role because of her efficiency, her good rapport with staff at all levels, and her knowledge of several different computer programs, which made her the 'go to' person for office computer help.

Mandy undertook study and completed the Certificate IV in Frontline Management to improve her skills as a team leader/supervisor. The frontline management qualifications helped Mandy apply herself to the first line of management in a wide ranging role that encompassed implementation of internal work policies, I.T and administration.

To further her career, Mandy also expanded her range of skills by undertaking a Diploma of Business Administration. This enabled Mandy to learn new skills and apply her existing knowledge to functions such as managing conferences and maintaining workgroup computer networks.

Mandy's business qualifications are: BSB40807 Certificate IV in Frontline Management and BSB50407 Diploma of Business Administration. You can find out more about how jobs and training in Business and Property Services by clicking on 'Careers' on the BSV website: www.bsv.org.au.

The BSV Board

BSV is an incorporated association supported by Victorian and Australian key industry groups including the Australian Industry Group (AIG), the Australian Institute of Management (AIM), the Australian Services Union (ASU), the Finance Sector Union (FSU), the National Institute of Accountants (NIA), the Municipal Association of Victoria (MAV), the Real Estate Institute of Victoria (REIV), the Victorian Employers' Chamber of Commerce and Industry (VECCI), the Victoria Police, Security Licensing Services Division (LSD) and the Waste Management Association of Australia (WMAA).

Anna Henderson – Executive Director of the Secretariat

BSV's Executive Director, Anna Henderson summarises BSV's unique service:

'BSV provides the intelligence and links to facilitate skill development and workforce solutions for Business, Finance and Property Services. As an independent Board, BSV not only provides qualitative advice on vocational education and training but also links the training system with real jobs.'



Industry Training

BSV provides advisory services to its industry constituents and registered training organisations (RTOs), as well as being an important link between government and industry and the vocational education and training (VET) sector. The breadth and commitment, of BSV's industry focus means that it can speak authoritatively for its industries and can draw on a wealth of industry expertise. As an independent body, BSV is in the position to apply its industry expertise in a practical 'hands-on' manner to add depth to industry training.

The BSV Board supports the Victorian Training Guarantee by actively promoting the training programs to employers. BSV's activities are aimed towards:

- Working with the Victorian Skills Commission on a consolidated information service
- Stimulating demand for training
- Providing information on skills need assessment processes
- Promoting take-up of the Victorian Skills Pledge
- Advising on critical skills shortages
- Informing the implementation of the *Skills for Growth: Workforce Development Program*.

Industry Skill Councils

BSV works closely with Innovation and Business Skills Australia (IBSA), and the Construction and Property Services Industry Skills Council (CPSISC) to develop and promote vocational education and training (VET) for Business, Finance and Property Services in Victoria.

Industry Needs Report

BSV prepares an Industry Needs Report to identify industry change drivers and training implications for Business, Finance and Property Services that outlines:

- Change drivers:** the major change drivers impacting the industry and its sectors currently and over the medium and long term future.
- Industry response:** the industry and enterprise responses (now and in the future) to the impact of the change drivers.
- Skills needs:** the implications of the industry's responses for skills needs in the industry (now and in the future).
- Skills development:** the relative importance of changing skills sets for skills development.

You can request see BSV's Industry Needs Report on our website: www.bsv.org.au

BSV also works with Access Economics to provide Skill Victoria with information on industry intelligence and 'Occupations in Demand'. Contact us on bsv@bsv.org.au for further information.

Training Package and Industry Update

Business

The Business Services Training Package BSB07 encompasses specialisations in the following areas:

Advertising	General Administration	IT Support	Quality Auditing
Compliance	Governance	IT Use	Recordkeeping
Contact Centre Operations	Human Resource Management	Learning & Development	Recruitment & Employment Services
Creative Thinking	Industry Context	Legal Services Administration	
Customer Service	Information Management	Management	Relationship Management
Design Process	Innovation	Marketing	Research
Diversity	International Business	Medical Services Administration	Risk Management
e-Business	International Trade	Occupational Health & Safety	Sales
Educational Administration	International Communication	Product Skills and Advice	Small and Micro Business
Financial Administration	International Education	Project Management	Sustainability
Financial Management	IT Analysis and Design	Public Relations	Workplace Effectiveness
Franchising	IT Building and Implementation	Purchasing and Contracting	Workplace Relations
			Writing

The endorsed Business Services Training Package is available from Innovation and Business Skills Australia (IBSA) website www.ibsa.org.au or phone (03) 9815 7000.

Financial Services

The Financial Services Training Package FNS04 and FNS10 (which is now in the process of being implemented in Victoria) has not been encompasses general and sector-specific qualifications from Certificate 1 to Advanced Diploma. There are Training Package specialisations in the following areas:

ASIC Accreditation Tier 1 and 2	Financial Planning	Mortgage Broking	Accounting
General Distribution	Personal Injury Management	Banking	General Insurance
Personal Trustees	Bookkeeping	Insurance Assessment Services	Practice Management
Conveyancing	Insurance Broking	Retail Financial Services Credit/Lending Services	Insurance Services
Risk Management	Credit/Lending Services	Insurance Services	Risk Management
Financial Markets	Life Distribution	Self Managed Superannuation Funds	Financial Literacy and Consumer Education
Loss Adjusting	Superannuation	Mercantile Agents	Workers Compensation

The Training Package was designed to be flexible so as to enable cross-sectorial customisation and the importation of units from other Training Packages. The Financial Services Training Package is available from Innovation and Business Skills Australia (IBSA) website www.ibsa.org.au or phone (03) 9815 7000.

Property Services

Nominated units from the Property Services Training Package CPP07 are used for security licensing for the Victorian Police Licensing Services Division.

The Property Services Training Package CPP07 also encompasses the following sectors: Real Estate, Stock and Station, Property and Asset Sector and Spatial Information Services (SIS). BSV assisted Consumer Affairs to select units from CPP07 for Real Estate licensing.

The Asset Maintenance Training Package PRM04 is now under review and BSV is on the review project team (see below).

The Property Services Training Packages are available from Construction and Property Services Industry Skills Council (CPSISC) website www.cpsisc.com.au or phone (02) 62302907.

BSV Projects

Electronic Security Industry Pathfinder Project

Contracted by CPSISC, BSV has documented career pathway information for the Electronic Security Sector. Careers in Electronic Security include installation, consultation, biometrics, monitoring center and control room operation.

Review of Customer Contact Competency Standards & Qualifications

Anna Henderson has been engaged by IBSA to conduct the review of the Customer Contact qualifications within the Business Services Training Package (BSB07) as part of its ongoing continuous improvement cycle. The projects involves a review of the following Customer Contact qualifications:

- BSB20207 Certificate II in Customer Contact
- BSB30207 Certificate III in Customer Contact
- BSB40307 Certificate IV in Customer Contact
- BSB50307 Diploma of Customer Contact
- BSB60307 Advanced Diploma of Customer Contact

The review aims to identify whether the Customer Contact qualifications and units of competency sufficiently address industry's requirements. The project involves research, interviews and consultation with key stakeholders regarding the structure, demand and take up of the suite of qualifications.

Review of the Asset Maintenance Training Package PRM04

BSV is working in a consortium arrangement with Performance Growth and CPSISC to review the Asset Maintenance Training Package. The sectors include Cleaning Operations, Carpet Cleaning, Waste Management, Pest Management and Fire Equipment. The reviewed qualification and competency standards will form part of the amalgamated Property Services Training Package CPP07.

Go Green Australian Apprenticeships

BSV has developed the Go-Green Australian Apprenticeship sample training programs across a range of industry areas.

'Go-Green' Australian Apprenticeships are a 'here and now' solution to industry sustainability via flexible use of the National Training Framework across industry and a guide to the range of vocations to be considered when estimating future environmental vocational needs. BSV developed the idea for the project by building on the support for the use of competency standards as a way to define training needs and to drive delivery of education and training for industry.

BSV, under contract with CPSISC, liaises with Australian Apprenticeship Centres and Registered Training Organisations to raise awareness on 'Go- Green' Australian Apprenticeships, which can be seen on the BSV website: www.bsv.org.au.

Industry Training Stimulation Projects

BSV has been contracted by Skills Victoria to promote training under the following qualifications: Financial Services, Facility Management, Customer Contact, Labour Market Services, and Real Estate qualifications. BSV is working with RMIT University, the Real Estate Institute of Victoria, and CITT to stimulate training demand for these qualifications.

For more information on BSV projects contact Anna Henderson: (03) 9349 3000

Are your contact details correct?

If your contact details have changed or will change in the near future please let us know by emailing us at bsv@bsv.org.au, fax us on (03) 9349 3011 or phone Anna on (03) 9349 3000.