



BSB Business Services Training Package and General titles

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New releases

BSBINM301 Organise workplace information
Software Publications writing team

978-1-925291-55-1 32.95

This learning guide covers gathering, organising and applying workplace information in the context of an organisation's work processes. The learning guide includes:

- what information is
- why information is gathered
- how to find information
- ways information can be collated and documented
- problems which can be encountered
- preparing for future information needs
- some exercises using Excel (any version), Windows File Explorer (any version) and an internet browser.

Released 24 January 2018





Business Services Training Package resources

UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBADM101A	Use business equipment and resources <i>Software Publications writing team</i>	1-74123-842-0	22.95
BSBADM302B & BSBADM302	Produce texts from notes <i>Melanie Hastings (nee Bhagat)</i>	1-74123-845-5	24.95
	Marking guide CD for Produce texts from notes	1-74123-672-X	19.95
BSBADM303B & BSBADM303	Produce texts from audio transcription <i>Melanie Hastings (nee Bhagat)</i>	1-74123-846-3	24.95
	Scripts and solutions CD for Produce texts from audio transcription	1-74123-952-4	9.95
BSBADM307	Organise schedules with Outlook 2016 supplement <i>Beverley Weynton and Software Publications writing team</i>	978-1-925291-58-2	24.95
	Organise schedules with Outlook 2013 supplement <i>Beverley Weynton and Software Publications writing team</i>	978-1-925291-59-9	24.95
	Marking guide CD for Organise schedules <i>For both editions of BSBADM307 Software Publications writing team</i>	978-1-925291-60-5	49.95
BSBADM311A	Maintain business resources <i>Helen Burnie</i>	1-74123-730-0	22.95
BSBADM405B & BSBADM405	Organise meetings <i>Beverley Weynton and Software Publications writing team</i>	978-1-921780-15-8	24.95
	Training resource CD for Organise meetings <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921780-16-5	99.95
BSBADM406B	Organise business travel <i>Beverley Weynton</i>	978-1-921780-61-5	22.95
BSBADM407B & BSBADM407	Administer projects <i>Software Publications writing team</i>	1-74123-879-X	24.95
BSBADM409A	Coordinate business resources <i>Lyn Graham</i>	1-921657-51-0	24.95
BSBADM502B	Manage meetings <i>Beverley Weynton</i>	978-1-921780-07-3	24.95
	Training resource CD for Manage meetings <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921780-08-0	99.95
BSBADM503B	Plan and manage conferences <i>Beverley Weynton</i>	1-74123-824-2	24.95
BSBADM504B & BSBADM504	Plan or review administration systems <i>Haylee and Brian Walmsley</i>	1-921657-04-9	22.95
	Marking guide CD for Plan or review administration systems	1-921657-14-6	29.95
BSBADM506B	Manage business document design and development <i>Christine Birtley-Kent</i>	1-74123-072-1	27.95



UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBCMM101A	Apply basic communication skills 2 nd Edition <i>Simon Thompson</i>	978-1-922012-09-8	19.95
BSBCMM201A & BSBCMM201	Communicate in the workplace <i>Penny Robertshawe</i>	1-74123-770-X	24.95
	Marking guide CD for Communicate in the workplace	1-921657-45-6	29.95
BSBCMM401	Make a presentation <i>Shea Business Consulting</i>	978-1-921810-44-2	30.00
BSBCMM401A	Make a presentation <i>Shea Business Consulting</i>	978-1-921810-06-0	30.00
BSBCUS201B	Deliver a service to customers <i>Kim Aubrey</i>	978-1-922241-64-1	24.95
	Marking guide CD for Deliver a service to customers	978-1-922241-95-5	74.95
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BSBCUS402A	Address customer needs <i>Christine Kent</i>	1-74123-720-3	24.95
BSBCUS501C	Manage quality customer service <i>Kim Aubrey</i>	978-1-922241-85-6	24.95
	Marking guide CD for Manage quality customer service	978-1-925291-09-4	29.95
BSBDIV301A	Work effectively with diversity <i>Christine Kent</i>	1-74123-717-3	19.95
BSBFIA301A & BSBFIA301	Maintain financial records using MYOB AccountRight v19 <i>Includes MYOB student edition DVD</i> <i>Marian Brown and Leanne Berry</i>	978-1-921780-95-0	36.95
	Training resource CD for Maintain financial records v19 <i>Includes additional exercise, assessment and solutions</i>	978-1-921780-96-7	49.95
BSBFIA301A	Maintain financial records (manually) 2013 edition <i>Marian Brown and Lyn Joyce</i>	978-1-922012-96-8	34.95
	Training resource CD Maintain financial records (manually) 2013 edition <i>Includes 2 assessment options, solutions, reference material</i>	978-1-922241-23-8	74.95
BSBFIA301A	Computerised Accounting covering: Maintain financial records	978-1-922012-82-1	49.95
BSBFIA303A	Process accounts payable and receivable		
BSBFIA304A & BSBFIA301 BSBFIA303 BSBFIA304	Maintain a general ledger using MYOB AccountRight v19.8 Training resource CD for Computerised Accounting v19.8 <i>Includes 4 additional exercises, assessment, solutions, reference material</i>	978-1-922241-13-9	74.95



UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBFIA302A & BSBFIA302	Process payroll manually and using MYOB AccountRight v19.10 current as at 1 July 2014 <i>Includes MYOB Student Edition DVD Marian Brown and Leanne Berry</i>	978-1-922241-77-1	39.95
	Training resource CD for Process payroll v19.10 current as at 1 July 2014 <i>Includes 2 assessment options, solutions and resources</i>	978-1-922012-83-8	99.95
BSBFIA303A & BSBFIA303	Process accounts payable and receivable using MYOB AccountRight v19.8 <i>Includes MYOB Student Edition DVD Marian Brown and Leanne Berry</i>	978-1-922241-60-3	39.95
	Training resource CD for Process accounts payable and receivable using MYOB AccountRight v19.8 <i>Includes additional exercise, 2 assessment options and solutions</i>	978-1-922012-84-5	74.95
BSBFIA304A & BSBFIA304	Maintain a general ledger using MYOB AccountRight v19.8 <i>Includes MYOB Student Edition DVD Marian Brown</i>	978-1-922012-85-2	36.95
	Training resource CD for Maintain a general ledger using MYOB AccountRight v19.8 <i>Includes additional exercise, 2 assessment options and solutions</i>	978-1-922241-87-0	74.95
BSBFIA401A & BSBFIA401	Prepare financial reports manually and using MYOB AccountRight v19.8 <i>Includes MYOB Student Edition DVD Marian Brown and Lyn Joyce</i>	978-1-922012-64-7	41.95
	Training resource CD for Prepare financial reports <i>Includes 2 assessment options, solutions and reference material</i>	978-1-922012-68-5	74.95
BSBFIA402A & BSBFIA402	Report on financial activity using MYOB AccountRight v19.8 <i>Includes MYOB Student Edition DVD Leanne Berry and Software Publications writing team</i>	978-1-922012-86-9	39.95
	Training resources CD for Report on financial activity using MYOB AccountRight v19.8 <i>Includes 1 assessment option, solutions and resources</i>	978-1-925291-07-0	99.95
BSBFIM501A	Manage budgets and financial plans <i>Haylee and Brian Walmsley</i>	1-921657-07-3	22.95
	Training resource CD for Manage budgets and financial plans <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921657-83-2	99.95
BSBFIM502A & BSBFIM502	Manage payroll manually and using MYOB AccountRight v19.10 current as at 1 July 2014 <i>Includes MYOB Student Edition DVD Leanne Berry</i>	978-1-922012-87-6	46.95
	Training resource CD for Manage payroll v19.10 <i>Includes 2 assessment options, solutions and resources</i>	978-1-922241-88-7	99.95
BSBFLM303C	Contribute to effective workplace relationships <i>Geraldine McBurney-Fry</i>	1-74123-921-4	22.95
BSBFLM305C	Support operational plan <i>Will Baker</i>	1-921657-23-5	22.95



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BSBHRM403	Support performance management process <i>Alfred Quay</i>	978-1-925291-10-0	24.95
BSBHRM501B & BSBHRM501	Manage human resources services <i>Veronica Ritchie</i>	978-1-925291-02-5	24.95
BSBHRM505B & BSBHRM505	Manage remuneration and employee benefits <i>Veronica Ritchie</i>	978-1-925291-04-9	24.95
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BSBHRM510A & BSBHRM510	Manage mediation processes <i>Pia Christensen</i>	1-921657-43-X	24.95
BSBIND201A	Work effectively in a business environment <i>Stephen Harvey LLM LLB (Hons)</i>	1-74123-847-1	22.95
BSBINM201A	Process and maintain workplace information <i>Kelly Collison</i>	1-74123-729-7	19.95
BSBINM202A	Handle mail <i>Melanie Bhagat</i>	1-74123-724-6	22.95
BSBINM301	Organise workplace information <i>Software Publications writing team</i>	978-1-925291-55-1	32.95
BSBINM401A	Implement workplace information system <i>Penny Robertshawe</i>	1-74123-977-X	22.95
BSBINM501A	Manage an information or knowledge management system <i>Penny Robertshawe</i>	1-921657-44-8	22.95
	Training resource CD for BSBINM501A Manage an information or knowledge management system <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921657-84-9	99.95
BSBINN301A	Promote innovation in a team environment <i>Software Publications writing team</i>	1-74123-890-0	24.95
BSBITA401	Design databases (Access 2016) <i>Software Publications writing team</i>	978-1-925291-28-5	36.95
	Marking guide CD for Design databases (Access 2016)	978-1-925291-53-7	49.95
BSBITA401A & BSBITA401	Design databases Access 2013 <i>Software Publications writing team</i>	978-1-922241-29-0	34.95
	Marking guide CD for Design databases Access 2013	978-1-922241-65-8	49.95



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BSBITU101	Operate a personal computer (Windows 10) <i>Software Publications writing team</i>	978-1-925291-16-2	24.95
	Marking guide CD for Operate a personal computer (Windows 10)	978-1-925291-39-1	24.95
BSBITU101A & BSBITU101	Operate a personal computer Windows 8.1 <i>Software Publications writing team</i>	978-1-922012-71-5	24.95
	Marking guide CD for Operate a personal computer Windows 8.1	978-1-922241-24-5	24.95
BSBITU102A	Develop keyboard skills <i>Software Publications writing team</i>	978-1-921780-84-4	22.95
BSBITU201	Produce simple word processed documents (Word 2016) <i>Software Publications writing team</i>	978-1-925291-17-9	34.95
	Marking guide CD for Produce simple word processed documents (Word 2016)	978-1-925291-36-0	49.95
	Computer skills BSBITU201 Produce simple word processed documents (Word 2016) <i>Abridged</i>	978-1-925291-22-3	24.95
	Marking guide CD for Computer skills Produce simple word processed documents (Word 2016)	978-1-925291-50-6	49.95
BSBITU201A & BSBITU201	Produce simple word processed documents Word 2013 <i>Software Publications writing team</i>	978-1-922241-10-8	34.95
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	Computer skills BSBITU201A Produce simple word processed documents (Word 2013) <i>Covers a limited Range Statement</i>	978-1-922241-63-4	24.95
	Marking guide CD for Computer Skills Produce simple word processed documents (Word 2013)	978-1-922241-81-8	49.95
	Training resources CD for Computer skills Produce simple word processed documents (Word 2013) <i>Includes completed exercise files, marking guide, progress checksheets, Windows 7 instructions</i>	978-1-922241-80-1	99.95



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BSBITU202	Create and use spreadsheets Excel 2016 <i>Software Publications writing team</i>	978-1-925291-23-0	32.95
	Solutions CD for Create and use spreadsheets (Excel 2016)	978-1-925291-37-7	49.95
BSBITU202A & BSBITU202	Create and use spreadsheets Excel 2013 <i>Software Publications writing team</i>	978-1-922241-16-0	32.95
	Solutions CD for Create and use spreadsheets Excel 2013	978-1-922241-26-9	49.95
BSBITU202 and BSBITU304	Create and produce spreadsheets (Excel 2016) <i>Software Publications writing team</i>	978-1-925291-21-6	36.95
	Solutions CD for Create and produce spreadsheets (Excel 2016)	978-1-925291-44-5	49.95
	Computer skills Create and produce spreadsheets (Excel 2016) <i>Abridged</i> <i>Software Publications writing team</i>	978-1-925291-33-9	24.95
	Solutions CD for Computer skills Create and produce spreadsheets (Excel 2016)	978-1-925291-45-2	49.95
BSBITU202A/ BSBITU304A & BSBITU202/ BSBITU304	Create and produce spreadsheets Excel 2013 <i>Software Publications writing team</i>	978-1-922241-28-3	36.95
	Solutions CD for Create and produce spreadsheets Excel 2013	978-1-922241-35-1	49.95
	Computer skills Create and produce spreadsheets (Excel 2013) <i>Covers a limited Range Statement</i>	978-1-922241-70-2	24.95
	Solutions CD for Computer skills Create and produce spreadsheets (Excel 2013)	978-1-922241-83-2	49.95
	Training resources CD for Computer skills Create and produce spreadsheets (Excel 2013) <i>Includes completed exercise files, marking guide, progress checksheets, Windows 7 instructions</i>	978-1-922241-90-0	99.95
BSBITU203A	Communicate electronically 2012 <i>Includes Outlook 2010, Internet Explorer 9, Gmail</i> <i>Software Publications writing team</i>	978-1-922012-37-1	29.95
	Training and assessment guide CD <i>Includes assessment, training plan, exercise and assessment marking guides</i> <i>Software Publications writing team</i>	978-1-925291-03-2	99.95
BSBITU301	Create and use databases (Access 2016) <i>Software Publications writing team</i>	978-1-925291-24-7	34.95
	Marking guide CD for Create and use databases (Access 2016)	978-1-925291-54-4	49.95
BSBITU301A & BSBITU301	Create and use databases Access 2013 <i>Software Publications writing team</i>	978-1-922241-19-1	34.95
	Marking guide CD for Create and use databases Access 2013	978-1-922241-55-9	49.95



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	Computer skills BSBITU302 Create electronic presentations (PowerPoint 2016) <i>Concise</i> <i>Software Publications writing team</i>	978-1-925291-34-6	24.95
	Marking guide CD for Computer skills Create electronic presentations (PowerPoint 2016)	978-1-925291-52-0	49.95
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	Training resources CD for Computer skills Create electronic presentations (PowerPoint 2013) <i>Includes completed exercise files, marking guide, progress checksheets, Windows 7 instructions</i>	978-1-922241-94-8	99.95
BSBITU303	Design and produce text documents Word 2016 <i>Software Publications writing team</i>	978-1-925291-20-9	34.95
	Marking guide CD for Design and produce text documents (Word 2016)	978-1-925291-38-4	49.95
	Computer skills BSBITU303 Design and produce text documents Word 2016 <i>Abridged</i>	978-1-925291-32-2	24.95
	Marking guide CD for Computer skills Design and produce text documents (Word 2016)	978-1-925291-51-3	49.95
BSBITU303A & BSBITU303	Design and produce text documents Word 2013 <i>Software Publications writing team</i>	978-1-922241-14-6	34.95
	Marking guide CD for Design and produce text documents Word 2013	978-1-922241-37-5	49.95
	Computer skills BSBITU303A Design and produce text documents (Word 2013) suitable for BSBITU303	978-1-922241-72-6	24.95
	Marking guide CD for Computer skills BSBITU303A Design and produce text documents (Word 2013)	978-1-922241-82-5	49.95
	Training resources CD for Computer skills BSBITU303A Design and produce text documents (Word 2013) <i>Includes completed exercise files, marking guide, progress checksheets, Windows 7 instructions</i>	978-1-922241-91-7	99.95



UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBITU304	Produce spreadsheets (Excel 2016) <i>Software Publications writing team</i>	978-1-925291-26-1	36.95
	Solutions CD for Produce spreadsheets (Excel 2016)	978-1-925291-49-0	49.95
BSBITU304A & BSBITU304	Produce spreadsheets Excel 2013 <i>Software Publications writing team</i>	978-1-922241-17-7	36.95
	Solutions CD for Produce spreadsheets Excel 2013	978-1-922241-33-7	49.95
BSBITU306	Design and produce business documents (Office 2016) Standard BSB edition covering the Unit of Competency only <i>Software Publications writing team</i>	978-1-925291-19-3	36.95
	Marking guide CD for Design and produce business documents (Office 2016)	978-1-925291-48-3	49.95
	Special edition Design and produce business documents (Office 2016) 2 volume set: Volume 1–BSBITU306 Design and produce business documents (Office 2016) workbook Volume 2–supplements for Microsoft Word 2016 (based on abridged BSBITU201) and Microsoft Excel 2016 (based on abridged BSBITU202)	978-1-925291-57-5	54.95
	Design and produce business documents Office 2013 Standard BSB edition covering the Unit of Competency only <i>Software Publications writing team</i>	978-1-922241-20-7	36.95
BSBITU306A & BSBITU306	Marking guide CD for Design and produce business documents Office 2013	978-1-922241-52-8	49.95
	Special edition Design and produce business documents Office 2013 Includes Windows 8 basics, workplace procedures, document planning; and Microsoft Word and Excel 2013 <i>Software Publications writing team</i>	978-1-922241-99-3	49.95
	Expanded edition Design and produce business documents (Office 2013) 2 volume set: volume 1 covers BSBITU306; volume 2 is a supplement covering basic Microsoft Word, Excel, PowerPoint and Access <i>Software Publications writing team</i>	978-1-925291-14-8	74.95
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BSBITU307A & BSBITU307	Develop keyboarding speed and accuracy <i>Robyn Harm</i>	1-74123-880-3	22.95



UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBITU309	Produce desktop published documents (Publisher 2016) <i>Software Publications writing team</i>	978-1-925291-27-8	34.95
	Marking guide CD for Produce desktop published documents (Publisher 2016)	978-1-925291-40-7	49.95
	Computer skills Produce desktop published documents (Publisher 2016) <i>Software Publications writing team</i>	978-1-925291-35-3	24.95
	Marking guide CD for Computer skills Produce desktop published documents (Publisher 2016)	978-1-925291-43-8	49.95
BSBITU309A & BSBITU309	Produce desktop published documents Publisher 2013 <i>Software Publications writing team</i>	978-1-922241-56-6	34.95
	Marking guide CD for Produce desktop published documents Publisher 2013	978-1-922241-67-2	49.95
	Computer skills Produce desktop published documents (Publisher 2013) <i>Covers a limited Range Statement</i>	978-1-922241-73-3	24.95
	Marking guide CD for Computer skills Produce desktop published documents (Publisher 2013)	978-1-922241-92-4	49.95
	Training resources CD for Computer skills Produce desktop published documents (Publisher 2013) <i>Includes completed exercise files, marking guide, progress checksheets, Windows 7 instructions</i>	978-1-922241-93-1	99.95
BSBITU401	Design and develop complex text documents (Word 2016) <i>Software Publications writing team</i>	978-1-925291-29-2	36.95
	Marking guide CD for Design and develop complex text documents (Word 2016)	978-1-925291-41-4	49.95
BSBITU401A & BSBITU401	Design and develop complex text documents Word 2013 <i>Software Publications writing team</i>	978-1-922241-15-3	36.95
	Marking guide CD for Design and develop complex text documents Word 2013	978-1-922241-53-5	49.95
BSBITU402	Develop and use complex spreadsheets (Excel 2016) <i>Software Publications writing team</i>	978-1-925291-30-8	36.95
	Solutions CD for Develop and use complex spreadsheets (Excel 2016)	978-1-925291-42-1	49.95
BSBITU402A & BSBITU402	Develop and use complex spreadsheets Excel 2013 <i>Software Publications writing team</i>	978-1-922241-18-4	36.95
	Solutions CD for Develop and use complex spreadsheets Excel 2013	978-1-922241-36-8	49.95



UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBITU404	Produce complex desktop published documents (Publisher 2016) <i>Software Publications writing team</i>	978-1-925291-31-5	36.95
	Marking guide CD for Produce complex desktop published documents (Publisher 2016)	978-1-925291-46-9	49.95
BSBITU404A & BSBITU404	Produce complex desktop published documents Publisher 2013 <i>Software Publications writing team</i>	978-1-922241-31-3	36.95
	Marking guide CD for Produce complex desktop published documents Publisher 2013	978-1-922241-66-5	49.95
BSBLED101A	Plan skills development <i>Melody R Green and Software Publications writing team</i>	1-74123-718-1	15.95
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BSBMGT402A	Implement operational plan <i>Will Baker</i>	1-74123-944-3	19.95
BSBMGT403A	Implement continuous improvement <i>Alfred Quay</i>	1-921657-13-8	22.95
BSBMGT502B & BSBMGT502	Manage people performance <i>Elisa Casey</i>	1-74123-767-X	22.95
	Training resource CD for Manage people performance <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921657-87-0	99.95
BSBMGT515A	Manage operational plan <i>Hayden Barry</i>	1-74123-972-9	22.95
	Training resource CD for Manage operational plan <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-921657-88-7	99.95
BSBMGT516C & BSBMGT516	Facilitate continuous improvement <i>Revised from BSBMGT516A</i> <i>Alfred Quay</i>	978-1-922012-14-2	29.95
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BSBPMG522A	Undertake project work <i>Christine Kent and Software Publications writing team</i>	978-1-922241-07-8	32.95
BSBPUB401A	Develop and apply knowledge of public relations industry <i>Nisrine Amine</i>	1-921657-16-2	19.95
BSBPUB402A	Develop public relations campaign <i>Nisrine Amine</i>	1-921657-30-8	19.95
BSBPUB403A	Develop public relations documents <i>Nisrine Amine</i>	1-921657-17-0	19.95
BSBREL401A	Establish networks <i>Penny Robertshawe</i>	1-921657-12-X	24.95




UNIT CODE	UNIT TITLE and VERSION	ISBN	PRICE
BSBRES401A & BSBRES401	Analyse and present research information <i>Loris Hansford</i>	1-74123-993-1	29.95
BSBRKG304B & BSBRKG304	Maintain business records <i>Software Publications writing team</i>	978-1-921885-60-0	22.95
BSBRSK401A	Identify risk and apply risk management processes <i>Tanya O'Loughlin</i>	1-74123-991-5	19.95
BSBRSK501B	Manage risk <i>Tanya O'Loughlin</i>	978-1-922012-13-5	22.95
	Training resource CD for Manage risk <i>Includes Assessor guide and PowerPoint presentation</i>	978-1-922012-08-1	99.95
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