

PwC's Skills for Australia

Putting employers at the heart of Australia's training and qualifications system.

About Us

Our role is to ensure that training packages, and therefore vocational qualifications, reflect employers' and students' needs, both now and in the future.

To do this, we will engage with employers and students across Australia, conduct detailed industry research and collaborate with experts in the vocational education sector before reviewing and developing training products.



What we do

Gather industry intelligence and engage with stakeholders



Develop business cases to create or update qualifications, skill sets or units of competency within vocational training packages



Carry out project work to make approved changes so that – at a national level – qualifications, skill sets and training packages for our industry sectors reflect Australia's current and future skills needs



Trends shaping the Business Services sector

Digital literacy



Business analytics



Emotional intelligence



Business acumen





PwC's Skills for Australia

The tables outline the Business Services (BSB) projects of focus for 2018 and beyond. Specifically, it contains the activities endorsed by the Business Services Industry Reference Committee (IRC) through to June 2020. PwC's Skills for Australia is seeking input from a diverse range of stakeholders to guide our ongoing project work.

Technical Skills

The Business Services IRC has determined that there are several professionalised areas within BSB that require a high degree of technical expertise. It was proposed that these areas should be reviewed separately from enterprise skills. The purpose of this project is to 'deep-dive' into each technical profession and determine skills and trends impacting these areas. These training products are directly linked to job occupations.

Qualifications included in Technical Skills

Advanced Diploma of Management (Human Resources)
Diploma of Project Management
Graduate Diploma of Portfolio Management
Certificate IV in Human Resources
Diploma of Human Resources Management
Certificate III in Library and Information Services
Certificate IV in Library and Information Services
Diploma of Library and Information Services
Certificate III in Recordkeeping
Certificate IV in Recordkeeping
Diploma of Recordkeeping
Advanced Diploma of Recordkeeping
Certificate IV in Legal Services
Diploma of Conveyancing
Diploma of Legal Services
Advanced Diploma of Conveyancing
Certificate IV in Environmental Management and Sustainability
Certificate IV in Marketing and Communication
Diploma of Marketing and Communication
Advanced Diploma of Marketing and Communication

Enterprise Skills

The Business Services IRC has identified that the BSB Training Package is home to many generic employability skills. The entire Training Package (minus 'Technical Skills') will be evaluated at the unit level upwards. Qualifications will be streamlined, deleted and created as necessary to align with identified 'enterprise' skills needs. The IRC has observed that there is significant duplication and obsolescence that will also be addressed.

Qualifications in Enterprise Skills

Certificate IV in Leadership and Management
Certificate IV in Small Business Management
Diploma of Leadership and Management
Advanced Diploma of Leadership and Management
Graduate Certificate in Leadership Diversity
Graduate Certificate in Management (Learning)
Graduate Diploma of Management (Learning)
Graduate Diploma of Strategic Leadership
Certificate IV in Project Management Practice
Certificate IV in Franchising
Diploma of Franchising
Certificate III in Micro Business Operations
Certificate IV in New Small Business
Certificate III in Business Administration (Education)
Certificate III in Business Administration (International Education)
Certificate III in Business Administration (Legal)
Certificate III in Business Administration (Medical)
Certificate III in Business Administration
Certificate IV in Business Administration
Diploma of Business Administration
Certificate I in Business
Certificate II in Business
Certificate III in Business
Certificate IV in Business
Certificate IV in Business (Governance)
Certificate IV in Business Sales
Certificate IV in Governance
Diploma of Business
Diploma of Business (Governance)
Diploma of Governance
Diploma of International Business
Advanced Diploma of Business
Certificate III in International Trade
Certificate IV in International Trade

** Projects have been defined on a Unit of Competency (UoC) basis. Indicative qualifications have been included to show where a project has a focus aligned with a qualification. This does not mean that all UoCs from that qualification are included in the project, nor that they are the only qualifications that contain the included units.

PwC's Skills for Australia will look to improve the alignment of training products to meet the needs of the Business Services sector

Request for consultation

PwC's Skills for Australia would like to invite you to attend a consultation session in relation to the review of training products within the Business Services Training Package.

What is Business Services?

The Business Services sector covers a broad range of workers who are employed by a vast number of Australian organisations. Workers in the sector provide the skills needed to effectively operate and successfully manage an organisation. There is no unifying organisation type which uses Business Services training, rather workers in the sector provide professional assistance to all organisations. There are 2 million people working in Business Services occupations, down 7 per cent over the past two years, but still representing a high proportion (17 per cent) of Australian jobs. The three industries that employ the most Business Services graduates are: Health Care and Social Assistance, Retail Trade and Public Administration and Safety.

Who do we want to hear from?

PwC's Skills for Australia is seeking input from interested employers from the business industry, industry representatives, employees, teachers, trainers, recruiters, students, and others who are passionate about improving Vocational Education Training (VET), and/or would like to provide feedback around industry trends, skills needs and training priorities in the projects outlined above.

How can you contribute to the project?

We are hosting a range of different consultations during February to develop this training further, if you would like to be involved or know of anyone that should be, please follow the link below and register your interest:

[Register your interest](#)

For further updates please subscribe to our website, follow our LinkedIn page or contact us via the email below.



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