



Office Skills
A Practical Approach 5e
 Margaret Horsfall and Sharon Turner

Competency grid showing alignment of chapters to the competencies from the national BSB07 Business Services Training Package

Competency	Competency name	Relevant chapters
BSBIND201A	Work effectively in a business environment	Bk 1 Ch 1
BSBWOR202A	Organise and complete daily work activities	Bk 1 Ch 2
BSBWOR203A	Work effectively with others	Bk 2 Ch 1
BSBWOR204A	Use business technology	Bk 2 Ch 9 (Online)
BSBWOR301A	Organise personal work priorities and development	Bk 3 Ch 1
BSBSUS201A	Participate in environmentally sustainable work practices	Bk 1 Ch 3
BSBCMM101A	Apply basic communication skills	Bk 1 Ch 4
BSBCMM201A	Communicate in the workplace	Bk 2 Ch 10 (Online)
BSBCMM301A	Process customer complaints	Bk 3 Ch 3
BSBADM101A	Use business equipment and resources	Bk 1 Ch 5
BSBADM311A	Maintain business resources	Bk 3 Ch 6
BSBITU101A	Operate a personal computer	Bk 1 Ch 6
BSBITU102A	Develop keyboard skills	Bk 1 Ch 7
BSBITU201A	Produce simple word processed documents	Bk 2 Ch 7
BSBITU202A	Create and use spreadsheets	Bk 2 Ch 8
BSBITU203A	Communicate electronically	Bk 2 Ch 6
BSBITU302A	Create electronic presentations	Bk 2 Ch 12
BSBITU303A	Design and produce business documents	Bk 3 Ch 11
BSBITU306A	Design and produce business documents	Bk 3 Ch 11
BSBLED101A	Plan skills development	Bk 1 Ch 8
BSBOHS201A	Participate in OHS processes	Bk 1 Ch 9 Bk 2 Ch 11 (Online) Bk 3 Ch 9
BSBINN201A	Contribute to workplace innovation	Bk 2 Ch 2
BSBINN301A	Promote innovation in a team environment	Bk 3 Ch 10
BSBCUS201A	Deliver a service to customers	Bk 2 Ch 3
BSBCUS301A	Deliver and monitor a service to customers	Bk 3 Ch 2
BSBINM201A	Process and maintain workplace information	Bk 2 Ch 4
BSBINM202A	Handle mail	Bk 2 Ch 5
BSBINM301A	Organise workplace information	Bk 3 Ch 7
BSBINM302A	Utilise a knowledge management system	Bk 3 Ch 8
BSBPRO301A	Recommend products and services	Bk 3 Ch 4
BSBDIV301A	Work effectively with diversity	Bk 3 Ch 5
BSBFIA301A	Maintain financial records	Bk 3 Ch 13

For more information on Office Skills A Practical Approach by Margaret Horsfall and Sharon Turner, contact mg_h_vet@mcgraw-hill.com or visit www.mhhe.com/au/horsfall5e.