RTO Number 31851

CERTIFICATE II IN BUSINESS BSB20115

STUDENT INFORMATION BOOKLET

2018

Name: _____   Class _____

Description

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Job Roles

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

Qualification Structure

To attain the *Certificate II in Business* 12 units must be achieved:
- 1 core unit; plus
- 11 elective units

Unit Number	Unit Name	Type
BSBWHS201	Contribute to health and safety of self and others	Core
BSBSUS201	Participate in environmentally sustainable work practices	Specified E
BSBCUS201	Deliver a service to customers	Specified E
BSBCMM201	Communicate in the workplace	Specified E
BSBITU201	Produce simple word processed documents	Specified E
BSBITU202	Create and use spreadsheets	Specified E
BSBITU203A	Communicate electronically	Specified E
BSBIND201	Work effectively in a business environment	Specified E
BSBWOR203	Work effectively with others	Other E
BSBWOR202	Organise and complete daily work activities	Other E
BSBITU102	Develop keyboard skills	Other E
BSBADM101	Use business equipment and resources	Other E

CORE UNIT

BSBWHS201   Contribute to health and safety of self and others

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

https://training.gov.au/Training/Details/BSBWHS201

ELECTIVE UNITS

BSBADM101 Use Business equipment and resources

This unit describes the skills and knowledge required to choose equipment and resources to complete a variety of tasks under direct supervision.

https://training.gov.au/Training/Details/BSBADM101

BSBCUS201 Deliver a service to customers

This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

https://training.gov.au/Training/Details/BSBCUS201

BSBCMM201 Communicate in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

https://training.gov.au/Training/Details/BSBCMM201

BSBITU102   Develop keyboard skills

This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings.

https://training.gov.au/Training/Details/BSBITU102

BSBITU201 Produce simple word processed documents

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

https://training.gov.au/Training/Details/BSBITU201

BSBITU202 Create and use spreadsheets

This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using spreadsheet software.

https://training.gov.au/Training/Details/BSBITU202

BSBITU203 Communicate electronically

This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborate online using chat rooms, intranets and instant messaging.

https://training.gov.au/Training/Details/BSBITU203

BSBIND201 Work effectively in a business environment

This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.

https://training.gov.au/Training/Details/BSBIND201

BSBSUS201   Participate in environmentally sustainable work practices

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

https://training.gov.au/Training/Details/BSBSUS201

BSBWOR202 Organise and complete daily work activities

This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

https://training.gov.au/Training/Details/BSBWOR202

BSBWOR203 Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

https://training.gov.au/Training/Details/BSBWOR203

COURSE ORGANISATION – TRAINING PLAN

4 LESSONS PER WEEK FOR TWO SEMESTERS

PROPOSED DELIVERY & ASSESSMENT SCHEDULE

Term	Topic / Theme / Guidelines	Units of competency
1	Safe and sustainable business practices	BSBWHS201 BSBSUS201
2	Working effectively and providing customer service	BSBIND201 BSBWOR203 BSBCUS201
3	Using business technology and communicate in the workplace	BSBITU102 BSBADM101 BSBCMM201
4	Business administration	BSBITU201 BSBITU202

ASSESSMENT

Competency Based Assessment

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course

Assessment in these units will consist of:

a) A folio of class tasks

b) Observation of students completing summative tasks during class time

c) Quizzes, Written Activities

d) Team Project

All assessment tools will address the knowledge and skills (including employability skills) required as evidence for the unit of competency

AQF SKILLS LEVEL

Certificate II skills allow a student to:

- Demonstrate knowledge by recall in a narrow range of areas
- Demonstrate basic practical skills
- Perform a sequence of routine tasks where given clear direction
- Receive and pass on messages/information

** For more information on Certificate II in Business (BSB 20115) refer to the

Seton College Homepage

➤ *Life at Seton*

   ➤ *Curriculum*

      ➤ *Vocational Education*

CREDIT TRANSFER

Credit Transfer recognizes previous formal learning. It is a system whereby successfully completed units of study from one course can be transferred to another course

For example. If you have completed a "workplace communication unit" in Business it may also be the same for the Active Volunteering.

Therefore you only have to do the unit once.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) Formal learning referees to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (eg, a certificate, diploma or university degree);

b) Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (eg, in-house professional development programs conducted by a business); and

c) Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (eg the acquisition of interpersonal skills developed through several years as a sales representative).

RPL CHECKLIST FOR STUDENTS

To ensure an effective RPL process, students should:

Remember, you can only apply for RPL at the beginning of each semester. The steps below are in sequential order. Use the boxes on the left to tick when you have completed that step.

☐ Obtain information about RPL

☐ Obtain a copy of the Units of Competency for the vocational training program(s) of your subject

☐ Read the relevant learning outcomes or competencies for the training program/s

☐ Complete a self-assessment form for each unit

    (i) assess your abilities/competencies, with the guidance from your teacher and/or counsellor in the learning outcomes or competencies in the training programs

    (ii) decide if you think you possess the knowledge and skills of the learning outcome or competencies in the training programs and if so, you should apply for RPL

☐ Complete an RPL Application Form within 5 days of completing step 4

☐ Gather evidence that supports your application

☐ Give the completed RPL Application Form and evidence to your teacher

- ☐ Receive notification from your teacher to show either:

    (i)   that you have gained RPL

    (ii) that you need to supply more information AND/OR attend an interview

    (iii) that you have not gained full/partial RPL and you receive feedback

- ☐ **(If you are successful)** you will be exempt from those learning outcomes or competencies in the training program.
    - o   ensure your Units of Competency are signed off

- ☐ **(If you were partially successful)** you may decide to progress more quickly through the training program by completing only those aspects for which you do have prior learning. This completes the RPL process for your application

- ☐ **(If you were unsuccessful)** you may decide to request an RPL Appeals Form that must be lodged within 7 days of written notification that you were initially unsuccessful.

- ☐ Gather further evidence that supports your application

- ☐ Submit your completed RPL Appeals Form and further evidence to the nominated person in the school's appeals policy, who will arrange for a second suitably qualified person to assess the evidence

- ☐ Receive a notification about whether either:

    (iv) *you have gained RPL or*
    (v)   *you have not gained full/partial RPL and receive feedback*

- ☐ Seek to progress more quickly through the training program by completing only those aspects for which you do not have prior learning.