



Name of RTO	BINNACLE TRAINING
RTO Number	31319

Training Program	2019 Certificate II in Business (BSB20115)		
Training Package	Code	BSB	Title Business Services Training Package
	<p>PACKAGING RULES – BSB20115</p> <p><u>12 units must be completed:</u> 1 core unit plus 11 elective units</p> <ul style="list-style-type: none"> • 7 of the elective units must be selected from the elective units listed. • 4 elective units may be selected from the elective units listed, from this Training Package or from any current accredited course or endorsed Training Package at the same qualification level. If not listed, 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification. Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome. 		
Where to find the Training Package	<p>Go to details of certificate packaging rules on TGA: http://training.gov.au/Training/Details/BSB20115</p> <p>Download Training Package from TGA: http://training.gov.au/Training/Details/BSB</p> <p>Download Companion Volume implementation guide: https://vetnet.education.gov.au/Pages/download.aspx?url=https://vetnet.education.gov.au/Public%20Documents/BSBv2_Implementation_Guide.pdf</p>		<p>Training Package Release #</p>
			2
Qualification	<p>CODE: BSB20115 TITLE: Certificate II in Business</p> <p>QUALIFICATION RELEASE #: 1</p> <p>RELEASE DATE: 25/03/2015</p>		
Qualification Descriptor	<p>This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.</p>		



Units of Competency	CODE	TITLE	CORE/ ELECTIVE
	FNSACC313	Perform financial calculations	E1
	BSBITU212	Create and use spreadsheets	L1
	FNSFLT301	Be MoneySmart	E2
	BSBWHS201	Contribute to health and safety of self and others	CORE
	BSBSUS201	Participate in environmentally sustainable work practices	L2
	BSBINM201	Process and maintain workplace information	L3
	BSBCMM201	Communicate in the workplace	L4
	BSBITU213	Use digital technologies to communicate remotely	L5
	BSBITU211	Produce digital text documents	L6
	BSBWOR203	Work effectively with others	L7
	BSBIND201	Work effectively in a business environment	L8
	BSBWOR202	Organise and complete daily work activities	L9
Binnacle-School Third Party Arrangement	<p>This Binnacle Training Program is delivered via third-party arrangements with individual Queensland secondary schools.</p> <p>Binnacle Training (Lead RTO) – Responsibilities:</p> <ul style="list-style-type: none"> • Course Content and LMS (Binnacle Lounge) • Ongoing program support, including dedicated Program Manager <p>School (Third Party) Responsibilities:</p> <ul style="list-style-type: none"> • Human Resources (Program Deliverer) • Physical Resources (Equipment and Facilities) • Delivery and assessment of program <p>School-specific information, required by Binnacle Training (as per Standards for RTOs 2015 - Clauses 1.1 to 1.4 and 2.2 — Implementing, monitoring and evaluating training and assessment strategies and practices), is collected via the 2019 Third Party Agreement (Fillable) as completed by the Third Party (School) and approved by Binnacle Administration.</p>		
Target Group	<p>This program is offered to students (Years 10, 11 or 12) wishing to:</p> <ul style="list-style-type: none"> • seek skills and an entry-level qualification for the business services and interrelated industries; and use the qualification as an articulation into a higher certification (e.g. Certificate III, IV or Diploma of Business) or Bachelor degree. <p>QLD SCHOOLS</p> <p>Upon successful completion, students are certified with 4 Queensland Certificate of Education (QCE) Credits, as follows:</p> <ul style="list-style-type: none"> • Nationally recognised qualification: BSB20115 Certificate II in Business (4 Credits - Core). 		



<p>Entry Requirements</p>	<p>Students must have good quality written and spoken communication skills and a passion for and/or interest in working the Business Services industry and/or pursuing further tertiary pathways (e.g. Certificate III, Certificate IV, Diploma and/or Bachelor of Business).</p> <p>This program is delivered as a 'Fee for Service' offering only and as per the Binnacle-school invoicing arrangement. There are no entry restrictions based on funding arrangements.</p> <p>There are no formal training package entry requirements for this qualification, however a Language, Literacy & Numeracy (LLN) Screening process is undertaken at the time of initial enrolment to ensure students have the capacity to effectively engage with the content.</p> <p>Students require AQF level II written and spoken English and numeracy skills to be able to meet the Foundation Skills requirements within this qualification's units.</p> <p>Students must have access to the following resources (either individually or through resources supplied by the school):</p> <ul style="list-style-type: none">• Regular access to a computer with audio• Internet access preferably with broadband access, and an Internet data plan that allows for sufficient internet data use.• Regular access to a printer, and a scanner or camera/mobile device to upload images.• An anti-virus program installed on the computer.• Basic computer abilities including use of YouTube, Microsoft Word and Adobe Reader; and the ability to down and upload documents.
<p>Learning and Assessment Arrangements</p>	<p><u>DURATION</u></p> <p>The program content has been deliberately packaged into <u>7 terms</u> [based on delivery across one line on the timetable [minimum 2 lessons per week (i.e. 140 minutes per week) over 2 years]. This gives the ability for the program to be condensed into 4 terms; however this would require the equivalent of one full subject line (minimum 210 minutes per week over 1 year i.e. 4 terms).</p> <p>A blended-delivery model will be used whereby students will have access to:</p> <ul style="list-style-type: none">• Trainer-led classroom delivery of content.• Online modules that house learning content (through Binnacle Lounge).• Assessment activities to be completed online through the LMS.• Assessment activities and projects to be completed in the classroom and/or student-led environment. <p>This program uses single unit and clustered unit assessment.</p> <p>Assessment and training will be conducted at the school. Assessment methodologies will vary according to specific requirements of the Units of Competency. A range of methods will be used, including:</p> <ul style="list-style-type: none">• Knowledge quizzes, short answer questions and other project/case study reports• Skills demonstrations, reports, documents, observations• Portfolios of evidence as completed by the student over time <p>Under supervision, students will undertake projects, and plan and deliver a range of services and events to members of the school community (students, teachers, and staff). Some of these projects may involve an 'outside subject timetable' commitment on behalf of the students and the deliverer (supervision).</p>



**Learning and
Assessment
Arrangements**

Continued.

'VOLUME OF LEARNING' AND 'AMOUNT OF TRAINING'

Volume of Learning (VoL)* per Australian Qualifications Framework volume of learning indicators:
Certificate II = 0.5 - 1 year (600 – 1200 hours).

**VoL describes how long a learner who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge. Further, the VoL includes all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes. These activities may include some or all of the following: guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides), individual study, research, learning activities in the workplace and assessment activities. (AQF, Volume of Learning).*

Amount of Training (AoT) for this program consists of classroom learning, self-study and practical work experience.

Classroom learning = 245 hours (1 study line over 2 years).

There is an element of self-study (formative activities scheduled for students to undertake outside of subject time). These activities are used by students to deepen their own understanding of the content, undertaken prior to assessment for that particular module or topic of study. Across this 2 year program, Binnacle has devoted an additional 70 minutes per week (equivalent of an additional 1 lesson per week) for these formative activities.

Self Study (Formative Activities) Hours = 82 hours (i.e. 1.17 hours x 70 weeks)

An additional 20 hours (minimum) of practical experience is undertaken by students across the program. While some of these hours may be achieved during devoted class lessons, due to the nature of some business projects some practical experience will be undertaken outside of these class hours.

Practical Work Experience = 20 hours

TOTAL AMOUNT OF TRAINING (AoT) = 347 hours (245 + 82 + 20)

Binnacle rationalise the VoL hours gap (i.e. VoL 600 hours LESS AoT 347 hours = 253 hours) being due to Year 11 students entering the subject with a large base of foundational skills and knowledge from prior and concurrent learning (e.g. Years 9-10 Business, and other volunteer/work-related history of each student).

ORGANISATION

The program will be delivered through class-based tasks as well as both simulated and real business environments at the school - involving the delivery of a range of services and events to customers within the school community (students, teachers and staff).

A range of teaching/learning strategies will be used to deliver the competencies. These include:

- Practical tasks
- Range of hands-on activities including customer interactions
- Group work
- Projects within the school (minimum of 1 different project per school term)
- Practical experience within the school and/or outside of the school

Evidence contributing towards competency will be collected throughout the program. This evidence will be used to make judgements of competency that are aligned with, and reflect, the requirements of the Unit(s) of Competency.



<p>Learning and Assessment Arrangements</p> <p><i>Continued.</i></p>	<p><u>LANGUAGE, LITERACY AND NUMERACY ASSISTANCE</u></p> <p>Support is available to all students and can be organised – through the deliverer – on a case-by-case and as needed basis throughout the program.</p> <p>‘Reasonable adjustment’ is offered for most assessment items.</p>		
	<p><u>OPPORTUNITY FOR RPL AND CREDIT TRANSFER</u></p> <p>Recognition of Prior Learning (RPL) is an assessment process that assesses the individual’s past learning (no matter how it was achieved) to determine the extent to which that individual has achieved the required competency outcomes.</p> <p>Credit Transfer is applying credit for a unit of competency that has previously been successfully completed by a student. Credit Transfer is offered both at enrolment stage and throughout the training program. A verified copy of the student’s Qualification(s) and/or Statement(s) of Attainment listing the unit(s) he or she has previously completed is required as evidence for Credit Transfer.</p> <p>Both RPL and Credit Transfer is made available to students. Due to being of high school age usually with limited prior qualifications or work history, students typically undergo a train-to-assess pathway.</p>		
	<p>COURSE STRUCTURE</p>		
	<p>TOPIC/THEME</p>		<p>UNITS OF COMPETENCY (FINALISATION)</p>
	<p>SEMESTER 1</p>	<p>1</p>	<p><u>Topic #1</u> - Introduction to the Business Services and Travel/Tourism Industries</p> <p><u>Topic #2</u> - Personal Management (Organising Daily Work Activities)</p> <p><i>Specific Project Requirements:</i></p> <ul style="list-style-type: none"> • Organising Work Schedules • Creating a Positive Work Environment – Travel Expert Team Games (Part 1)
<p>SEMESTER 1</p>	<p>2</p>	<p><u>Topic #1</u> – Working Effectively in a Business Environment</p> <p><i>Specific Project Requirements:</i></p> <ul style="list-style-type: none"> • Creating a Positive Work Environment – Travel Expert Team Games (Part 2) 	<p>BSBWOR203</p> <p>BSBIND201</p>
<p>SEMESTER 2</p>	<p>3</p>	<p><u>Topic #1</u> - Workplace Health and Safety</p> <p><u>Topic #2</u> – Environmental Sustainability</p> <p><i>Specific Project Requirements:</i></p> <ul style="list-style-type: none"> • Workplace Information, Policies and Procedures 	<p>N/A</p>
<p>SEMESTER 2</p>	<p>4</p>	<p><u>Topic #1</u> – Process and Maintain Workplace Information</p> <p><i>Specific Project Requirements:</i></p> <ul style="list-style-type: none"> • Self-Directed WHS Project 	<p>BSBWHS201</p> <p>BSBSUS201</p> <p>BSBINM201</p>



Learning and Assessment Arrangements <i>Continued.</i>	SEMESTER 3	5	<u>Topic #1</u> – Workplace Communication <u>Topic #2</u> – Using Digital Technologies <i>Specific Project Requirements:</i> <ul style="list-style-type: none"> Mini Travel Expo Using Digital Technologies in the Workplace 	BSBCMM201 BSBITU213 BSBITU211
		6	<u>Topic #1</u> – Perform Financial Calculations <u>Topic #2</u> – Create and Use Spreadsheets <i>Specific Project Requirements:</i> <ul style="list-style-type: none"> Performing Financial Calculations 	N/A
	SEMESTER 4	7	<u>Topic #1</u> – Financial Literacy <i>Specific Project Requirements:</i> <ul style="list-style-type: none"> Be MoneySmart (Financial Literacy) 	FNSACC313 BSBITU212 FNSFLT301
		8	Optional Short Courses: Examples ONLY (TBC) – issued as a separate Statement of Attainment / non-accredited certificate: <ul style="list-style-type: none"> Provide First Aid Responsible Service of Alcohol (RSA) e.g. Club Training Skills Road (non-accredited) 	

Learning and Assessment Arrangements <i>Continued.</i>	EVIDENCE GATHERING TECHNIQUES The following matrix identifies the type of evidence that may be collected to enable judgements to be made about student’s success in units of competency. Evidence gathering techniques may be adjusted to best suit the unit of competency requirements. Students may submit evidence to gain RPL for competencies.						
	UNITS OF COMPETENCY		A	B	C	D	E
	FNSACC313	Perform financial calculations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBITU212	Create and use spreadsheets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	FNSFLT301	Be MoneySmart	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBWHS201	Contribute to health and safety of self and others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBSUS201	Participate in environmentally sustainable work practices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBINM201	Process and maintain workplace information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBCMM201	Communicate in the workplace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBITU213	Use digital technologies to communicate remotely	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBITU211	Produce digital text documents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	BSBWOR203	Work effectively with others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



	BSBIND201	Work effectively in a business environment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	BSBWOR202	Organise and complete daily work activities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	KEY	A	Scenario					
		B	Folio of work					
		C	Quiz					
		D	Teacher Observations					
		E	Project					



Training and Assessment Staff <i>(Indicate for each unit of competency the staff involved in delivery, and identify if this is being delivered by one person, or in a team approach)</i>	UNITS OF COMPETENCY	TRAINING ARRANGEMENTS	TRAINING & ASSESSMENT PERSONNEL		
			Technical Advisor	Qualified Assessor	Qualified Trainer
	FNSACC313	Sole trainer and assessor - under the support of Binnacle's Program Management (PM) Team.	Binnacle PM	Teacher	Teacher
	BSBITU212		Binnacle PM	Teacher	Teacher
	FNSFLT301		Binnacle PM	Teacher	Teacher
	BSBWHS201		Binnacle PM	Teacher	Teacher
	BSBSUS201		Binnacle PM	Teacher	Teacher
	BSBINM201		Binnacle PM	Teacher	Teacher
	BSBCMM201		Binnacle PM	Teacher	Teacher
	BSBITU213		Binnacle PM	Teacher	Teacher
	BSBITU211		Binnacle PM	Teacher	Teacher
	BSBWOR203		Binnacle PM	Teacher	Teacher
	BSBIND201		Binnacle PM	Teacher	Teacher
	BSBWOR202		Binnacle PM	Teacher	Teacher
Learning Resources	<p>Students are provided with a full Course Content kit specific to each Term of study. This includes:</p> <ul style="list-style-type: none"> • Unit Plan • Lectures • Content Cards • Activities • Videos • Access to a fictitious business website (Go Travel), for work templates and other work-related documents (e.g. exemplar policies and procedures). 				
Consultation with Industry	<p>Key industry partners consulted in the development and ongoing refinement of this strategy are listed below. Binnacle meets with each of the listed industry partners for regular advice, ongoing program support and guidance. These industry engagement activities focus on Training and Assessment Strategy, resources, and current industry skills of trainers and assessors.</p> <p>Industry Partners</p> <ul style="list-style-type: none"> • Sammut Bulow Accountants + Business Advisors • SB Wealth • Zimmi Marketing Group • Brendan Forwood – Leadership & Behaviour Expert <p>Consultation/engagement approaches include:</p> <ul style="list-style-type: none"> • Regular (e.g. weekly consultation meetings) • Teleconferences • Program development / validation meetings • Program development projects 				



<p>Assessment Validation Process</p>	<p>The processes used to validate assessment in this course are:</p> <p>1. Validation by Industry</p> <ul style="list-style-type: none"> • An internal review conducted annually with an industry representative to check that standards expected of students are consistent with current industry practice. • The internal review will examine the learning and assessment strategy and identify areas for improvement. • The internal review will also review all assessment instruments to ensure they are appropriate for the units of competency and reflect information contained in the elements, performance criteria, performance evidence and assessment conditions. • Includes, for each individual unit of competency: <ul style="list-style-type: none"> – Pre-assessment validation (to confirm assessment process and instruments meet the requirements of the Principles of Assessment); completed every 24 months (minimum); and – Post-assessment validation record (to confirm assessment evidence provided by the students and the judgement of that evidence meets the requirements of the Rules of Evidence). Completed every 3 years (minimum). <p>2. Assessment Instrument Review</p> <ul style="list-style-type: none"> • The Binnacle Program Development Manager and another delegated person (industry expert) will review all assessment instruments to ensure they are appropriate for the units of competency and reflect information contained in the elements, performance criteria, knowledge evidence, performance evidence, assessment conditions and Foundation Skills requirements. Improvements will be noted in Binnacle’s suite of QA documents, and acted upon. <p>Date of next review: 31 July 2019 Date of last review: 31 July 2018</p>
<p>Physical Resource Requirements</p>	<p><u>LIST OF SCHOOL RESOURCES:</u></p> <p>Business Facilities and Resources located at the school, with:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Personal computers with MS office software and internet. Binnacle recommends using Google Chrome browser for best results with its LMS. <input checked="" type="checkbox"/> Interaction with others through work teams and access to ‘customer groups’ within the school (see ‘Business Projects/Services’ section below). <input checked="" type="checkbox"/> Access to school WHS and risk management procedures. <input checked="" type="checkbox"/> Key health and safety equipment and/or aids.
<p>Human Resource Requirements</p>	<p>List of Business Program Deliverer HR requirements:</p> <ul style="list-style-type: none"> ✓ Business trained ✓ Timetabled to the class every lesson ✓ Demonstrate vocational competence specific to all competencies in this program. ✓ Qualified in the Certificate IV in Training and Assessment (i.e. TAE40110 + TAE Update*, or TAE40116). <i>*All VET Teachers holding TAE40110 must obtain the two new core units by 1 April 2019: TAEASS502 (or equivalent) and TAELLN411 (or equivalent)</i> ✓ Able to coordinate and oversee the projects/services listed below. <p>Business Projects/Services (within the school community):</p> <p>The Partner School <u>must</u>:</p> <ul style="list-style-type: none"> ✓ Conduct various business projects (minimum 1 per term), delivered to small-to-medium sized work teams, offered throughout the program (e.g. community events). ✓ Have access to a range of ‘customers’ within the school community to deliver projects and services to (e.g. students, staff, parents and citizens). ✓ Ensure ALL Binnacle students participate in these business projects.



Pathways	<p>The Certificate II in Business will predominantly be used by students seeking to enter the business services and/or travel/tourism industries and/or as a pathway into Certificate III, IV or Diploma of Business or inter-related industry (e.g. Financial Services).</p> <p>Students who complete their studies in Year 10 or Year 11 may have the opportunity continue their study by completing the Certificate III in Business with Binnacle in partnership with their secondary school (e.g. Year 12 offering).</p>
Foundation Skills	<p>Foundation Skills are the combination of communication skills and generic, non-technical skills and capabilities considered essential to meet the complexities of life in a modern society. 'Communication' skills included in Foundation Skills are English language, literacy and numeracy (LLN).</p> <p>All units of competency within new streamlined Training Packages have Foundation Skills either embedded in the unit performance requirements or explicitly listed.</p> <p>Each of the units of competency selected to comprise this program have Foundation Skills relevant to the context of the learning outcomes and are applicable to work and life situations.</p>
Student Feedback	<p>Student feedback is collected and analysed. Feedback from students in relation to assessment processes, methods and instruments will be collated and analysed, and improvements made in the light of student suggestions. Formal survey/questionnaires as well as informal processes at the end of each unit of work will be used to gather data. Throughout the course, data is collected in relation to Quality Indicators.</p> <p>Date for data analysis: December (annually)</p>
AVETMISS Reporting	<p>Students are enrolled in the relevant units of competency in February each year and results forwarded at the end of each term (as a minimum) to the Queensland Department of Employment, Small Business and Training (DESBT) indicating if competency is attained or continuing.</p> <p>QLD SCHOOLS: Permission is provided to DESBT for student results to be forwarded to Queensland Curriculum & Assessment Authority (QCAA).</p>
Student Records	<p>Student results show the unit code, title and date competency was achieved. The final assessment outcome for each unit of competency will be retained by Binnacle Training for a period of 30 years. Once all units are recorded as 'competent', a Qualification or a Statement of Attainment will be issued to the student.</p> <p>All completed student assessment items - demonstrating sufficient evidence for how assessment decisions were made - for individual students will be retained:</p> <ul style="list-style-type: none">• until the appeal period ends; or• for a period of six months from the date on which the judgement of competence for the student was made; or• the duration of the student's enrolment. <p>Whichever is the longer period.</p> <p>A master copy of all versions of assessment tools will be retained for seven years.</p>