Name of RTO	BINNACLE TRAINING
RTO Number	31319

Training Program	2020 Certificate III in Business (BSB30115)			
Training Package	**Code**	BSB	**Title**	Business Services Training Package
	PACKAGING RULES – BSB30115 12 units must be completed: 1 core unit plus 11 elective units • 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, 1 elective unit may be selected from a Certificate II qualification and 2 elective units may be taken from a Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the AQF qualification level.			

Where to find the Training Package	Go to details of certificate packaging rules on TGA: http://training.gov.au/Training/Details/BSB30115 **Download Training Package from TGA:** http://training.gov.au/Training/Details/BSB **Download Companion Volume implementation guide:** https://vetnet.education.gov.au/Pages/download.aspx?url=https://vetnet.education.gov.au/Public%20Documents/BSBv3%20Business%20Services%20Implementation%20Guide%20(1).pdf	**Training Package Release #**	**Release Date**
		5.0	30/Aug/2019

Qualification	CODE: BSB30115 TITLE: Certificate III in Business QUALIFICATION RELEASE #: 4 RELEASE DATE: 21/Feb/2019
Qualification Descriptor	This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

	CODE	TITLE	CORE/ ELECTIVE
Units of Competency	BSBWHS302	Apply knowledge of WHS legislation in the workplace	CORE
	BSBFLM312	Contribute to team effectiveness	ELECTIVE (L1)
	BSBWOR301	Organise personal work priorities and development	ELECTIVE (L2)
	BSBITU314	Design and produce spreadsheets	ELECTIVE (L3)
	BSBITU312	Create electronic presentations	ELECTIVE (L4)
	BSBPRO301	Recommend products and services	ELECTIVE (L5)
	BSBCUS301	Deliver and monitor a service to customers	ELECTIVE (L6)
	BSBWRT301	Write simple documents	ELECTIVE (L7)
	BSBITU306	Design and produce business documents	ELECTIVE (L8)
	BSBLED301	Undertake eLearning	ELECTIVE
	FNSFLT205	Develop knowledge of the Australian financial system and markets	ELECTIVE
	FNSFLT401	Be MoneySmart through a career in small business	ELECTIVE
	ICTWEB201	Use social media tools for collaboration and engagement	OPTIONAL ELECTIVE
	FNSFLT301	Be MoneySmart	OPTIONAL ELECTIVE

Binnacle-School Third Party Arrangement	This Binnacle Training Program is delivered via third-party arrangements with individual Queensland secondary schools. Binnacle Training (Lead RTO) – Responsibilities: - Course Content and LMS (Binnacle Lounge) - Ongoing program support, including dedicated Program Manager School (Third Party) Responsibilities: - Human Resources (Program Deliverer) - Physical Resources (Equipment and Facilities) - Delivery and assessment of program 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 2020 Third Party Agreement (Fillable) as completed by the Third Party (School) and approved by Binnacle Administration.
Target Group	This program is offered to students (Years 10, 11 or 12) wishing to: - 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 IV in / Diploma of Business) - University (e.g. Bachelor of Business) **QLD SCHOOLS** Upon successful completion, students are certified with 8 Queensland Certificate of Education (QCE) Credits, as follows: - Nationally recognised qualification: BSB30115 Certificate III in Business (8 Credits - Core).

Entry Requirements	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 IV, Diploma and/or Bachelor of Business).** 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. 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. Students require AQF level III written and spoken English and numeracy skills to be able to meet the Foundation Skills requirements within this qualification's units. Students must have access to the following resources (either individually or through resources supplied by the school): • 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.
Learning and Assessment Arrangements	**DURATION** The program content has been deliberately packaged into 7 terms [based on delivery across **one line on the timetable (i.e. 210 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 two subject lines (i.e. 420 minutes per week over 1 year). A blended-delivery model will be used whereby students will have access to: • 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. This program uses single unit and clustered unit assessment. 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: • 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 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).

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 III = 1 – 2 years (1200 – 2400 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 <u>all the required skills and knowledge</u>. Further, the VoL includes <u>all</u> 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 1200 hours LESS AoT 347 hours = 853 hours) being due to Year 11 students <u>entering the subject with a large base of foundational skills and knowledge from prior and concurrent learning</u> (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.

Learning and Assessment Arrangements *Continued.*	**LANGUAGE, LITERACY AND NUMERACY ASSISTANCE**
	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.
	'Reasonable adjustment' is offered for most assessment items.

OPPORTUNITY FOR RPL AND CREDIT TRANSFER

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.

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.

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.

COURSE STRUCTURE			
		TOPIC/THEME	**UNITS OF COMPETENCY (FINALISATION)**
SEMESTER 1	**1**	Topic #1 - Introduction to the Business Services and Travel/Tourism Industries Topic #2 - eLearning Topic #3 - Personal Work Priorities *Specific Project Requirements:* • Personal Development through eLearning • Organise Work Priorities	**BSBWOR301** **BSBLED301**
	2	Topic #1 - Contribute to Team Effectiveness *Specific Project Requirements:* • R U OK? – Mental Health Awareness Week (Part 1)	**N/A**
SEMESTER 2	**3**	Topic #1 - Workplace Health and Safety *Specific Project Requirements:* • R U OK? Mental Health Awareness Week (Part 2) • Participate in WHS Consultative Processes	**BSBFLM312** **BSBWHS302**
	4a (Elective A)	Topic #1 - Designing and Producing Spreadsheets Topic #2 - Be MoneySmart Through a Career in Small Business *Specific Project Requirements:* • Financing a Micro Business	**BSBITU314** **FNSFLT401**
	4b (Elective B)	Topic #1 – Designing and Producing Spreadsheets Topic #2 - Financial Literacy *Specific Project Requirements:* • Financial Literacy (Be MoneySmart)	**BSBITU314** **FNSFLT301**

Learning and Assessment Arrangements *Continued.*	SEMESTER 3	5a (Elective A)	Topic #1 - Knowledge of the Australian Financial System *Specific Project Requirements:* • ASX Sharemarket Game	FNSFLT205
		5b (Elective B)	Topic #1 – Social Media Tools *Specific Project Requirements:* • Social Media for Business	ICTWEB201
		6	Topic #1 - Creating Electronic Presentations Topic #2 - Provide a Service to a Customer Group Topic #3 - Report on Service Delivery *Specific Project Requirements:* • FYA $20 Boss Project (Part 1)	BSBITU312 BSBPRO301 BSBCUS301
	SEMESTER 4	7	Topic #1 - Plan and Develop Business Documents Topic #2 - Plan, Draft and Finalise Promotional Material *Specific Project Requirements:* • FYA $20 Boss Project (Part 2)	BSBWRT301 BSBITU306
		8	**Optional Short Courses**: Examples ONLY (TBC) – issued as a separate Statement of Attainment / non-accredited certificate: • Be MoneySmart (if not completed above) • Be MoneySmart through a career in small business (if not completed above) • Provide First Aid • Responsible Service of Alcohol (RSA) e.g. Club Training	

Learning and Assessment Arrangements *Continued.*	**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
BSBWHS302	Apply knowledge of WHS legislation in the workplace	☒	☒	☒	☒	☒
BSBFLM312	Contribute to team effectiveness	☒	☒	☐	☒	☒
BSBWOR301	Organise personal work priorities and development	☒	☒	☒	☒	☒
BSBITU314	Design and produce spreadsheets	☒	☒	☒	☒	☒
BSBITU312	Create electronic presentations	☒	☐	☒	☒	☒
BSBPRO301	Recommend products and services	☒	☒	☒	☒	☒
BSBCUS301	Deliver and monitor a service to customers	☒	☒	☐	☒	☒
BSBWRT301	Write simple documents	☒	☒	☐	☒	☒
BSBITU306	Design and produce business documents	☒	☐	☒	☒	☒
BSBLED301	Undertake eLearning	☒	☒	☒	☒	☒
FNSFLT205	Develop knowledge of the Australian financial system and markets	☒	☒	☐	☒	☒
FNSFLT401	Be MoneySmart through a career in small business	☒	☒	☐	☒	☒
ICTWEB201	Use social media tools for collaboration and engagement	☒	☒	☐	☒	☒
FNSFLT301	Be MoneySmart	☒	☒	☒	☒	☒

KEY		
	A	**Quiz and short answer questions**
	B	**Case studies and scenarios**
	C	**Practical Tasks**
	D	**Major Projects**
	E	**Teacher Observations**

Training and Assessment Staff *(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)*	UNITS OF COMPETENCY	TRAINING ARRANGEMENTS	TRAINING & ASSESSMENT PERSONNEL		
			Technical Advisor	**Qualified Assessor**	**Qualified Trainer**
	BSBWHS302	Sole trainer and assessor - under the support of Binnacle's Program Management (PM) Team.	Binnacle PM	Teacher	Teacher
	BSBFLM312		Binnacle PM	Teacher	Teacher
	BSBWOR301		Binnacle PM	Teacher	Teacher
	BSBITU314		Binnacle PM	Teacher	Teacher
	BSBITU312		Binnacle PM	Teacher	Teacher
	BSBPRO301		Binnacle PM	Teacher	Teacher
	BSBCUS301		Binnacle PM	Teacher	Teacher
	BSBWRT301		Binnacle PM	Teacher	Teacher
	BSBITU306		Binnacle PM	Teacher	Teacher
	BSBLED301		Binnacle PM	Teacher	Teacher
	FNSFLT205		Binnacle PM	Teacher	Teacher
	FNSFLT401		Binnacle PM	Teacher	Teacher
	ICTWEB201		Binnacle PM	Teacher	Teacher
	FNSFLT301		Binnacle PM	Teacher	Teacher

Learning Resources	Students are provided with a full Course Content kit specific to each Term of study. This includes:

- 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	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.

Industry Partners

- Sammut Bulow Accountants + Business Advisors
- SB Wealth
- Zimmi Marketing Group
- Brendan Forwood – Leadership & Behaviour Expert

Consultation/engagement approaches include:

- Regular (e.g. weekly consultation meetings)
- Teleconferences
- Program development / validation meetings
- Program development projects

Assessment Validation Process	The processes used to validate assessment in this course are:
	
	1. **Validation by Industry**
	   • 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:
	     – 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).**
	
	2. **Assessment Instrument Review**
	   • 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.
	
	Date of next review: 31 July 2020 **Date of last review:** 31 July 2018

Physical Resource Requirements	**LIST OF SCHOOL RESOURCES:** **Business Facilities and Resources located at the school, with:** ☑ Personal computers with MS office software and internet. Binnacle recommends using Google Chrome browser for best results with its LMS. ☑ Interaction with others through work teams and access to 'customer groups' within the school (see 'Business Projects/Services' section below). ☑ Access to school WHS and risk management procedures. ☑ Key health and safety equipment and/or aids.
Human Resource Requirements	**List of Business Program Deliverer HR requirements:** ✓ 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). *All VET Teachers holding TAE40110 must obtain the two new core units by 1 April 2020: TAEASS502 (or equivalent) and TAELLN411 (or equivalent)* ✓ Able to coordinate and oversee the projects/services listed below. **Business Projects/Services (within the school community):** **The Partner School must:** ✓ 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	The Certificate III in Business will predominantly be used by students seeking to enter the business services and/or travel/tourisml industries and/or as an alternative entry into University. **QLD SCHOOLS:** Graduates may be able to use their Certificate III in Business to improve their chances of gaining tertiary entrance. New senior assessment and tertiary entrance systems begin in Queensland with students entering Year 11 in 2020. Students eligible for an Australian Tertiary Admission Rank (ATAR) may be able to use their completed Certificate III to contribute towards their ATAR. For further information please visit https://www.qcaa.qld.edu.au/senior/new-snr-assessment-te/tertiary-entrance
Foundation Skills	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). All units of competency within new streamlined Training Packages have Foundation Skills either embedded in the unit performance requirements or explicitly listed. 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.
Student Feedback	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. **Date for data analysis: December (annually)**
AVETMISS Reporting	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 Education (DoE) indicating if competency is attained or continuing. **QLD SCHOOLS:** Permission is provided to DoE for student results to be forwarded to Queensland Curriculum & Assessment Authority (QCAA).
Student Records	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. All completed student assessment items - demonstrating sufficient evidence for how assessment decisions were made - for individual students will be retained: • 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. Whichever is the longer period. A master copy of all versions of assessment tools will be retained for seven years.