



Name of RTO	BINNACLE TRAINING
RTO Number	31319

Training Program	2021 – BSB20120 Certificate II in Workplace Skills		
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Training Package	Code	BSB	Title	Business Services Training Package
	<p>PACKAGING RULES</p> <p>BSB20120 Certificate II in Workplace Skills</p> <p><u>10 units must be completed:</u> 5 core units; plus 5 elective units, of which:</p> <ul style="list-style-type: none"> • 1 elective unit must be selected from Group A • 1 elective unit must be selected from Group B • For the remaining 3 elective units: <ul style="list-style-type: none"> – Up to 3 units may be selected from Groups A, B and C. – If not listed, up to 2 units may be selected from a Certificate I, Certificate II or Certificate III from this or any other currently endorsed Training Package qualification or accredited course. • 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: https://training.gov.au/Training/Details/BSB20120</p> <p>Download Training Package from TGA: http://training.gov.au/Training/Details/BSB</p> <p>Download Companion Volume implementation guide: Business Services Training Package - Companion Volumes</p>	Training Package	Training Package Release #	Release Date
		BSB	7.0	19/10/2020

Qualification	<p>CODE: BSB20120 TITLE: Certificate II in Workplace Skills</p> <p>QUALIFICATION RELEASE #: 1</p> <p>RELEASE DATE: 19/10/2020</p>
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Units of Competency	CODE	TITLE	CORE / ELECTIVE
	BSBCMM211	Apply communication skills	CORE
	BSBOPS201	Work effectively in business environments	CORE
	BSBPEF202	Plan and apply time management	CORE
	BSBSUS211	Participate in sustainable work practices	CORE
	BSBWHS211	Contribute to health and safety of self and others	CORE
	BSBPEF302	Develop self-awareness	ELECTIVE (GROUP A)
	BSBCRT201	Develop and apply thinking and problem solving skills	ELECTIVE (GROUP A)
	BSBTEC201	Use business software applications	ELECTIVE (GROUP B)
	BSBTEC202	Use digital technologies to communicate in a work environment	ELECTIVE (GROUP B)
	BSBTWK201	Work effectively with others	ELECTIVE (GROUP C)

E = Imported elective; L = Listed elective



<p>Binnacle-School Third-Party Arrangement</p>	<p>This Binnacle Training Program is delivered via third-party arrangements with individual partner schools.</p> <p>Binnacle Training (Lead RTO) – Responsibilities:</p> <ul style="list-style-type: none"> • Binnacle Lounge – Binnacle Training’s Learning Management System (LMS) • Provision of requisite course content (both training and assessment) • Ongoing program support, including dedicated Program Manager and Administration Officer <p>Partner School Responsibilities:</p> <ul style="list-style-type: none"> • Human Resources (Program Deliverer and at least one nominated back-up deliverer) • Physical Resources (equipment and facilities) • Delivery and assessment of program <p>School-specific information, required by Binnacle Training (as per the 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 Binnacle Training Third-Party Agreement (Fillable) as completed by the Third-Party (School) and approved by Binnacle Administration.</p>
<p>Target Group</p>	<p>This program is offered to senior high school students (commencing in Year 10 or Year 11) 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 in Business in Year 11 or 12; or Certificate IV in / Diploma of Business post-school). <p><u>QLD SCHOOLS</u></p> <p>Upon successful completion, students are certified with a maximum of 4 Queensland Certificate of Education (QCE) Credits.</p>
<p>Entry Requirements</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 2 written and spoken English and numeracy skills to be able to meet the Foundation Skills requirements within the units of this Certificate II qualification.</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>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 3 lessons per week, i.e. 210 minutes per week, over 1 year).</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 and Canvas LMS).• Assessment activities to be completed online through the LMS.• Assessment activities and projects to be completed in the classroom and/or student-led environment.• Participation in an Industry Discovery – at a Business-related workplace. <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• Simulated assessment environment (Business-related industry) – located at the school. <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>
	<p><u>‘VOLUME OF LEARNING’ AND ‘AMOUNT OF TRAINING’</u></p> <p>Volume of Learning (VoL)* per Australian Qualifications Framework volume of learning indicators:</p> <p>Certificate II = 0.5 – 1 year (600 – 1200 hours).</p> <p><i>*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)</i></p> <p>Continued.</p>



Learning and Assessment Arrangements <i>Continued.</i>	<p>Amount of Training (AoT) for this program consists of classroom learning, self-study and practical work experience.</p> <p>Classroom learning = 245 hours (1 study line over 2 years).</p> <p>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.</p> <p>Self-Study (Formative Activities) Hours = 82 hours (i.e. 1.17 hours x 70 weeks)</p> <p>An additional 6 hours (minimum) of 'Industry Discovery' practical experience is undertaken by students across the program.</p> <p>Practical Experience (Industry Discovery = 12 hours)</p> <p>TOTAL AMOUNT OF TRAINING (AoT) = 339 hours (245 + 82 + 12)</p> <p>Binnacle rationalise the VoL hours gap (i.e. VoL 600 hours LESS AoT 339 hours = 261 hours) by:</p> <ul style="list-style-type: none">• Students <u>entering the subject with a large base of foundational skills and knowledge from prior learning</u> (e.g. Years 8-10 Business and other volunteer/work-related history of each student).• There is a large amount of overlap (clustering) of units across the 7 terms.
	<p><u>ORGANISATION</u></p> <p>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).</p> <p>A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none">• Practical tasks• Range of hands-on activities including customer interactions• Group work• Projects within the school (minimum of one different project per school term)• Practical experience within the school and outside of the school <p>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>
	<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. '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>Binnacle offers RPL assessment methods, most commonly in the form of a 'personal review' conducted by the student and verified by the Teacher holding the necessary trainer/assessor qualifications.</p> <p>Continued.</p>



<p>Learning and Assessment Arrangements</p> <p><i>Continued.</i></p>	<p>This often involves the student also providing documentary evidence of past experience, learnings, qualifications etc.</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.</p> <p>A certified 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>COURSE STRUCTURE</p>		
	<p>TERM</p>	<p>TOPIC/THEME</p>	<p>UNITS OF COMPETENCY (Scheduled for finalisation)</p>
	<p>1</p>	<p>Introduction to the Business Services Industry</p>	<p>BSBPEF202</p>
	<p>2</p>	<p>Time Management & Self-Awareness</p>	<p>BSBPEF302</p>
	<p>3</p>	<p>Workplace Health and Safety Sustainable Work Practices</p>	<p>BSBWHS211 BSBSUS211</p>
	<p>4</p>	<p>Workplace Communication</p>	<p>BSBCMM211</p>
	<p>5</p>	<p>Working in a Team Critical Thinking Skills</p>	<p>BSBTEC201 BSBTEC202</p>
	<p>6</p>	<p>Working Effectively with Others</p>	<p>BSBOPS201 BSBTWK201</p>
	<p>7</p>	<p>Critical Thinking and Problem Solving</p>	<p>BSBCRT201</p>
<p>8</p>	<p><u>Optional Short Courses:</u> Examples ONLY (TBC) – issued as a separate Statement of Attainment / non-accredited certificate:</p> <ul style="list-style-type: none"> Be MoneySmart Provide First Aid Responsible Service of Alcohol (RSA) e.g. Club Training Skills Road (non-accredited) 		
<p><u>EVIDENCE GATHERING TECHNIQUES</u></p> <p>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.</p> <p>Students may submit evidence to gain RPL for competencies.</p> <p>Continued.</p>			



Learning and Assessment Arrangements <i>Continued.</i>	UNITS OF COMPETENCY		A	B	C	D	E
	BSBCMM211	Apply communication skills	☒	☒	☒	☒	☒
	BSBOPS201	Work effectively in business environments	☒	☒	☒	☒	☒
	BSBPEF202	Plan and apply time management	☒	☒	☒	☒	☒
	BSBSUS211	Participate in sustainable work practices	☒	☒	☒	☒	☒
	BSBWHS211	Contribute to health and safety of self and others	☒	☒	☒	☒	☒
	BSBPEF302	Develop self-awareness	☒	☒	☒	☒	☒
	BSBCRT201	Develop and apply thinking and problem solving skills	☒	☒	☒	☒	☒
	BSBTEC201	Use business software applications	☒	☒	☒	☒	☒
	BSBTEC202	Use digital technologies to communicate in a work environment	☒	☒	☒	☒	☒
BSBTWK201	Work effectively with others	☒	☒	☒	☒	☒	
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 <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
	BSBCMM211	Sole trainer and assessor - under the support of Binnacle's Program Management (PM) Team.	Binnacle PM	Teacher	Teacher
	BSBOPS201		Binnacle PM	Teacher	Teacher
	BSBPEF202		Binnacle PM	Teacher	Teacher
	BSBSUS211		Binnacle PM	Teacher	Teacher
	BSBWHS211		Binnacle PM	Teacher	Teacher
	BSBPEF302		Binnacle PM	Teacher	Teacher
	BSBCRT201		Binnacle PM	Teacher	Teacher
	BSBTEC201		Binnacle PM	Teacher	Teacher
	BSBTEC202		Binnacle PM	Teacher	Teacher
	BSBTWK201		Binnacle PM	Teacher	Teacher



<p>Consultation with Industry</p>	<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 Bennett Partners• Brendan Forwood, SBB People• Lisa Pisasale, Zimmi Marketing Group• Andrew Rickertt, Job Skills Queensland• Ryan Hanly, Travello App• Vinnie D’Alessandro, Rashio & Gifting Owl <p>Consultation/engagement approaches include:</p> <ul style="list-style-type: none">• Regular meetings (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 Specialist 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 2021 Date of last review: 31 July 2020</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"/> A simulated office environment and workplace equipment including a desk, chair, printer and paper. <input checked="" type="checkbox"/> Personal computers with office software (Microsoft Office – documents, spreadsheets, presentations), internet access and browser, PDF reader and email application. <input checked="" type="checkbox"/> Access to ‘customer groups’ within the school (to plan and deliver projects in work teams within the school environment). <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>A simulated Business-related industry environment located at the school, with:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access to <u>customers and staff</u>* with whom the student will interact. * <i>Individuals who participate in simulated activities, set up for the purpose of assessment.</i> <p><u>NOTE:</u> Binnacle Training provides a comprehensive suite of resources including:</p> <ul style="list-style-type: none"> – A simulated tourism company website (‘Go! Travel’) which has been designed specifically for assessment purposes and incorporates the Operating Policies and Procedures Manual (OPPM). – Comprehensive scenario cards and interactive videos (specific to each assessment task). <p>Facilitating an industry discovery – at a Business-related workplace (Additional Recommendations Only)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Students participating in a minimum of one industry discovery day (Business-related), preferably in Semester 1, to experience an industry workplace where customer and staff interactions will be observed. <input checked="" type="checkbox"/> Work Experience opportunity in a Business-related workplace for students to apply their skills in a real industry workplace.
<p>Human Resource Requirements</p>	<p>The Program Deliverer <u>must:</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Be Business trained. <input checked="" type="checkbox"/> Be timetabled to the class every lesson. <p>The Program Deliverer <u>must:</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Demonstrate vocational competence specific to all competencies in this program. <input checked="" type="checkbox"/> Currently hold, or will complete prior to student enrolment, the Certificate IV in Training and Assessment (TAE40116, or TAE40110*) qualification. * <i>Where teacher holds TAE40110, two new core units must also be held:</i> <ul style="list-style-type: none"> – TAEASS502 Design and develop assessment tools (or equivalent); and – TAELLN411 Address adult language, literacy and numeracy (LLN) skills (or equivalent) <input checked="" type="checkbox"/> Maintain a complete Binnacle Profile, which includes: <ul style="list-style-type: none"> – Recent Work History <ul style="list-style-type: none"> ▪ Teaching history, specific to Business ▪ Industry related history, specific to Business <p>Continued.</p>



<p>Human Resource Requirements</p>	<ul style="list-style-type: none"> – Industry Currency <ul style="list-style-type: none"> ▪ Minimum of one Business-related industry workplace visit <u>plus</u> one Business-related professional development activity, per semester. – VET Currency <ul style="list-style-type: none"> ▪ Minimum of one VET-specific professional development activity, per semester. <p>School (Third Party) must resource a nominated back-up deliverer, who meets the following requirements prior to commencing as a Binnacle Program Deliverer:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Holds a current Certificate IV in Training and Assessment (per above); <input checked="" type="checkbox"/> Is able to demonstrate vocational competence (per above); and <input checked="" type="checkbox"/> Has a completed Binnacle Profile (per above).
<p>Pathways</p>	<p>BSB20120 Certificate II in Workplace Skills will predominantly be used by students seeking to enter the business services industry 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> <p>Students may also choose to continue their study by completing the Certificate IV in/Diploma of Business or Tourism at another organisation registered to deliver nationally accredited training.</p>
<p>Foundation Skills</p>	<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 the Dual Qualification Program have Foundation Skills relevant to the context of the learning outcomes and are applicable to work and life situations.</p>
<p>Student Feedback</p>	<p>Student feedback is collected and analysed. Feedback from students in relation to assessment processes, methods and instruments will be collated 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>
<p>AVETMISS Reporting</p>	<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. Binnacle Program Management and Administration staff verify that accurate and up-to-date information is recorded.</p> <p>QLD SCHOOLS: Permission is provided to DESBT for student results to be forwarded to Queensland Curriculum & Assessment Authority (QCAA).</p>



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 of 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.