



**Binnacle  
Training**

RTO CODE 31319



## **ABSTRACT**

This document contains important information for Binnacle Training students about:

- The program outline and inclusions
- The assessment completion process
- Career pathways
- Binnacle Training Third-Party Arrangements
- Student enrolment

# **STUDENT INFORMATION**

**BSB30120 Certificate III in  
Business + SIT20122 Certificate  
II in Tourism**

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# 1. Program Inclusions

This dual qualification program is offered as a senior school subject and incorporates the nationally recognised qualifications:

- BSB30120 Certificate III in Business
- SIT20122 Certificate II in Tourism

This course has been scheduled across two years (packaged into 7 terms) with the Certificate II in Tourism component scheduled across terms 1-4.

The course covers the skills and knowledge required of an employee entering the tourism and/or business services industry and/or pursuing further tertiary pathways at another education provider. Topics include:

- Supporting personal wellbeing
- Organising personal work priorities
- Sourcing, using and presenting information on the tourism and travel industry
- Safety and sustainability in the workplace
- Assisting with public activities and events
- Research using the internet
- Using business software applications
- Inclusivity and communication
- Cultural and social sensitivity
- Providing information to customers and visitors
- Interacting with customers
- Delivering a service to customers
- Designing and producing business documents

## 1.1. Entry Qualification – SIT20122 Certificate II in Tourism

Students undertake the entry qualification: **SIT20122 Certificate II in Tourism** across Terms 1-4. Two units of competency in the Certificate II in Tourism (SIT20122) overlap with the Certificate III in Business (BSB30120).

Qualification	Terms of Training/Assessment	
	Terms 1-4	Terms 5-7
SIT20122 Certificate II in Tourism	Total 11 units: <ul style="list-style-type: none"><li>• 2 overlapping with BSB30120; and 9 additional.</li></ul>	N/A
BSB30120 Certificate III in Business	Total 13 units: <ul style="list-style-type: none"><li>• 6 units scheduled in Terms 1-4; 7 units scheduled in Terms 5-7.</li></ul>	

## 2. Program Outline

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The program involves developing the entry level skills and knowledge required of the business services and tourism industries. This learning will take place in a range of settings, including the classroom (knowledge and project planning), industry and the school community (project delivery).

Assessment activities include practical and knowledge tasks throughout the program. Knowledge tasks generally take the form of short answer quizzes and research tasks that are completed online. Many of the practical tasks will also involve completing workplace documents (e.g. a Workload Management Plan).

## 3. Completing Assessments

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All assessment resources are online (practical components are completed in a real or simulated business and tourism related environment) and each term has a specific number of assessment tasks.

Assessment completion will be regularly reviewed by the trainer and assessor and if incomplete or not yet satisfactory, it may be necessary to finalise the assessment outside of class time (e.g. during exam block) before the next school term commences.

Completed assessment and associated documentation will be stored online in the Binnacle Lounge for the trainer and assessor to mark ('Satisfactory' or 'Not Yet Satisfactory').

Students will need to provide/have access to a computer, laptop or tablet device with an internet connection.

### 1. Students complete the assessment each term:

- Knowledge assessments completed online in your Binnacle Lounge.
- Demonstrate required skills in practical tasks.
- Access to training resources to assist with assessment are also available in your Binnacle Lounge.



### 2. Assessor marks your assessment:

- Some knowledge assessment items are 'auto-marked' by the Binnacle Lounge learning platform.
- The assessor will mark your other assessment items (e.g. project, practical and case study).
- The sign-off page in each term is where feedback is provided and the outcome of each assessment item recorded.

### 3.1. Student Misconduct with Online Assessment and Disciplinary Procedures

Some assessment question types allow for students to submit evidence that may be the same or similar to that of another person or source (e.g. a group session plan for a project upload or a response to a knowledge question copied from a website or a presentation). Outside of these occasions, Binnacle Training must ensure the evidence contributing to a unit of competency is authentic i.e. able to be proved as their own work.

Cheating or copying/plagiarising material from another person or resource is strictly prohibited. The below statement is included in the sign-off for each term:

I, the Candidate:

- Confirm the authenticity of the work submitted as my own, unless otherwise authorised by the assessment conditions.

In addition to an assessor checking for copying and/or plagiarised material, Binnacle Training as the Registered Training Organisation undertakes regular reviews of student assessment evidence.

As outlined in our Participant Handbook (Section 8 - Student Misconduct & Disciplinary Procedures), **Binnacle Training will not tolerate misconduct under any circumstance and a student may be asked to leave the program with no refund for misconduct such as cheating or plagiarising material.**

## 4. Units of Competency in this Program

The following table illustrates when units of competency are scheduled for finalisation.

	UNIT CODE	UNIT TITLE
TERMS 1-4	BSBPEF201	Support personal wellbeing in the workplace
	BSBPEF301	Organise personal work priorities
	SITTIND003	Source and use information on the tourism and travel industry
	SITXCOM006	Source and present information
	CUAEVP211	Assist with the staging of public activities or events
	BSBTEC201	Use business software applications
	BSBTEC203	Research using the internet
	BSBWHS311	Assist with maintaining workplace safety
	SITXWHS005	Participate in safe work practices
	BSBSUS211	Participate in sustainable work practices
	SITXCOM008	Provide a briefing or scripted commentary

	SITXCOM007	Show social and cultural sensitivity
	SITXCCS010	Provide visitor information
	SITXCCS009	Provide customer information and assistance
	SITXCCS011	Interact with customers

**Qualification scheduled for finalisation: SIT20122 CERTIFICATE II IN TOURISM**

*Students are provided the option to complete the Certificate II in Tourism only (exit point).*

	UNIT CODE	UNIT TITLE
<b>TERMS 5-7</b>	BSBTWK301	Use inclusive work practices
	BSBXCM301	Engage in workplace communication
	BSBXTW301	Work in a team
	BSBCRT311	Apply critical thinking skills in a team environment
	BSBTEC301	Design and produce business documents
	BSBWRT311	Write simple documents
	BSBOPS304	Deliver and monitor a service to customers

**Qualification scheduled for finalisation: BSB30120 CERTIFICATE III IN BUSINESS**

# 5. Career Pathways

Graduates of BSB30120 Certificate III in Business + SIT20122 Certificate II in Tourism may explore further VET pathways (e.g. BSB40120 Certificate IV in Business or SIT30122 Certificate III in Tourism) at another training provider. Binnacle Training will provide training pathway opportunities for consideration as students are approaching course completion. See Figure 2 below.



Figure 2. Training and Employment Pathways from BSB30120 Certificate III in Business + SIT20122 Certificate II in Tourism

# 6. Binnacle Training Third-Party Arrangements

As the RTO, Binnacle Training engages individual secondary schools under a third-party arrangement to provide physical and human resources to deliver training and conduct assessment.

**Binnacle Training Responsibilities:** Enrolling students into the VET course, training and assessment outcomes, issuing certificates and testamurs, and ensuring that the VET course is on its scope of registration at all times.

**School Responsibilities (as the third party):** The provision of adequate physical (equipment and facilities) and human resources (program deliverer), and facilitating training and assessment services on behalf of Binnacle Training including the provision of student support services such as language, literacy and numeracy (LLN) assistance.

## 7. Student Enrolment

Student enrolment into the program requires the school to have a current third-party agreement in place (enrolment is unable to be finalised until this requirement has been met).

## 8. Language, Literacy and Numeracy Skills

A Language, Literacy and Numeracy (LLN) screening process is undertaken within the Pre-Enrolment Pack to ensure that students have the capacity to effectively engage with the content and to identify support measures as required. The following examples provide a snapshot of the reading, writing, numeracy and verbal communication skills that would be expected in order to satisfy competency requirements:

<p><b>Reading</b></p>	<ul style="list-style-type: none"> <li>• Read and comprehend information about relevant laws, accreditation schemes and codes of conduct.</li> <li>• Research, sort and apply information on the tourism and travel industry.</li> <li>• Interpret workplace safety signs, procedures and emergency evacuation plans.</li> <li>• Understand workplace anti-discrimination policies and documentation.</li> <li>• Interpret, sometimes detailed, workplace procedures.</li> <li>• Interpret information in relation to procedures, work performance and objectives.</li> <li>• Researches and interprets written information about personal finances from a range of sources.</li> <li>• Interpret WHS legislation, policies and procedures.</li> <li>• Interpret information from a range of sources on the requirements to design and produce business documents.</li> <li>• Proofread business documents to check grammar, spelling, structure, style and format.</li> </ul>
<p><b>Writing</b></p>	<ul style="list-style-type: none"> <li>• Summarise and record notes in information documents, sheets and files.</li> <li>• Completed risk assessments and incident reports.</li> <li>• Prepare written reports and documents to prioritise work tasks.</li> <li>• Records and documents budget information accurately using correct language, terminology and concepts.</li> <li>• Documents WHS information using risk assessments and industry specific vocabulary.</li> <li>• Complete sustainability audit templates using relevant terminology.</li> <li>• Varies writing style according to audience and purpose.</li> <li>• Develop business documents using required formatting, accurate spelling and grammar as well as specific terminology.</li> <li>• Prepare recommendation reports using clear and effective sequencing, formatting and wording.</li> </ul>
<p><b>Verbal Communication</b></p>	<ul style="list-style-type: none"> <li>• Discuss current and emerging tourism industry trends.</li> <li>• Verbally report hazards and emergency incidents to a supervisor.</li> <li>• Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and colleagues.</li> <li>• Ask questions and actively listen to customers.</li> <li>• Discuss the causes of customer problems with colleagues and supervisors in a professional manner.</li> <li>• Provide and receive feedback on work priorities using specific and relevant language.</li> <li>• Participate in wellbeing discussions in the workplace using clear language.</li> <li>• Present WHS information using appropriate language and non-verbal communication.</li> <li>• Adjust tone, speech and pace to suit verbal interactions in the workplace.</li> <li>• Use listening and questioning skills to seek additional information when writing business documents.</li> </ul>
<p><b>Numeracy</b></p>	<ul style="list-style-type: none"> <li>• Adhere to timeframes and interpret resource quantities.</li> <li>• Perform a range of mathematical calculations to interpret financial information and maintain a budget.</li> <li>• Calculate metric measurements to determine resource usage.</li> </ul>



# 9. Definitions and Interpretations

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**Program.** The course(s) or qualifications(s) in its entirety.

**Registered Training Organisation (RTO).** A training organisation that has authorisation to train and assess nationally recognised qualifications on its scope of registration.

**School (third party).** The secondary school/college that is providing the physical and human resources to deliver training and conduct assessment on behalf of, and in the name of, Binnacle Training as the external RTO.

**Training Product.** Any qualification, unit of competency, or group of competencies packaged together as a Binnacle Program.

For further information please access the [Program Disclosure Statement](#) in full.