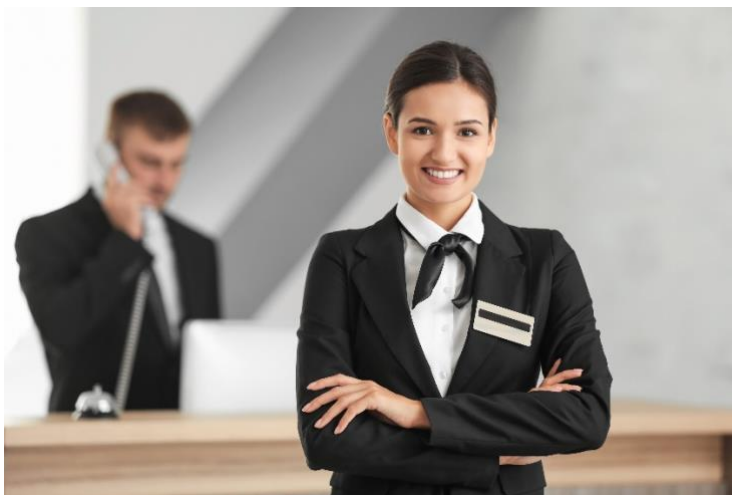




**Binnacle
Training**

RTO Code 31319



STUDENT INFORMATION

**2022 Short Course: Inclusivity &
Communication in the Workplace**

ABSTRACT

This Student Information contains important information for students undertaking the 2022 Short Course: Inclusivity & Communication in the Workplace with Binnacle Training, including:

- Program inclusions
- A program description
- The assessment completion process
- Career pathways
- Binnacle Training Third-Party Arrangements
- Student enrolment

Program Inclusions

The Binnacle 2022 Short Course: Inclusivity & Communication in the Workplace incorporates three nationally recognised units of competency.

These competencies can provide credit towards the following Binnacle Certificate II/III [Programs for Schools](#):

- SIT20116 Certificate II in Tourism
- BSB30120 Certificate III in Business

This short course covers foundational skills and knowledge required in the Business Services and Tourism industry including:

- Interacting productively with diverse groups of individuals in the workplace
- Communicating effectively (through written, oral and nonverbal form) in the workplace
- Communicating with people from a range of social and cultural groups with respect and sensitivity, and addressing cross-cultural misunderstandings

This is achieved by students working alongside an experienced Business and Tourism qualified Teacher (Program Coordinator) to undertake projects and deliver services within their school community such as:

- Major Project: 'Go! Regional' Travel Expo Display
- Major Project: Interacting with Customers and Handling Cross-Cultural Misunderstandings

Program Outline

The program involves learning the skills and knowledge to become a Business/Tourism professional. 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 the completion of practical and knowledge tasks throughout the program. Many of the practical tasks will be assessed and will often require completion of a workplace document (e.g. project plan).

Knowledge tasks generally take the form of a short answer quiz that is completed online.

Completing Assessments

All assessment tasks and resources are online and the term has a specific number of assessment tasks.

Your teacher will regularly review the completion of your assessment and if gaps are identified (i.e. assessment tasks are incomplete or 'Not Yet Satisfactory'), you will be required to finalise the assessment in your own time (e.g. during exam block).

As per the diagram, you will store your completed assessment (and associated documents) online for your teacher to mark and inform you of the outcome ('Satisfactory' or 'Not Yet Satisfactory').

1. You (the student) 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. The teacher marks your assessment:

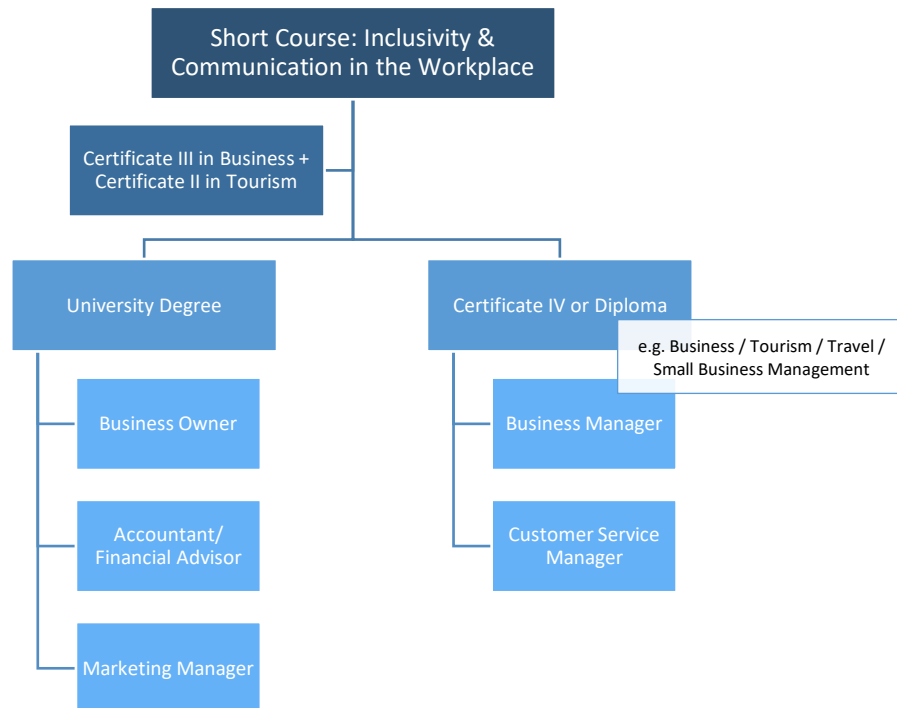
- Some knowledge assessment items are 'auto-marked' by the Binnacle Lounge learning platform.
- The teacher will mark your other assessment items (e.g. project, practical and case study).
- The sign-off page in each term is where feedback is provided and the outcome of each assessment item recorded.

Competencies in this Program

TERM 1	BSBTWK301	Use inclusive work practices
	BSBXCM301	Engage in workplace communication
	SITXCOM002	Show social and cultural sensitivity

Career Pathways

Graduates of the 2022 Short Course: Inclusivity & Communication in the Workplace program may explore Binnacle Training's Certificate III Business & Certificate II Tourism program upon completion of the short course (please advise your teacher if you would like further information).



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 delivering training and assessment services on behalf of Binnacle including the provision of student support services such as language, literacy and numeracy (LLN) assistance.

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).

Language, Literacy and Numeracy Skills

A Language, Literacy and Numeracy (LLN) Screening process is undertaken at the time of initial enrolment (or earlier) to ensure that students have the capacity to effectively engage with the content. 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:

Reading	<ul style="list-style-type: none">– Read and comprehend information about relevant laws, accreditation schemes and codes of conduct.– Understand workplace anti-discrimination policies and documentation.– Interpret, sometimes detailed, workplace procedures.– Interpret information in relation to procedures, work performance and objectives.
Writing	<ul style="list-style-type: none">– Summarise and record notes in information documents, sheets and files.– Varies writing style according to audience and purpose.
Verbal Communication	<ul style="list-style-type: none">– Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and colleagues.– Ask questions and actively listen to customers.– Adjust tone, speech and pace to suit verbal interactions in the workplace.
Numeracy	<ul style="list-style-type: none">– Adhere to timeframes and interpret resource quantities.

Definitions and Interpretations

RTO means a training organisation that has authorisation to train and assess nationally recognised qualifications on its scope of registration.

School (third-party) means 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 means any qualification, unit of competency, or group of competencies packaged together as a Binnacle Program.

Program means the course(s) or qualifications(s) in its entirety.

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