TRAINING AND ASSESSMENT STRATEGY

Name of RTO	Binnacle Training College Pty Ltd
RTO Number	31319

Binnacle Program	2024 Certificate III in Business + Certificate II in Tourism (7 Terms)				
Training Product	BSB30120 Certificate III in Business + SIT20122 Certificate II in Tourism (Dual Qualification)				
Training Package	**Code**	BSB	**Title**	Business Services	
	Code	SIT	**Title**	Tourism, Travel and Hospitality	

<table>
<tr><td></td><td>

PACKAGING RULES:

BSB30120 CERTIFICATE III IN BUSINESS
<u>13 units must be completed</u>, as follows:
- 6 core units; plus 7 elective units, of which:
    - 2 elective units must be selected from Group A
    - 1 elective unit must be selected from Group B
    - For the remaining 4 elective units:
        - Up to 4 units may be selected from Groups A-G.
        - If not listed, up to 3 units may be selected from a Certificate II, Certificate III or Certificate IV 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.

SIT20122 CERTIFICATE II IN TOURISM
<u>11 units must be completed</u>, as follows:
- 5 core units; plus 6 elective units, consisting of:
    - 3 units from Group A
    - 3 units from the list below, elsewhere in the SIT Training Package, or any other current Training Package or accredited course. The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

</td></tr>
</table>

Training Package Location	**Training Package Code & Release #**	BSB 8.0	**Release Date**	25 Jan 2022
	Training Package Code & Release #	SIT 2.2	**Release Date**	2 Mar 2023

Go to details of certificate packaging rules on TGA:
https://training.gov.au/Training/Details/BSB30120
http://training.gov.au/Training/Details/SIT20122

Download Training Package from TGA:
http://training.gov.au/Training/Details/BSB
http://training.gov.au/Training/Details/SIT

Download Companion Volume implementation guide:
Business Services Training Package – Companion Volumes
Tourism, Travel and Hospitality Training Package – Companion Volumes

	1	**Code:** BSB30120 **Title:** Certificate III in Business **Qualification Release #:** 2 **Release Date:** 25/01/2022
	2	**Code:** SIT20122 **Title:** Certificate II in Tourism **Qualification Release #:** 1 **Release Date:** 10/06/2022

UNIT CODE	UNIT TITLE	SIT20122 Certificate II in Tourism	BSB30120 Certificate III in Business	Scheduled for Finalisation	Qualified Trainer and Assessor	Evidence Gathering Techniques
SITTIND003	Source and use information on the tourism and travel industry	Core	Imported Elective	Term 2	Teacher (T-P)	A, B, C, D
CUAEVP211	Assist with the staging of public activities or events	Listed Elective (A)		Term 2	Teacher (T-P)	A, C, D
SITXCOM006	Source and present information	Listed Elective (C)		Term 2	Teacher (T-P)	A, C, D
BSBTEC201	Use business software applications	Listed Elective (C)	Listed Elective (A)	Term 2	Teacher (T-P)	A, C, D
BSBTEC203	Research using the internet	E		Term 2	Teacher (T-P)	A, C, D
SITXCOM008	Provide a briefing or scripted commentary	Listed Elective (A)		Term 2	Teacher (T-P)	A, C
BSBWHS311	Assist with maintaining workplace safety		Core	Term 3	Teacher (T-P)	A, C
SITXWHS005	Participate in safe work practices	Core	Imported Elective	Term 3	Teacher (T-P)	A, B, C, D
BSBSUS211	Participate in sustainable work practices		Core	Term 3	Teacher (T-P)	A, B, C, D
SITXCOM007	Show social and cultural sensitivity	Core		Term 4	Teacher (T-P)	A, C, D
SITXCCS011	Interact with customers	Core		Term 4	Teacher (T-P)	A, B, D
SITXCCS010	Provide visitor information	Listed Elective (A)		Term 4	Teacher (T-P)	A, C, D
SITXCCS009	Provide customer information and assistance	Core		Term 4	Teacher (T-P)	A, C, D
BSBPEF201	Support personal wellbeing in the workplace		Core	Term 5	Teacher (T-P)	A, C, D
BSBTWK301	Use inclusive work practices		Core	Term 5	Teacher (T-P)	A, C, D
BSBXCM301	Engage in workplace communication		Core	Term 5	Teacher (T-P)	A, C, D
BSBXTW301	Work in a team		Listed Elective (C)	Term 6	Teacher (T-P)	A, C, D
BSBPEF301	Organise personal work priorities		Listed Elective (B)	Term 6	Teacher (T-P)	A, B, C, D
BSBCRT311	Apply critical thinking skills in a team environment		Core	Term 6	Teacher (T-P)	A, C, D
BSBTEC301	Design and produce business documents		Listed Elective (A)	Term 7	Teacher (T-P)	A, C, D
BSBWRT311	Write simple documents		Listed Elective (A)	Term 7	Teacher (T-P)	A, C

OPTIONAL ADDITIONAL ELECTIVE UNITS OF COMPETENCY - COMPLETED IN TERM 7 OF THE COURSE

UNIT CODE	UNIT TITLE	SIT20122 Certificate II in Tourism	BSB30120 Certificate III in Business	Scheduled for Finalisation	Qualified Trainer and Assessor	Evidence Gathering Techniques
BSBCMM411	Make presentations		Imported Elective	Term 7	Teacher (T-P)	A, C, D
BSBPEF402	Develop personal work priorities		Imported Elective	Term 7	Teacher (T-P)	A, C, D

TRAINING ARRANGEMENTS (ALL UNITS)	EVIDENCE GATHERING TECHNIQUES	EVIDENCE KEY

TAS – 2024 Certificate III in Business + Certificate II in Tourism: Jan 2024

Sole trainer and assessor (Teacher-led delivery) – under the support of the Binnacle Program Management (PM) Team.	The following matrix identifies the type of evidence that may be collected to enable judgements to be made about a 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.	A	Quiz and short answer
		B	Case studies and scenarios
		C	Project tasks
		D	Practical Observations

Binnacle-School Third-Party Arrangement	This Binnacle Training Program is delivered via a third-party arrangement with individual partner schools.
	Binnacle Training (Lead RTO) – Responsibilities:
	▪ Provision of all requisite training and assessment resources, plus online learning – via Learning Management System (Binnacle Lounge).
	▪ Ongoing program support, including dedicated Program Manager and Administration Officer.
	▪ Outcomes of training and assessment.
	School (Third-Party) Responsibilities:
	▪ Human Resources (Program Deliverer and at least one nominated back-up deliverer)
	▪ Physical Resources (equipment and facilities)
	▪ Facilitation of training and assessment services, on behalf of Binnacle Training as the RTO.
	School and cohort-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 Training.

Target Group	This program is offered to senior high school students (commencing in Year 10 or Year 11) wanting to:
	● seek skills and an entry-level qualification for the Business Services and Tourism industries; and
	● use the qualifications as an articulation into:
	– a higher certification (e.g. Certificate III in Tourism or Certificate IV in/ Diploma of Business); or
	– University (e.g. Bachelor of Business).

QLD SCHOOLS

Upon successful completion, students are certified with a maximum 10 Queensland Certificate of Education (QCE) credits as follows:

SIS20122 Certificate II in Tourism (11 units)	BSB30120 Certificate III in Business (10/13 units; 3 overlapping units reported as Credit Transfer)	Expected Total QCE credits (assuming 90% or greater new learning)	Comments
4	6*	10	* 6 Credits obtained from Certificate III (>75% new learning)

Entry Requirements	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 3 written and spoken English and numeracy skills to be able to meet the Foundation Skill requirements within the units of the Certificate III qualification.
	This program is delivered as a 'Fee for Service' offering only as per the Binnacle-School invoicing arrangement.
	Students must have access to all physical resources (either individually or through resources supplied by the school) as outlined in the section 'Physical Resource Requirements' below.

Learning and Assessment Arrangements	**<u>DURATION</u>** The program content has been packaged into <u>7 terms</u> [based on delivery across **one line on the timetable (minimum 3 lessons per week, i.e. 210 minutes per week) over 2 years**]. All evidence requirements pertaining to the entry qualification SIT20122 Certificate II in Tourism are scheduled across Terms 1-4. Terms 5-7 evidence requirements are aligned only to BSB30120 Certificate III in Business.

Learning and Assessment Arrangements	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 (within the Binnacle Lounge). ● Assessment activities to be completed online (within the Binnacle Lounge). ● Assessment activities and projects to be completed in the classroom and/or student-led environment. ● Participation in an Industry Discovery – at a Tourism-related workplace (a Virtual Industry Discovery will also be provided). 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. ● Simulated assessment environment (Business & Tourism-related industry) – located at the school - for demonstration of skills (practical observations). 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). **'<u>VOLUME OF LEARNING' AND 'AMOUNT OF TRAINING'</u>** **Volume of Learning (VoL)* per the Australian Qualifications Framework volume of learning indicators:** Certificate II = 0.5 – 1 year (600 – 1200 hours) 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 of 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, online 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-related experience. **Classroom learning = <u>266</u> hours (1 study line over 2 years - 3.5 hours x 76 weeks).** There is also an element of self-study (formative activities scheduled for students to undertake outside of class time). These activities are used by students to enhance their understanding of the content and are 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 (the equivalent of one additional lesson per week) for these formative activities. **Self-Study (Formative Activities) Hours = <u>89</u> hours** (i.e. 1.17 hours x 76 weeks) An additional 6 hours (minimum) of 'Industry Discovery' practical experience is undertaken by students across the program. Note while strongly recommended, this 'Industry Discovery' is not mandatory.

	Practical Experience (Industry Discovery) = 6 hours **TOTAL AMOUNT OF TRAINING (AoT) = 361 hours (266 + 89 + 6)** Binnacle rationalises the VoL hours gap (i.e. VoL 1800 hours LESS AoT 361 hours = 1439 hours) by: • Students entering the subject with a large base of foundational skills and knowledge from prior and concurrent learning (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 terms. • There is an element of self-study that students may undertake to deepen their own understanding of the content.
Learning and Assessment Arrangements	**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 and 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 one different project per school term) • Practical experience within the school and outside of the school Evidence contributing towards each 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 each unit of competency.
Learning and Assessment Arrangements	**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. This is indicated in the assessment table at the top of each assessment and are allocated based on the unit of competency requirements.
Learning and Assessment Arrangements	**OPPORTUNITY FOR RPL AND CREDIT TRANSFER** **Recognition of Prior Learning (RPL)** is an assessment process that evaluates an individual's informal learning 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 completed (successfully) by a student. Credit Transfer is offered both at enrolment and throughout the training program. A verified copy of the student's Qualification and/or Statement of Attainment listing the units of competency that have previously been completed is required as evidence for Credit Transfer. Both RPL and Credit Transfer are available to students. Due to students being of high school age, usually with limited prior qualifications or work history, students typically undergo a train-to-assess pathway. An RPL assessment pathway will require verifiable evidence of a student's prior learning (e.g. Statement of Attainment for previously completed superseded units).

Learning and Assessment Arrangements	**COURSE STRUCTURE**	
	TERM 1	Topics: • Introduction to the Business Services Industry • Introduction to Entrepreneurship and Business • Introduction to Personal Finances • Introduction to Tourism

		Projects: ● Research Business Topics
	TERM 2	Topics: ● Source, Use and Present Information on the Tourism and Travel Industry ● Public Activities and Events ● Business Software Applications and Research Projects: ● Business Start-Up Research ● Tourism Industry Research ● Present Information at and Industry Event
	TERM 3	Topics: ● Workplace Health and Safety ● Sustainable Work Practices Projects: ● WHS Processes at the 'Go! Regional' Travel Expo
Learning and Assessment Arrangements	**TERM 4**	Topics: ● Providing Information to Visitors and Customers ● Interacting with Customers ● Showing Social and Cultural Sensitivity Projects: ● Go! Travel 'VIP' Information Evening ● Interact with Customers at the Go! Travel Agency ● Show Social and Cultural Sensitivity in the Tourism Industry *The Certificate II in Tourism (SIT20122) entry qualification is scheduled to be finalised at the end of Term 4. Students are provided the option to complete the Certificate II in Tourism only (exit point).*

Learning and Assessment Arrangements	**TERM 5**	Topics: ● Inclusive Work Practices ● Engage in Workplace Communication Projects: ● Inclusivity and Communication in the Workplace
	TERM 6	Topics: ● Work in a Team ● Critical Thinking Skills Projects: ● Critical Thinking at Go! Travel
	TERM 7	Topics: ● Designing and Producing Business Documents ● Producing Simple Documents Projects: ● Binnacle Boss – Business Proposal

Learning Resources	Students are provided with a full Course Content kit that is specific to each term of study which includes: ● Unit Plan ● Lectures ● Online Activities ● Videos ● Work templates and other work-related documents (e.g. policy manuals)

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 ● SBB Partners - Ipswich, Brisbane & Mackay Accountants ● We Are Flip – Digital Agency ● Brendan Forwood - SBB People ● Lisa Pisasale - Zimmi Marketing Group ● Andrew Rickertt - Job Skills Queensland ● Ryan Hanly - Travello App ● Vinnie D'Alessandro - Raishio & Gifting Owl Consultation/engagement approaches include: ● Regular meetings (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 the 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 evaluate all assessment instruments to ensure that they are appropriate for the units of competency and reflect the unit requirements (i.e. elements, performance criteria, performance evidence, knowledge evidence and assessment conditions).
	● Validation for each unit of competency includes:
	    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 (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:**
	● A Binnacle Program Development Specialist and an industry expert will review all assessment instruments to ensure that they are appropriate for the units of competency and reflect the unit requirements (i.e. elements, performance criteria, performance evidence, knowledge evidence and assessment conditions) with improvements noted and acted upon. **Completed annually.**

School Physical Resource Requirements	Refer to: School Physical Resource Requirements - 2024 Business and Tourism Programs *Available at [Binnacle Support Centre](#) (Select: Resource Requirements)*
Teacher Human Resource Requirements	Refer to: 2024 Certificate III in Business + Certificate II in Tourism – Resource Requirements *Available at [Binnacle Support Centre](#) (Select: Resource Requirements)*
Pathways	This Program will be used predominantly by students seeking to enter the Business Services or Tourism 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. 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/parents-carers/senior-secondary

	Students may also choose to continue their study by completing the Certificate III in Tourism or Certificate IV in/Diploma of Business through another Registered Training Organisation.
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 listed explicitly. Each unit of competency selected to comprise this program has Foundation Skills that are 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, analysed and improvements made in the light of student suggestions. Formal surveys/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. Binnacle Training also has a published Complaints and Appeals Policy which provides students and others with avenues to make a complaint or to appeal a decision (including assessment decisions) directly with Binnacle Administration. **Date for data analysis: December (annually)**
AVETMISS Reporting	Students are enrolled in the relevant units of competency and the results are forwarded at the end of each term (as a minimum) to the Queensland Department of Employment, Small Business and Training (DESBT) indicating if competency has been attained or is continuing. Binnacle Program Management and Administration staff verify that accurate and up-to-date information is recorded. **QLD SCHOOLS:** Permission is provided to DESBT for student results to be forwarded to the Queensland Curriculum & Assessment Authority (QCAA).
Student Records	Student results show the unit code, title and date achieved. The final assessment outcome for each unit of competency will be retained for a period of 30 years. Once all units are recorded as competent, a qualification or a statement of attainment will be issued. All completed assessment items - demonstrating sufficient evidence of how assessment decisions were made - for individual students will be retained for whichever is the longer period: • 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. A master copy of all versions of the assessment tools will be retained for seven years.