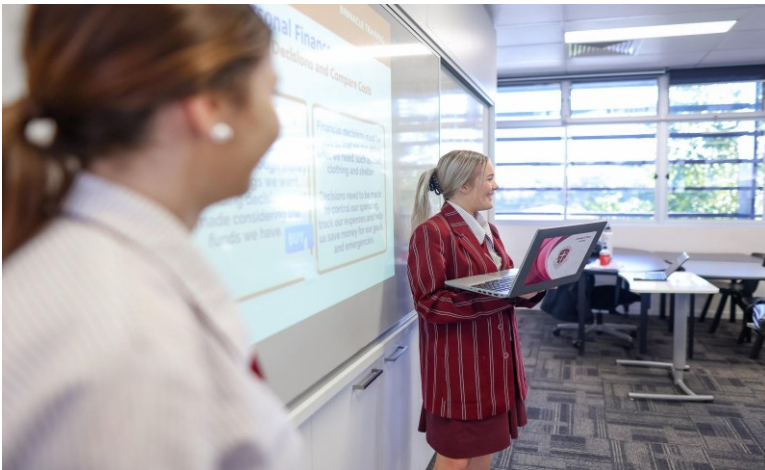RTO CODE 31319

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

Inclusivity & Communication in the Workplace
(3-Unit Short Course)

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1. Program Inclusions

This program is offered as a senior school subject and incorporates three nationally recognised units of competency towards qualification: SIT20122 Certificate II in Tourism (partial completion). This short course has been scheduled across one term.

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

- Interacting productively with diverse groups of individuals in the workplace
- Communicating effectively 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 within their school community including:

- Project: Show Social and Cultural Sensitivity in the Tourism Industry
- Major Project: 'Go! Regional' Travel Expo Display

2. Program Outline

The program involves developing 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) and 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 Communication Plan).

3. Completion Requirements and LLND

The minimum age to enrol in this course is 14 years. During pre-enrolment, students will complete an LLND Screening (via LLN Robot) to establish that they have the required, suitable language, literacy, numeracy and digital skills to complete the course.

4. Completing Assessments

All assessment resources are online (practical components are completed in a real or simulated 'Business and Tourism' related environment) and the 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).

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.

4.1. 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 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 the 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.**

# 5. Units of Competency in this Program

	UNIT CODE	UNIT TITLE
TERM 1	BSBXCM301	Engage in workplace communication
	BSBTWK301	Use inclusive work practices
	SITXCOM007	Show social and cultural sensitivity

6. Career Pathways

Graduates of the 'Inclusivity & Communication in the Workplace (3-Unit Short Course)' program may explore one of the following nationally recognised qualifications with Binnacle Training (dependent on the Third Party Arrangement in place with your School) or with another Registered Training Organisation:

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

See below pathways available from the full qualification: SIT20122 Certificate II in Tourism.
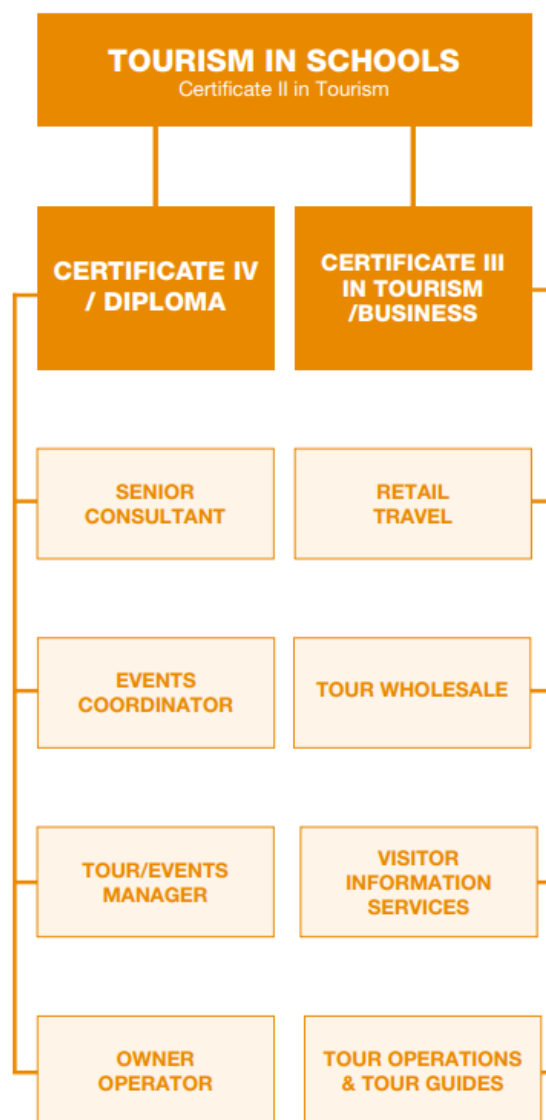
Training and Employment Pathways from full qualification: SIT20122 Certificate II in Tourism

7. 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 i.e. qualified trainer and assessor), and facilitating training and assessment services on behalf of Binnacle Training including the provision of student support services such as language, literacy, numeracy and digital literacy (LLND) assistance.

8. 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).

9. LLND Skills

A Language, Literacy, Numeracy and Digital Literacy (LLND) 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, verbal communication and other skills that would be expected in order to satisfy competency requirements:

Reading	• Evaluates textual information to determine regulatory requirements and internal policies. • Interpret workplace anti-discrimination policies and plain English documents produced by government information agencies.
Writing	• Records key information related to the outcomes of the job, using appropriate vocabulary and style. • Varies writing style to meet requirements of audience and purpose.
Verbal Communication	• Adjusts tone, speech and pace to suit verbal interactions. • Selects vocabulary appropriate to the audience. • Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them.
Planning and organising	• Understands nature and purpose of own role and associated responsibilities and how it contributes to organisational goals and outcomes. • Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement. • Uses digital technology to find, record or communicate basic information. • Plans and implements routine tasks according to directions.
Teamwork	• Identifies and takes steps to follow accepted communication practices and protocols. • Contributes to work group activities using accepted conventions.

10. Definitions and Interpretations

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.