

# TRAINING AND ASSESSMENT STRATEGY

<b>Name of RTO</b>	Binnacle Training College Pty Ltd		
<b>RTO Number</b>	31319		
<b>Training Program</b>	2026 Certificate II in Workplace Skills (4 Terms)		
<b>Program Details</b>	BSB20120 Certificate II in Workplace Skills		
<b>Training Package</b>	<b>Code</b>	BSB	<b>Title</b> Business Services
	<p><b><u>PACKAGING RULES:</u></b></p> <p><b>BSB20120 CERTIFICATE III IN WORKPLACE SKILLS</b></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"> <li>• 5 core units; plus 5 elective units, of which: <ul style="list-style-type: none"> <li>▪ 1 elective unit must be selected from Group A</li> <li>▪ 1 elective unit must be selected from Group B</li> <li>▪ For the remaining 3 elective units: <ul style="list-style-type: none"> <li>- Up to 3 units may be selected from Groups A, B and C.</li> <li>- 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.</li> </ul> </li> <li>▪ 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.</li> </ul> </li> </ul>		
<b>Training Package Location</b>	<b>Training Package Code &amp; Release #</b>	BSB 8.1	<b>Release Date</b> 03 July 2025
	<p><b>Go to details of certificate packaging rules on TGA:</b>  <a href="https://training.gov.au/Training/Details/BSB20120">https://training.gov.au/Training/Details/BSB20120</a></p> <p><b>Download Training Package from TGA:</b>  <a href="http://training.gov.au/Training/Details/BSB">http://training.gov.au/Training/Details/BSB</a></p> <p><b>Download Companion Volume implementation guide:</b>  Business Services Training Package – <a href="#">Companion Volumes</a></p>		
	1	<p><b>Code:</b> BSB20120 <b>Title:</b> Certificate II in Workplace Skills</p> <p><b>Qualification Release #:</b> 2 <b>Release Date:</b> 12/02/2021</p>	

UNIT CODE	UNIT TITLE	BSB20120 Certificate II in Workplace Skills	Scheduled for Finalisation	Qualified Trainer and Assessor	Evidence Gathering Techniques	
BSBTEC201	Use business software applications	Listed Elective (B)	Term 2	Teacher (T-P)	A, C, D	
BSBTEC203	Research using internet	Listed Elective (B)	Term 2	Teacher (T-P)	A, B, C, D	
BSBWHS311	Assist with maintaining workplace safety	Imported Elective	Term 2	Teacher (T-P)	A, B, C, D	
BSBWHS211	Contribute to the health and safety of self and others	Core	Term 2	Teacher (T-P)	A, C, D	
BSBSUS211	Participate in sustainable work practices	Core	Term 2	Teacher (T-P)	A, B, C, D	
BSBOPS201	Work effectively in business environments	Core	Term 3	Teacher (T-P)	A, C, D	
BSBTWK201	Work effectively with others	Listed Elective (C)	Term 3	Teacher (T-P)	A, C, D	
BSBPEF202	Plan and apply time management	Core	Term 3	Teacher (T-P)	A, C, D	
BSBCMM211	Apply communication skills	Core	Term 4	Teacher (T-P)	A, C, D	
BSBPEF201	Support personal wellbeing in the workplace	Listed Elective (A)	Term 4	Teacher (T-P)	A, B, C, D	
<u>TRAINING ARRANGEMENTS (ALL UNITS)</u> Sole trainer and assessor (Teacher facilitated face-to-face delivery) – under the support of the Binnacle Program Management (PM) Team.		<u>EVIDENCE GATHERING TECHNIQUES</u> 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.			<u>EVIDENCE KEY</u>	
					<b>A</b>	Quiz and short answer
					<b>B</b>	Case studies and scenarios
					<b>C</b>	Project tasks
					<b>D</b>	Practical Observations

<p><b>Binnacle-School Third-Party Arrangement</b></p>	<p>This Binnacle Training Program is delivered via a third-party arrangement with individual schools.</p> <p>Binnacle Training (Lead RTO) – Responsibilities:</p> <ul style="list-style-type: none"> <li>☑ Provision of all requisite training and assessment resources, plus online learning – via Learning Management System (Binnacle Lounge).</li> <li>☑ Ongoing program support, including dedicated Program Manager and Administration Officer.</li> <li>☑ Outcomes of training and assessment.</li> </ul> <p>School (Third-Party) Responsibilities:</p> <ul style="list-style-type: none"> <li>☑ Human Resources (Program Deliverer and at least one nominated back-up deliverer)</li> <li>☑ Physical Resources (equipment and facilities)</li> <li>☑ Facilitation of training and assessment services, on behalf of Binnacle Training as the RTO.</li> </ul> <p>School and cohort-specific information will be collected, and approved via Third-Party Monitoring Processes conducted by Binnacle Training.</p>
<p><b>Target Group</b></p>	<p>This program is offered to senior high school students (commencing in Year 10 or Year 11) wanting to:</p> <ul style="list-style-type: none"> <li>● seek skills and an entry-level qualification for the Business Services and interrelated industries; and</li> <li>● use the qualifications as an articulation into a higher certification (e.g. Certificate III/IV in Business).</li> </ul> <p><b><u>QLD SCHOOLS</u></b></p> <p>Upon successful completion of BSB20120 Certificate II in Workplace Skills, students are certified with a maximum 4 Queensland Certificate of Education (QCE) credits.</p>
<p><b>Entry Requirements</b></p>	<p>There are no formal training package entry requirements for this qualification.</p>
<p><b>Learning and Assessment Arrangements</b></p>	<p><b><u>DURATION</u></b></p> <p>The program content has been packaged into <u>4 terms</u> [based on delivery across <b>one line on the timetable (minimum 3 lessons per week, i.e. 210 minutes per week) over 1 year</b>]. This is consistent with the AQF volume of learning guidelines and can be adjusted depending on the learner cohort and individual students.</p> <p>A blended-delivery model will be used whereby students will have access to:</p> <ul style="list-style-type: none"> <li>● Trainer-led classroom delivery of content.</li> <li>● Self-directed learning modules.</li> <li>● Practical skill development reflective of workplace tasks.</li> <li>● Online modules that house learning content (within the Binnacle Lounge).</li> <li>● Assessment activities to be completed online within the Binnacle Lounge.</li> <li>● Assessment activities and projects to be completed in the classroom and/or student-led environment.</li> <li>● Participation in an ‘Industry Discovery’ is highly recommended although not mandatory for the course.</li> </ul> <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"> <li>● Knowledge quizzes, short answer questions and other project/case study reports.</li> <li>● Skills demonstrations, reports, documents, observations.</li> <li>● Simulated assessment environment (Business &amp; Tourism-related industry) – located at the school - for demonstration of skills (practical observations).</li> </ul>

	<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>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.</p> <p>Additional practical experience is undertaken by students across the program. Note while strongly recommended, ‘Industry Discovery’ is not mandatory.</p>
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<p><b>Learning and Assessment Arrangements</b></p>	<p><b><u>ORGANISATION</u></b></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 and learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> <li>● Practical tasks</li> <li>● Range of hands-on activities including customer interactions</li> <li>● Group work</li> <li>● Projects within the school (minimum of one different project per school term)</li> <li>● Practical experience within the school and outside of the school</li> </ul> <p>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.</p>
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<p><b>Learning and Assessment Arrangements</b></p>	<p><b><u>LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY ASSISTANCE</u></b></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.</p> <p>‘Reasonable adjustment’ is offered for most assessment items. This is indicated in the assessment table at the top of each assessment and is allocated based on the unit of competency requirements.</p>
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<p><b>Learning and Assessment Arrangements</b></p>	<p><b><u>OPPORTUNITY FOR RPL AND CREDIT TRANSFER</u></b></p> <p><b>Recognition of Prior Learning (RPL)</b> 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.</p> <p><b>Credit Transfer</b> 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.</p> <p>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).</p>
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<p><b>Learning and Assessment Arrangements</b></p>	<p><b>COURSE STRUCTURE</b></p>
<p><b>TERM 1</b></p>	<p><u>Topics:</u></p> <ul style="list-style-type: none"> <li>● Introduction to the Business Services Industry</li> <li>● Introduction to Entrepreneurship and Business</li> <li>● Introduction to Personal Finances</li> </ul> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <li>● Research Business Topics</li> </ul>

	<b>TERM 2</b>	<p><u>Topics:</u></p> <ul style="list-style-type: none"> <li>• Researching Topics and Group Presentation</li> <li>• Workplace Health and Safety</li> <li>• Sustainable Work Practices</li> </ul> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <li>• Group Presentation</li> <li>• WHS Processes at the 'Go! Regional' Travel Expo</li> </ul>
	<b>TERM 3</b>	<p><u>Topics:</u></p> <ul style="list-style-type: none"> <li>• Working in a Business Environment</li> <li>• Time Management</li> </ul> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <li>• Developing Teamwork in the Workplace</li> </ul>
	<b>TERM 4</b>	<p><u>Topics:</u></p> <ul style="list-style-type: none"> <li>• Personal Wellbeing</li> <li>• Communication Skills</li> </ul> <p><u>Projects:</u></p> <ul style="list-style-type: none"> <li>• Wellbeing in the Workplace</li> <li>• Hotel of the Month</li> </ul>

<b>Learning Resources</b>	<p>Students are provided with a full Course Content kit that is specific to each term of study which includes:</p> <ul style="list-style-type: none"> <li>• Unit Plan</li> <li>• Learner Companions</li> <li>• Learning Modules</li> <li>• Online Activities</li> <li>• Videos</li> <li>• Work templates and other work-related documents (e.g. policy manuals)</li> </ul>
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<b>School Physical Resource Requirements</b>	<p>Students must have access to all physical resources (either individually or through resources supplied by the school).</p> <p>Refer to: <a href="#">School Physical Resource Requirements</a></p>
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<b>Teacher Human Resource Requirements</b>	<p>Refer to: <a href="#">Teacher Human Resource Requirements</a></p> <p>Nominated trainer/s are listed against each unit of competency required to be completed in order for the student to achieve the qualification.</p>
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<b>Pathways</b>	<p>This Program will be used predominantly by students seeking to enter the Business Services or interrelated industries (e.g. Tourism) and/or as a pathway to a higher-level qualification (e.g. Certificate III in Business, with Binnacle Training or another Registered Training Organisation).</p>
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<b>LLND</b>	<p>A Language, Literacy, Numeracy and Digital Literacy (LLND) Screening process is undertaken prior to enrolment to provide students with course suitability advice.</p> <p>The <a href="#">ACSF</a> (Australian Course Skills Framework) levels identified within the units of competency for this short course are:</p> <ul style="list-style-type: none"> <li>• Learning = 3</li> <li>• Reading = 2</li> <li>• Writing = 3</li> <li>• Oral Communication = 2</li> <li>• Numeracy = 2</li> </ul> <p>The <a href="#">DLSF</a> (Digital Literacy Skills Framework) outlines the digital literacy performance levels required to use digital technologies for personal, educational and employment goals.</p>
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**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 Trade, Employment and Training (DTET) 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 DTET for student results to be forwarded to the Queensland Curriculum & Assessment Authority (QCAA).