



**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

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

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1. Program Inclusions

Upon successful completion of the Binnacle Short Course: Inclusivity and Communication in the Workplace, students will be issued a nationally recognised Statement of Attainment listing the 3 completed units of competency.

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

This course is delivered by your program deliverer (trainer and assessor) via a third-party arrangement between Binnacle Training (as the lead RTO) and the school (as the third party).

This short course has been packaged into a 1-Term format, based on 3 x 70 minute lessons (plus 1 x 70 minute self-directed learning session) per week.

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).

2.1 Mode of Delivery

This program uses a blended mode of delivery which includes face-to-face plus online training and assessment such as classroom lessons, digital learning modules, virtual lessons, online and practical assessment.

3. LLND and Course Suitability Advice

During pre-enrolment, students will complete an LLND Screening (via eSkilled) to establish their language, literacy, numeracy and digital literacy skill levels and will be provided with advice about whether the course is suitable for them.

Based on the outcome of this review, the school (on behalf of Binnacle Training) will provide the student with advice regarding the suitability of the training product to each prospective student prior to their enrolment being finalised. This process ensures students are fully informed about the program requirements before committing to the course or incurring any associated fees.

The following examples provide a snapshot of the reading, writing, numeracy, verbal communication, and digital literacy skills that would be expected in order to satisfy competency requirements:

Reading	• Evaluate textual information to determine regulatory requirements and internal policies. • Interpret workplace anti-discrimination policies and plain English documents produced by government information agencies.
Writing	• Record key information related to the outcomes of the job, using appropriate vocabulary and style. • Vary writing style to meet requirements of audience and purpose.
Verbal Communication	• Adjust tone, speech and pace to suit verbal interactions. • Select 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	• Understand nature and purpose of own role and associated responsibilities and how it contributes to organisational goals and outcomes. • Use problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement. • Use digital technology to find, record or communicate basic information. • Plan and implement routine tasks according to directions.
Teamwork	• Identify and take steps to follow accepted communication practices and protocols. • Contribute to work group activities using accepted conventions.

4. Fees

Binnacle Training invoices the school directly for the cost of the program. This means that students do not pay any fees directly to Binnacle.

Students should check with their school about payment - it may be set up like other subjects, and there may be additional fees for:

1. Learning resources or textbooks
2. Excursions or site visits
3. Equipment or materials specific to your program

A detailed breakdown of Binnacle course fees can be found on the [Binnacle Training website](#).

5. Completing Assessments

All assessment resources are online (practical components are completed in a real or simulated Business 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.

1. Students complete the assessment:	• Knowledge assessments completed online in your Binnacle Lounge. • Demonstrate required skills in practical tasks. • Access to training resources to assist with assessment are provided in the respective assessment tab.
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). • Feedback is provided directly within the Binnacle Lounge learning platform, where the outcome of each assessment item is also recorded.

6. Course Schedule

The table below shows the topics and projects scheduled for delivery and assessment throughout the term.

	TOPICS COVERED
TERM 1	INCLUSIVITY AND COMMUNICATION
	- Organisational and Legislative Requirements - Communication Styles, Methods and Challenges - Workplace Standards and Legislation - Major Groups in the Workplace and Community - The Value of Diversity
	SHOW SOCIAL AND CULTURAL SENSITIVITY
	- Communicate with Customers and Colleagues from Diverse Backgrounds - Address Cross-Cultural Misunderstandings

	SPECIFIC PROJECT REQUIREMENTS
	Project #1 - Show Social and Cultural Sensitivity in the Tourism Industry - Interacting with Customers - Handling Cross-Cultural Misunderstandings (role play) Project #2 - Inclusivity and Communication in the Workplace - 'Go! Regional' Travel Expo Display – Plan, Deliver and Review

7. Units of Competency in this Program

The following table illustrates the units of competency achieved through completion of this course:

Unit Code	Unit Title	Qualification Reporting	Scheduled for Finalisation	Training & Assessment Arrangements (Predominant Mode of Delivery)
BSBXC301	Engage in workplace communication	BSB30120 Certificate III in Business	Term 1	Blended Delivery - Teacher (Third Party) as Trainer & Assessor
BSBTWK301	Use inclusive work practices	BSB30120 Certificate III in Business	Term 1	Blended Delivery - Teacher (Third Party) as Trainer & Assessor
SITXCOM007	Show social and cultural sensitivity	SIT20125 Certificate II in Tourism	Term 1	Blended Delivery - Teacher (Third Party) as Trainer & Assessor

8. Pathways

Students who successfully complete the Inclusivity and Communication in the Workplace Short Course may explore the nationally recognised qualifications:

- SIT20125 Certificate II in Tourism
- BSB30120 Certificate III in Business

9. 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, reporting 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, course suitability advice, and student wellbeing.

10. Student Enrolment

Student enrolment into the program requires the school to have a current third-party agreement in place.

11. 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.