



Training and assessment strategy

BSB20115 Certificate II in Business – 4 QCE points CORE

St Joseph's College, Toowoomba

Disclaimer: The College must have certain teachers and equipment to run this course. If the school loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualifications. The school retains the right to cancel the vocational component of the course if it is unable to meet requirements. CORRECT AT THE TIME OF PRINTING 31/07/2018

Section 1 Program overview

1.1 National requirements

School name	St Joseph's College, Toowoomba
RTO ID	30103
QCAA no.	257
Qualification code	BSB20115
Qualification title	Certificate II in Business

1.2 Qualification

Requirement	Packaging rules
Qualification description and job roles	This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.
Packaging rules	<p>Total number of units = 12 1 core units plus 11 elective units</p> <p>http://training.gov.au/Training/Details/BSB20115</p> <p>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.</p>

1.3 Delivery and assessment

Requirement	Pre-enrolment information
Entry requirements	<p>There are no formal qualification entry requirements.</p> <p>Entry requirements for this program include the student's agreement and ability to undertake the following:</p> <ul style="list-style-type: none"> • Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level. • Attend and participate in scheduled training and assessment. • Participate in workplace tasks to employer expectations. • Be able to work in an industry environment and handle industry standard equipment. • Comply with the RTO code of conduct requirements, directions on work, and health and safety matters.
Mode of delivery	<p>The mode of delivery includes any combination of the following:</p> <ul style="list-style-type: none"> • face to face in a simulated workplace environment for required performance and knowledge evidence • work experience in commercial work site — third party report • online for some components of training for knowledge evidence • in a classroom ('off the job') for some components of training for knowledge evidence
Delivery location	The delivery location is the principle place of business of the RTO : St Joseph's College, Toowoomba

1.3 Delivery and assessment

Requirement	Pre-enrolment information
Program duration	Total program duration is 2 years of delivery and assessment.
Amount of learning	<p>The 'amount of learning' identifies the notional duration of all activities required for the achievement of the learning outcomes of this program.</p> <p>The nominal volume of learning for this program 2 years.</p> <p>This includes:</p> <ul style="list-style-type: none"> • 220 hours of scheduled training and assessment activity • one-on-one instruction as required • personal study time, either off the job or at home • additional language, literacy and numeracy training while enrolled and undertaking full-time school-based studies • online learning activities <p>Total amount of learning: R 1200–2400 hours</p>
Learning resources (Std 1.3)	<p>There are sufficient learning resources, equipment and facilities to:</p> <ul style="list-style-type: none"> • enable students to meet the requirements for each unit of competency • support the number of students undertaking the training and assessment.
Assessment resources	<p>Assessments will be formative and conducted on the job, where skills, knowledge and understanding may be demonstrated in the simulated workplace environment.</p> <p>Projects/tasks and work evidence will be progressively gathered by the assessor for units of competency until sufficient valid evidence is gathered to make assessment decisions on competency. Submission of written work is based on the requirements of the units of competency. Evidence of skills and knowledge will be gathered simultaneously.</p>
Evidence-gathering conditions	<ul style="list-style-type: none"> • Will be progressively gathered for groups of units simultaneously. • Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event. • Will be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, training journals and reviews of work products/folios and third party reports. • Will be done under the specific assessment conditions required by the units.
Work placement arrangements for students	<i>Work placement is not a requirement of the course; however students do have the opportunity within the 2 years to undertake Structured work place learning. Evidence of this can be submitted to trainers to work towards competency.</i>
Third party arrangements (Adjust as appropriate)	No services are delivered on behalf of the RTO.
Educational and support services	<p>Learners in this cohort are school students.</p> <p>The RTO will schedule supervised training and assessment sessions based on the timetable. Students may negotiate support in addition to scheduled hours, to develop the required skills and knowledge.</p> <p>Full details on accessing additional support are contained in the student handbook.</p> <p>R:\Vocational Education\Voc Ed\HANDBOOKS- MAGAZINE\Student Handbook\VET Student Information Handbook 2018 v15.doc</p>

1.3 Delivery and assessment

Requirement	Pre-enrolment information
Early termination of program	<p>In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver this program:</p> <ul style="list-style-type: none"> • students will be issued with a statement of attainment for any successfully completed units of competency • any fees paid toward the program will be refunded on a pro rata basis. <p>Full details of RTO's refund policy are contained in Student Handbook.</p> <p>R:\Vocational Education\VQFVET Policies and Procedures\Policies and Procedures\Financial management 9.doc</p>
Transition	<p>This qualification's status on www.training.gov.au is current at the time of this strategy's expected start date.</p> <p>If this qualification is superseded with a new version before the end of the expected duration of the program then:</p> <ul style="list-style-type: none"> • if practical, students will complete training and assessment and receive any appropriate certificates in the old qualification within 18 months of the release of the new version • if this is not practical, students will transition to the new qualification within 18 months and complete their training and assessment in the new version within the expected duration of the program. Credit will be arranged for units completed and deemed as equivalent.

1.4 Certification

Requirement	Description
Certificates and Statements of Attainment	<p>If a student is assessed as meeting the requirements of the qualification, and all agreed fees the student owes to the RTO have been paid, then within 30 calendar days of all conditions being met:</p> <ul style="list-style-type: none"> • an AQF certificate and record of results will be issued if the qualification in which the learner is enrolled is complete • a statement of attainment will be issued if the qualification in which the learner is enrolled is partially complete
Credit arrangements	<p>Transitioning from an old version to a new version of a training product</p> <p>If the national register (training.gov.au) deems a superseded unit of competency to be equivalent to its new replacement, students may claim credit for a successfully completed superseded unit.</p> <p>If a student already holds a unit of competency</p> <p>If a student has a statement of attainment for a unit of competency and it has the same code as a unit of competency making up this program, the student may make a claim for a credit transfer.</p>
Recognition of prior learning (RPL) arrangements	<p>Students may request recognition of prior learning (RPL) assessment. Students are advised of the opportunity to apply for RPL and, if requested, will be provided with an RPL document allowing them to provide verifiable details of prior learning. The evidence will be assessed for currency and against requirements of the units of competency, and an amended program strategy will be prepared, taking into account the student's prior learning.</p> <p>R:\Vocational Education\VQF\VET Policies and Procedures\Policies and Procedures\Assessment 9.doc</p>
Reissuing of Certificates and Statements of Attainment	<p>The RTO maintains an auditable-quality register of all AQF qualifications (including statements of attainment) issued and authorised to issue. The register contains sufficient information to identify correctly the holder of the qualification, the AQF qualification by its full title, and date of issue/award/conferral.</p> <p>The RTO has a policy that permits the replacement of certification documentation and maintains responsibility for authentication and verification of any replacement certification documentation.</p> <p>R:\Vocational Education\VQF\VET Policies and Procedures\Policies and Procedures\Administrative & records management procedures11.doc</p>
Unique Student Identifier (USI)	<p>The school RTO will not issue an AQF certificate, record of results or statement of attainment to a student without having a verified USI for that individual.</p> <p>A student may access their training records and results (transcript) by accessing their USI account online from a computer, tablet or smart phone. For more information, see: http://usi.gov.au/Students/pages/default.aspx</p>

Requirement	Description
Recording results	<ul style="list-style-type: none"> • Evidence-gathering instruments are used as evidence of a student's progress toward competency. • The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents. • Students may continue to submit evidence until they exit the program. • Assessor may determine final outcomes for units of competency at any time, but only after sufficient valid evidence has been gathered and assessed and any pre-requisite units have been successfully completed.

	<ul style="list-style-type: none"> • RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer or Withdrawn) in Student Data Capture System (SDCS). • All final outcomes must be entered into SDCS before the end of the last term of the VET program or immediately after a student exits the program. • RTO management reports student enrolment data to QCAA within the first term of the student's commencement of the VET program.
Student profiles	<ul style="list-style-type: none"> • Student profiles are updated by the assessor and are accessible to students on request. • Assessors update the profile to confirm an individual student's submission of evidence and record interim and final outcomes. • RTO management uses final outcomes recorded in student profiles to update SDCS.
Projects and evidence-gathering instruments	<ul style="list-style-type: none"> • All assessment activities, including projects and evidence-gathering tools, are identified by a code and listed in this document. • A mapping document provides evidence of how assessment activities, projects and evidence-gathering tools meet the requirements for each unit of competency.

Section 2 Core and elective components

List the units that are going to be delivered and assessed as part of this strategy.

Relevant standards: 1.1, 1.2, 1.4, 1.7, 1.8(a), 1.12, 3.5, Schedule 5

Note: A prerequisite unit may be delivered through an integrated approach with the secondary unit; it does not have to be fully completed before starting the secondary unit. However, to satisfy formal requirements, the prerequisite unit must be signed off prior to the secondary unit

Core and elective units being offered	Unit type	Pre-requisite unit required?
BSBWHS201 Contribute to health and safety of self and others	CORE	<input type="checkbox"/>
BSBWOR202 Organise and complete daily work activities	ELECTIVE	<input type="checkbox"/>
BSBCMM201 Communicate in the workplace	ELECTIVE	<input type="checkbox"/>
BSBWOR203 Work effectively with others	ELECTIVE	<input type="checkbox"/>
BSBWOR204 Use business technology	ELECTIVE	<input type="checkbox"/>
BSBADM101 Use business equipment and resources	ELECTIVE	<input type="checkbox"/>
BSBIND201 - Work effectively in a business environment	ELECTIVE	<input type="checkbox"/>
BSBCUS201 Deliver service to customers	ELECTIVE	<input type="checkbox"/>
BSBITU201 Produce simple word processed documents	ELECTIVE	<input type="checkbox"/>
BSBITU202 Create and use spreadsheets	ELECTIVE	<input type="checkbox"/>
BSBITU302 Create electronic presentations	ELECTIVE	<input type="checkbox"/>
BSBITU102 Develop keyboard skills	ELECTIVE	<input type="checkbox"/>
Optional units and flexibility	<p><i>Electives were chosen to meet Training package requirements. They also aim to equip the students with work ready skills for industry. These electives also match the Trainer/Assessor skill set.</i></p> <ul style="list-style-type: none"> • There are no options regarding choice of electives. • The selection of electives made by the RTO have be guided by the job outcomes sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification. • If a student has a statement of attainment for a unit of competency and it has the same code as a unit of competency making up this program (or has been superseded), the student may make a claim for a credit transfer. • Students may request recognition of prior learning (RPL) assessment. • Students are advised of the opportunity to apply for RPL and, if requested, will be provided with an RPL document allowing them to provide verifiable details of prior learning. The evidence will be assessed for currency and against requirements of the units of competency, and an amended program strategy will be prepared, taking into account the student's prior learning. <p>RTO's RPL policy is in page 5 of Assessment Policy. Students are given further information on request.</p> <ul style="list-style-type: none"> • ..1..IVQFVET Policies and Procedures\Policies and Procedures\Assessment 8.doc 	

Section 3 Program details

Assessment project / activity / task (All codes and names must match Section 8)				
Project 1	BUSPR1			
Estimated duration	6 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units.)	Evidence-gathering tool code
Description (summary)	Word Processing <i>This unit describes the skills and knowledge required to correctly operate word processing applications in the production of workplace documents.</i> <i>A holistic approach is taken to the assessment of BSBITU201. Clustering of assessment and a combination of short answer questions, practical activities, observations and an assignment have been used to provide evidence of a student's competency.</i>	BSBITU201 Produce simple word processed documents	Observation checklist	<input checked="" type="checkbox"/> BUSOB1
			Short Answer Responses	<input checked="" type="checkbox"/> BUSSA1
			Review of product /service against specifications	<input type="checkbox"/>
			Review folio of work against specifications	<input checked="" type="checkbox"/> BUSPA1 BUSPA3 BUSPA4
			Third party report	<input type="checkbox"/>
			Safety induction checklist	<input type="checkbox"/>
Project 2	BUSPR2			
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code
Description (summary)	Health and safety	BSBWHS201 Contribute to health and safety of self and others	Observation checklist	<input checked="" type="checkbox"/> BUSOB2

Assessment project / activity / task (All codes and names must match Section 8)					
	<p><i>This unit describes the performance outcomes, skills and knowledge required to participate in work health and safety (WHS) processes to protect own health and safety, and that of others.</i></p> <p><i>A holistic approach is taken to the assessment of BSBWHS201A. There is a combination of a quiz, observations, short answer questions, case studies and a team project.</i></p>		Short Answer Responses	<input checked="" type="checkbox"/>	BUSSA2 BUSSA3
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA5 BUSPA6
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	
Project 3	BUSPR3				
Estimated duration	6 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)		Evidence-gathering tool code
Description (summary)	<i>BSBIND201: This unit describes the performance outcomes, skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards. No licensing, legislative, regulatory or certification requirements</i>	BSBWOR202 Organise and complete daily work activities BSBWOR203 Work effectively with others BSBIND201 - Work effectively in a business environment BSBITU102 Develop keyboard skills	Observation checklist	<input checked="" type="checkbox"/>	BUSOB3
			Short Answer Responses	<input checked="" type="checkbox"/>	BUSSA4
			Review of product /service against specifications	<input type="checkbox"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA8 BUSPA9 BUSPA10 - optional BUSPA11

Assessment project / activity / task (All codes and names must match Section 8)

	<p>apply to this unit at the time of endorsement.</p> <p><i>BSBWOR202: This unit describes the performance outcomes, skills and knowledge required to organise and complete work activities, and to obtain feedback on work performance.</i></p> <p><i>BSBWOR203: This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.</i></p> <p><i>A holistic approach is taken to the assessment of BSBIND201, BSBWOR20A and BSBWOR203. There is a combination of a BUSA4 Quiz; BUSPA9 Case Studies; BUSPA8 Activity Sheets; BUSOB3 Observations; a team project BUSPA11; and work experience is optional</i></p>		<p>Third party report</p>	<input type="checkbox"/>	
			<p>Safety induction checklist</p>	<input type="checkbox"/>	
<p>Project 4</p>	<p>BUSPR4</p>				
<p>Estimated duration</p>	<p>4 Weeks</p>	<p>Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i></p>	<p>Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)</p>		<p>Evidence-gathering tool code</p>

Assessment project / activity / task (All codes and names must match Section 8)

Description (summary)	Communication <i>A holistic approach is taken to the assessment of the communication unit. There is a combination of Observation BUSOB4; Written Exercise BUSPA12; and 2 Practical Assessments BSBPA13 & BSBPA14.</i>	BSBCMM201 Communicate in the workplace	Observation checklist	<input checked="" type="checkbox"/>	BUSOB4
			Questions checklist	<input type="checkbox"/>	
			Review of product /service against specifications	<input type="checkbox"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA12 BUSPA13 BUSPA14
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	
Project 5	BUSPR5				
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)		Evidence-gathering tool code
Description (summary)	Business Technology <i>This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the</i>	BSBWOR204 Use business technology	Observation checklist	<input checked="" type="checkbox"/>	BUSOB5
			Questions checklist	<input type="checkbox"/>	
			Review of product /service against specifications	<input type="checkbox"/>	

Assessment project / activity / task (All codes and names must match Section 8)					
	<p>effective use of computer software to organise information and data.</p> <p>A holistic approach is taken to the assessment of BSBWOR204A. There is a combination of observations, activities and an assignment.</p>		<p>Review folio of work against specifications</p>	<input checked="" type="checkbox"/>	BUSPA15 BUSPA16
			<p>Written Exam</p>	<input checked="" type="checkbox"/>	BUSWR1
			<p>Safety induction checklist</p>	<input type="checkbox"/>	
Project 6	BUSPR6				
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code	
Description (summary)	<p>BSBADM101 Use business equipment and resources</p> <p>This unit describes the skills and knowledge required to choose equipment and resources to complete a variety of tasks under direct supervision.</p> <p>BSBITU102 Develop keyboard skills</p> <p>This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings.</p> <p>A holistic approach is taken to the assessment of BSBADM101 and BSBITU102. Clustering of assessment and a combination of written work, activities, simulations, case studies, observations and a</p>	<p>BSBADM101 Use business equipment and resources</p> <p>BSBITU102 Develop keyboard skills</p>	Observation checklist	<input checked="" type="checkbox"/>	BUSOB9
			Short Answer Responses	<input type="checkbox"/>	
			Review of product /service against specifications	<input type="checkbox"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA18 BUSPA19
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	

Assessment project / activity / task (All codes and names must match Section 8)

	portfolio have been used to evidence a student's competency.				
Project 7	BUSPR7				
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code	
Description (summary)	Spreadsheets <i>This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using spreadsheet software. A holistic approach is taken to the assessment of BSBITU202. There is a combination of observations, short answer questions and practical activities (portfolio and an assignment).</i>	BSBITU202 Create and use spreadsheets	Observation checklist	<input checked="" type="checkbox"/>	BUSOB7
			Short Answers Responses	<input checked="" type="checkbox"/>	BUSSA6
			Review of product /service against specifications	<input type="checkbox"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA21 BUSPA22
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	
Project 8	BUSPR8				
Estimated duration	6 Weeks	Unit/s for which evidence will be gathered <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	Evidence-gathering techniques used (More than one technique must be	Evidence-gathering tool code	

Assessment project / activity / task (All codes and names must match Section 8)

		ticked for each unit or cluster of units)			
Description (summary)	Electronic Presentations & Deliver a service to customers <i>This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access.</i> <i>A holistic approach is taken to the assessment of BSBITU302. There is a combination of observations, activities, assignment and an exam.</i>	BSBITU302 Create electronic presentations BSBCUS201 Deliver service to customers	Observation checklist	<input checked="" type="checkbox"/>	BUSOB8
			Questions checklist	<input type="checkbox"/>	
			Short Answer Response	<input checked="" type="checkbox"/>	BUSSA7
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA17 BUSPA23 BUSPA24
			Written Exam	<input checked="" type="checkbox"/>	BUSWR2
			Safety induction checklist	<input type="checkbox"/>	

