



# Training and assessment strategy

BSB20115 Certificate II in Business – 4 QCE points CORE

St Joseph's College, Toowoomba


Delivery per 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 22/07/2019

# 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	Confirmed by RTOM
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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Packaging rules	<p>Total number of units = 12 1 core units plus 11 elective units of which:</p> <ul style="list-style-type: none"><li>• 7 elective units must be selected from the elective units listed below</li><li>• 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level</li><li>• if not listed below, 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification.</li></ul> <p><a href="http://training.gov.au/Training/Details/BSB20115">http://training.gov.au/Training/Details/BSB20115</a></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment		
Requirement	Pre-enrolment information	Confirmed by RTOM
Entry requirements	There are no formal qualification entry requirements. Entry requirements for this program include the student's agreement and ability to undertake the following: <ul style="list-style-type: none"> <li>• Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level.</li> <li>• Attend and participate in scheduled training and assessment.</li> <li>• Participate in workplace tasks to employer expectations.</li> <li>• Be able to work in an industry environment and handle industry standard equipment.</li> <li>• Comply with the RTO code of conduct requirements, directions on work, and health and safety matters.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment		
Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Mode of delivery</b>	<p>The mode of delivery includes any combination of the following:</p> <ul style="list-style-type: none"> <li>• face to face in a simulated workplace environment for required performance and knowledge evidence</li> <li>• work experience in commercial work site — third party report</li> <li>• online for some components of training for knowledge evidence</li> <li>• in a classroom ('off the job') for some components of training for knowledge evidence</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Delivery location</b>	<p>The delivery location is the principle place of business of the RTO.            St Joseph's College, Toowoomba            54 James Street, TOOWOOMBA</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Program duration</b>	<p>Total program duration is 2 years of delivery and assessment.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Amount of learning</b>	<p>The 'amount of learning' identifies the notional duration of all activities required for the achievement of the learning outcomes of this program.            The nominal volume of learning for this program is <input type="checkbox"/> 1 year <b>R 2 years</b>.            This includes:</p> <ul style="list-style-type: none"> <li>• <input type="checkbox"/> 110 hours <b>R 220 hours</b> of scheduled training and assessment activity</li> <li>• one-on-one instruction as required</li> <li>• personal study time, either off the job or at home</li> <li>• additional language, literacy and numeracy training while enrolled and undertaking full-time school-based studies</li> <li>• online learning activities</li> </ul> <p>Total amount of learning: <input type="checkbox"/> 600–1200 hours <b>R 1200–2400 hours</b></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Learning resources</b> (Std 1.3)	<p>There are sufficient learning resources, equipment and facilities to:</p> <ul style="list-style-type: none"> <li>• enable students to meet the requirements for each unit of competency</li> <li>• support the number of students undertaking the training and assessment.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Assessment resources</b>	<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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Evidence-gathering conditions</b>	<ul style="list-style-type: none"> <li>• Will be progressively gathered for groups of units simultaneously.</li> <li>• Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event.</li> <li>• 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.</li> <li>• Will be done under the specific assessment conditions required by the units.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Work placement arrangements for students</b>	<p><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></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment			
Requirement	Pre-enrolment information		Confirmed by RTOM
<b>Third party arrangements</b> (Adjust as appropriate)	No services are delivered on behalf of the RTO.	<p><i>'Third party' means any party that provides services on behalf of the RTO, but does not include a contract of employment between an RTO and its employee.</i></p> <p><i>The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</i></p> <p><i>The RTO must disclose to the student the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Educational and support services</b>	<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>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Early termination of program</b>	<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"> <li>• students will be issued with a statement of attainment for any successfully completed units of competency</li> <li>• any fees paid toward the program will be refunded on a pro rata basis.</li> </ul> <p>Full details of RTO's refund policy are contained in Student Handbook.</p>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	 <p>Student Information 2019.doc</p>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Transition</b>	<p>This qualification's status on TGA 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"> <li>• 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</li> <li>• 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.</li> </ul>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1.4 Certification

Requirement	Description	Confirmed by RTOM
<b>Certificates and Statements of Attainment</b>	<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"> <li>• an <b>AQF certificate and record of results</b> will be issued if the qualification in which the learner is enrolled is complete</li> <li>• a <b>statement of attainment</b> will be issued if the qualification in which the learner is enrolled is partially complete</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Credit arrangements</b>	<p><b>Transitioning from an old version to a new version of a training product</b>            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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p><b>If a student already holds a unit of competency</b>            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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Recognition of prior learning (RPL) arrangements</b>	<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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>R:\Vocational Education\VQF\VET Policies and Procedures\Policies and Procedures\Assessment 9.doc</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Reissuing of Certificates and Statements of Attainment</b>	<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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>            Certification 2019.docx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<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>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.4 Certification		
<b>Unique Student Identifier (USI)</b>	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: <a href="http://usi.gov.au/Students/pages/default.aspx">http://usi.gov.au/Students/pages/default.aspx</a>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.5 Reporting		
Requirement	Description	Confirmed by RTOM
<b>Recording results</b>	<ul style="list-style-type: none"> <li>• Evidence-gathering instruments are used as evidence of a student's progress toward competency.</li> <li>• The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents.</li> <li>• Students may continue to submit evidence until they exit the program.</li> <li>• 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.</li> <li>• RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer or Withdrawn) in Student Data Capture System (SDCS).</li> <li>• 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.</li> <li>• RTO management reports student enrolment data to QCAA within the first term of the student's commencement of the VET program.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Student profiles</b>	<ul style="list-style-type: none"> <li>• Student profiles are updated by the assessor and are accessible to students on request.</li> <li>• Assessors update the profile to confirm an individual student's submission of evidence and record interim and final outcomes.</li> <li>• RTO management uses final outcomes recorded in student profiles to update SDCS.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Projects and evidence-gathering instruments</b>	<ul style="list-style-type: none"> <li>• All assessment activities, including projects and evidence-gathering tools, are identified by a code and listed in this document.</li> <li>• A mapping document provides evidence of how assessment activities, projects and evidence-gathering tools meet the requirements for each unit of competency.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 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"/>
BSBITU211 Produce digital text documents		ELECTIVE	<input type="checkbox"/>
BSBITU212 Create and use spreadsheets		ELECTIVE	<input type="checkbox"/>
BSBITU312 Create electronic presentations		ELECTIVE	<input type="checkbox"/>
BSBITU112 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"> <li>• There are <b>no</b> options regarding choice of electives.</li> <li>• 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.</li> <li>• 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.</li> <li>• Students may request recognition of prior learning (RPL) assessment.</li> <li>• 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.</li> </ul> <p><i>RTO's RPL policy is in page 5 of Assessment Policy. Students are given further information on request.</i></p>		

## 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>	BSBITU211 Produce digital text 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 <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>	BSBWHS201 Contribute to health and safety of self and others	Observation checklist	<input checked="" type="checkbox"/>	BUSOB2
			Short Answer Responses	<input checked="" type="checkbox"/>	BUSSA2 BUSSA3
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA5 BUSPA6



Assessment project / activity / task (All codes and names must match Section 8)					
	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.		Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	
<b>Project 3</b>	<b>BUSPR3</b>				
<b>Estimated duration</b>	6 Weeks	<b>Unit/s for which evidence will be gathered</b> Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.	<b>Evidence-gathering techniques used</b> (More than one technique must be ticked for each unit or cluster of units)	<b>Evidence-gathering tool code</b>	
<b>Description (summary)</b>	<p><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 apply to this unit at the time of endorsement.</i></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</i></p>	<p>BSBWOR202 Organise and complete daily work activities</p> <p>BSBWOR203 Work effectively with others</p> <p>BSBIND201 - Work effectively in a business environment</p> <p>BSBITU112 Develop keyboard skills</p>	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
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	

Assessment project / activity / task (All codes and names must match Section 8)					
	<p>environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.</p> <p>A holistic approach is taken to the assessment of BSBIND201, BSBWOR20A and BSBWOR203. There is a combination of a BUSSA4 Quiz; BUSPA9 Case Studies; BUSPA8 Activity Sheets; BUSOB3 Observations; a team project BUSPA11; and work experience is optional</p>				
<b>Project 4</b>	<b>BUSPR4</b>				
<b>Estimated duration</b>	4 Weeks	<b>Unit/s for which evidence will be gathered</b> <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	<b>Evidence-gathering techniques used</b> (More than one technique must be ticked for each unit or cluster of units)	<b>Evidence-gathering tool code</b>	
<b>Description (summary)</b>	<p>Communication</p> <p>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 &amp; BSBPA14.</p>	BSBCMM201 Communicate in the workplace	<b>Observation checklist</b>	<input checked="" type="checkbox"/>	BUSOB4
			<b>Questions checklist</b>	<input type="checkbox"/>	
			<b>Review of product /service against specifications</b>	<input type="checkbox"/>	
			<b>Review folio of work against specifications</b>	<input checked="" type="checkbox"/>	BUSPA12 BUSPA13 BUSPA14
			<b>Third party report</b>	<input type="checkbox"/>	
			<b>Safety induction checklist</b>	<input type="checkbox"/>	

Assessment project / activity / task (All codes and names must match Section 8)					
Project 5	BUSPR5				
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered Mapping tool aligns evidence to performance and knowledge requirements see Section 8.	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 This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. A holistic approach is taken to the assessment of BSBWOR204A. There is a combination of observations, activities and an assignment.	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"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA15 BUSPA16
			Written Exam	<input checked="" type="checkbox"/>	BUSWR1
			Safety induction checklist	<input type="checkbox"/>	
Project 6	BUSPR6				
Estimated duration	4 Weeks	Unit/s for which evidence will be gathered Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)		Evidence-gathering tool code
Description (summary)	BSBADM101 Use business equipment and resources This unit describes the skills and knowledge required to choose equipment and resources to complete a variety	BSBADM101 Use business equipment and resources BSBITU112 Develop keyboard skills	Observation checklist	<input checked="" type="checkbox"/>	BUSOB9
			Short Answer Responses	<input type="checkbox"/>	
			Review of product /service against specifications	<input type="checkbox"/>	

Assessment project / activity / task (All codes and names must match Section 8)					
	<i>of tasks under direct supervision.</i> <i>BSBITU112 Develop keyboard skills</i> <i>This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings.</i> <i>A holistic approach is taken to the assessment of BSBADM101 and BSBITU112. Clustering of assessment and a combination of written work, activities, simulations, case studies, observations and a portfolio have been used to evidence a student's competency.</i>		Review folio of work against specifications	<input checked="" type="checkbox"/>	BUSPA18 BUSPA19
			Third party report	<input type="checkbox"/>	
			Safety induction checklist	<input type="checkbox"/>	
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)	<b>Spreadsheets</b> <i>This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using spreadsheet software.</i> <i>A holistic approach is taken to the assessment of BSBITU212. There is a combination of observations, short answer questions and practical activities (portfolio and an assignment).</i>	BSBITU212 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"/>	

Assessment project / activity / task (All codes and names must match Section 8)					
<b>Project 8</b>	<b>BUSPR8</b>				
<b>Estimated duration</b>	6 Weeks	<b>Unit/s for which evidence will be gathered</b> <i>Mapping tool aligns evidence to performance and knowledge requirements, see Section 8.</i>	<b>Evidence-gathering techniques used</b> (More than one technique must be ticked for each unit or cluster of units)		<b>Evidence-gathering tool code</b>
<b>Description (summary)</b>	<b>Electronic Presentations &amp; Deliver a service to customers</b> <i>This unit describes the skills and knowledge required to design and produce electronic presentations for speakers, for self access and online access. A holistic approach is taken to the assessment of BSBITU312. There is a combination of observations, activities, assignment and an exam.</i>	BSBITU312 Create electronic presentations BSBCUS201 Deliver service to customers	<b>Observation checklist</b>	<input checked="" type="checkbox"/>	BUSOB8
			<b>Questions checklist</b>	<input type="checkbox"/>	
			<b>Short Answer Response</b>	<input checked="" type="checkbox"/>	BUSSA7
			<b>Review folio of work against specifications</b>	<input checked="" type="checkbox"/>	BUSPA17 BUSPA23 BUSPA24
			<b>Written Exam</b>	<input checked="" type="checkbox"/>	BUSWR2
			<b>Safety induction checklist</b>	<input type="checkbox"/>	

