

BSB20115 Certificate II in Business



Qualification Outline Online

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The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the BSB20115 Certificate II in Business completed via online delivery.

This is your training and assessment plan.

BSB20115 Certificate II in Business

About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in the below sectors for over 5 years.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising

As a Registered Training Organisation:

- * We provide flexible work based solutions for employers and staff
- * Have a strong team of trainers expertise
- * Have demonstrated knowledge in developing concepts for training regimes that reflect the employer business needs
- * Have a strong account management structure
- * Have a sound internal working management system that ensures we commit to our promise
- * Have a culture that built entirely on customer care

The Need

General: There is a growing need for experienced, qualified people across all industries. The BSB20115 Certificate II in Business is ideal for participants seeking a professional advantage in pursuing a customer focus role or requiring further development in a current role. In today's market often a business is provided with an edge simply by the level of staff they employ and develop.

	<p>From an industry perspective: Entry level business staff are often promoted or employed into a role based on their sound knowledge. This is a guarantee of knowing their role intimately however the shortfall is often found in the planning process for future sales. The development of these skills is an integral component to ensuring a sales person or team are highly equipped with the most appropriate skills and knowledge.</p> <p>From potential participants' perspective:</p> <p>Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Staffs also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.</p>
<p>Target Market</p>	<p>Typically students will work in the following roles:</p> <ul style="list-style-type: none"> • Administration Assistant • Clerical Worker • Data Entry Operator • Information Desk Clerk • Office Junior • Receptionist
<p>Entry requirements</p>	<p>Training Package: No entry requirements specified</p> <p>Wise Education Requirements: Participants must be able to fulfil the following specific requirements:</p> <ul style="list-style-type: none"> • Pay your student qualification fee • Complete an enrolment form • Complete a language, literacy and numeracy test as part of the enrolment form • The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to: Wise Education Group PO Box 6252 Alexandria NSW 2015 <p>You will also be provided with a copy of the Qualification Outline and Participant Handbook.</p>
<p>Outcomes</p>	<p>This program has been designed to equip participants (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge:</p> <ul style="list-style-type: none"> • Contribute to health and safety of self and others • Effective communication skills • Using various pieces of business technology • Use word and excel documents • Work sustainably

Program overview	The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System. Participants will be allocated a 1 unit of competency at a time.																								
Delivery and Assessment	<p>The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.</p> <p>At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.</p> <p>The modules are made up of 2 components:</p> <ul style="list-style-type: none"> • Learning Content • The quiz, which are your assessment questions combined with My Project which are both free form text assessment. • You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context <p>You will flow to each component as you complete each section.</p>																								
Duration	This course is to be completed over a 12 month period, but is completely self-paced so you are able to complete it sooner if you wish.																								
Pre requisites	There are no unit level pre requisites that participants must complete to enter this program.																								
Packaging	<p>To complete this qualification participants must complete a total of 12 units of competency comprising:</p> <p>1 core unit plus 11 elective units which may be taken from the list below</p>																								
Units	<p>Wise Education Group is able to deliver and assess the following units of competency. Units of competency will be selected to create a specialisation that is specific to the client.</p> <table border="1" data-bbox="424 1442 1481 1982"> <thead> <tr> <th>Unit Code</th> <th>Unit Title</th> <th>Core/ Elective</th> </tr> </thead> <tbody> <tr> <td>BSBWHS201</td> <td>Contribute to health and safety of self and others</td> <td>Core</td> </tr> <tr> <td>BSBCUS201</td> <td>Deliver a service to customers</td> <td>Elective</td> </tr> <tr> <td>BSBIND201</td> <td>Work effectively in a business environment</td> <td>Elective</td> </tr> <tr> <td>BSBCMM201</td> <td>Communicate in the workplace</td> <td>Elective</td> </tr> <tr> <td>BSBINM201</td> <td>Process and maintain workplace information</td> <td>Elective</td> </tr> <tr> <td>BSBSUS201</td> <td>Participate in environmentally sustainable work practices</td> <td>Elective</td> </tr> <tr> <td>BSBWOR202</td> <td>Organise and complete daily work activities</td> <td>Elective</td> </tr> </tbody> </table>	Unit Code	Unit Title	Core/ Elective	BSBWHS201	Contribute to health and safety of self and others	Core	BSBCUS201	Deliver a service to customers	Elective	BSBIND201	Work effectively in a business environment	Elective	BSBCMM201	Communicate in the workplace	Elective	BSBINM201	Process and maintain workplace information	Elective	BSBSUS201	Participate in environmentally sustainable work practices	Elective	BSBWOR202	Organise and complete daily work activities	Elective
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BSBWOR203	Work effectively with others	Elective
BSBWOR204	Use business technology	Elective
BSBITU201	Produce simple word processed documents	Elective
BSBITU202	Create and use spreadsheets	Elective
BSBINM202	Handle mail	Elective

Delivery arrangements

The delivery of this qualification will be completely on the job or in the employment organisation and the Employer is responsible for ensuring that on the job training is undertaken in the workplace. Wise Education Group will support the off the job component and detailed below (Training Log) is the material provided to the Employer for this support The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.

In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.

You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.

In each of the learner’s guides, workplace activities are provided to ensure that the appropriate learning is being undertake in the workplace.

A Training Log is also provided with outlined activities for the workplace against each unit of competency. All parties responsibilities for the on and off the job training is detailed in the Training Log.

Sequencing

The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.

Your units of competency will be provided as follows:

Unit Code	Unit Title	Month
BSBWHS201	Contribute to health and safety of self and others	Month 1
BSBCUS201	Deliver a service to customers	Month 2
BSBIND201	Work effectively in a business environment	Month 3
BSBCMM201	Communicate in the workplace	Month 4
BSBINM201	Process and maintain workplace information	Month 5
BSBSUS201	Participate in environmentally sustainable work practices	Month 6
BSBWOR202	Organise and complete daily work activities	Month 7

BSBWOR203	Work effectively with others	Month 8
BSBWOR204	Use business technology	Month 9
BSBITU201	Produce simple word processed documents	Month 10
BSBITU202	Create and use spreadsheets	Month 11
BSBINM202	Handle mail	Month 12

Work environment

Participants enrolled in this qualification are not required to have full access to a working environment. However you're Trainer/ Assessor will work with you to identify local community organisations so you can fulfil volunteering activities to effectively support this program.

Assessment

There are three forms of assessment:

1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

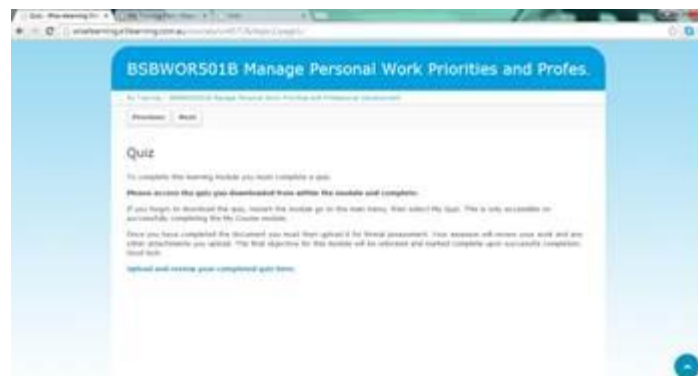
For My Quiz



Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready are upload return to the Training screen and select the upload option.

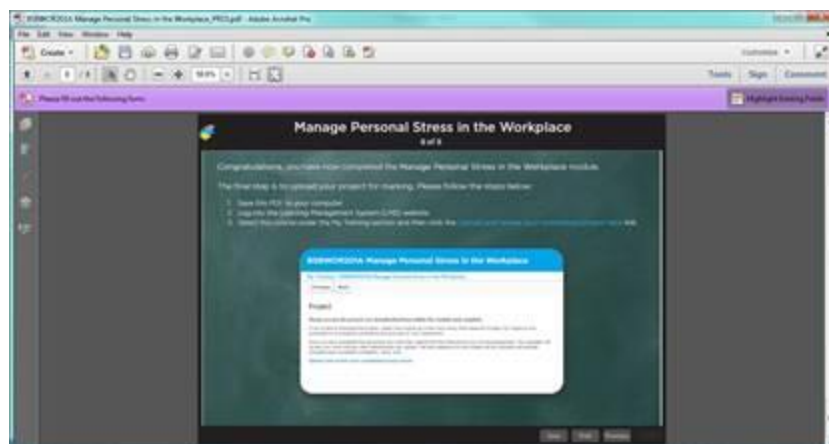


For My Project

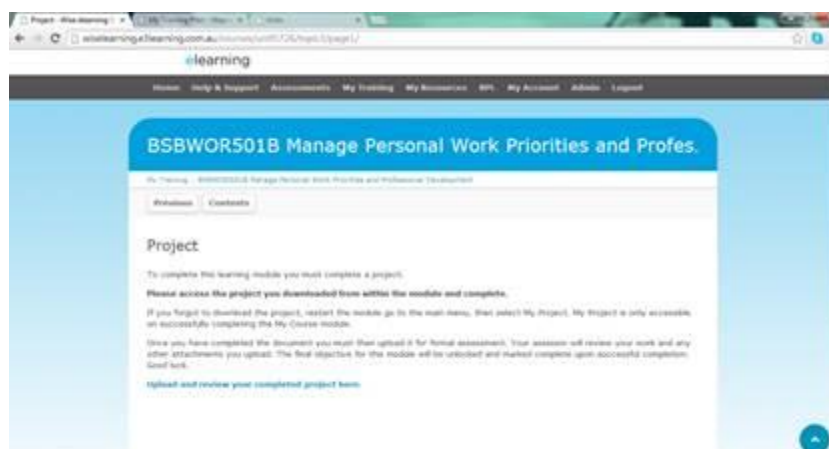


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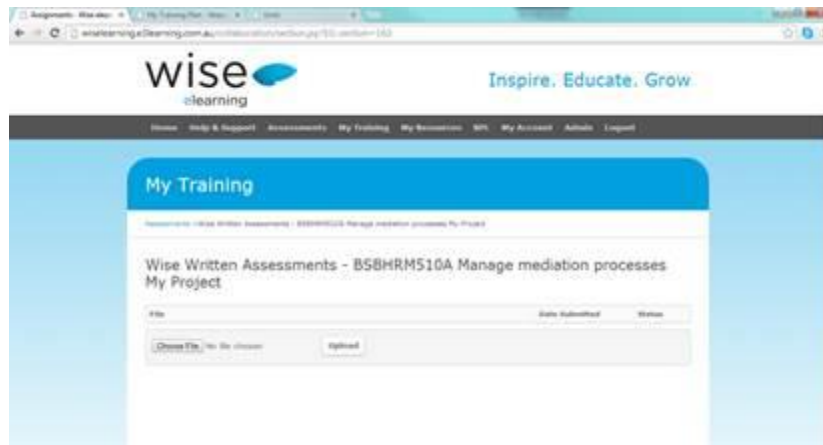
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Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready are upload return to the Training screen and select the upload option.



RPL

All participants will be provide with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Application Kit
- RPL Evidence Guide

Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.

Validation

Pre implementation

The assessment materials developed for each module have been through a pre delivery validation process conducted by an industry and training and assessment expert from WISE EDUCATION GROUP. This process was a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.

The outcomes of the assessment validation process were recorded in the WISE EDUCATION GROUP Validation Action Plan template.

Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.

Post implementation

After a module has been delivered and assessed WISE EDUCATION GROUP will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcomes of this process will be documented in the WISE EDUCATION GROUP management system.

Resources

To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment.

Facilities and Equipment	<p>Access with the following facilities & equipment:</p> <ul style="list-style-type: none"> • Business technology
Trainer Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for Certificate II in Business students.</p> <ul style="list-style-type: none"> • WISE EDUCATION GROUP Trainer Scheduling doc • Learners Guide with Facilitator notes for activities • Assessment Kit • Assessors Marking Guide • Mapping Guide <p>For more information on the delivery and assessment materials to be used by the trainer please refer to the central register: WISE EDUCATION GROUP Curriculum Resource and Development Plan.</p>
Student Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for business clients.</p> <ul style="list-style-type: none"> • WISE EDUCATION GROUP Trainer Scheduling doc • Training Log • Wise Education Group Learners Guide • Wise Education Group Assessment Kit
Other resources	<p>WISE EDUCATION GROUP provides additional resources to support the delivery. These include:</p> <ul style="list-style-type: none"> • Custom built in-house programs that address specific soft skills development • PowerPoint presentations • Online webinars • Review of training plans quarterly • Regular email and phone support • Live Chat • Skype meetings
Trainer requirements	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> • Hold a TAE40110 Certificate IV in Training and Assessment • Hold the following qualifications: <ul style="list-style-type: none"> ○ BSB20115 Certificate II in Business (or equivalent or a level higher) • Have worked as a Trainer/ Assessor professional within the last 12 months • Have worked in a regulated education and care facility with a minimum of 3 years' experience • Hold membership or that of a related industry body • Have participated in specific professional development within the last 12 months; and • Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan

	<ul style="list-style-type: none"> Have undertaken training and assessment professional development within the last 12 months. 																																							
Trainer Allocation	<p>Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:</p> <table border="1" data-bbox="422 434 1460 1296"> <thead> <tr> <th>Unit Code</th> <th>Unit Title</th> <th>Trainer/ Assessor</th> </tr> </thead> <tbody> <tr> <td>BSBWHS201</td> <td>Contribute to health and safety of self and others</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBCUS201</td> <td>Deliver a service to customers</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBIND201</td> <td>Work effectively in a business environment</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBCMM201</td> <td>Communicate in the workplace</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBINM201</td> <td>Process and maintain workplace information</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBSUS201</td> <td>Participate in environmentally sustainable work practices</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBWOR202</td> <td>Organise and complete daily work activities</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBWOR203</td> <td>Work effectively with others</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBWOR204</td> <td>Use business technology</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBITU201</td> <td>Produce simple word processed documents</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBITU202</td> <td>Create and use spreadsheets</td> <td>Nicole McKinnon</td> </tr> <tr> <td>BSBINM202</td> <td>Handle mail</td> <td>Nicole McKinnon</td> </tr> </tbody> </table>	Unit Code	Unit Title	Trainer/ Assessor	BSBWHS201	Contribute to health and safety of self and others	Nicole McKinnon	BSBCUS201	Deliver a service to customers	Nicole McKinnon	BSBIND201	Work effectively in a business environment	Nicole McKinnon	BSBCMM201	Communicate in the workplace	Nicole McKinnon	BSBINM201	Process and maintain workplace information	Nicole McKinnon	BSBSUS201	Participate in environmentally sustainable work practices	Nicole McKinnon	BSBWOR202	Organise and complete daily work activities	Nicole McKinnon	BSBWOR203	Work effectively with others	Nicole McKinnon	BSBWOR204	Use business technology	Nicole McKinnon	BSBITU201	Produce simple word processed documents	Nicole McKinnon	BSBITU202	Create and use spreadsheets	Nicole McKinnon	BSBINM202	Handle mail	Nicole McKinnon
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Foundation skills	<p>Foundation skills are embedded in Training Package units of competency. Foundation Skills Summaries record how the foundation skills are covered in every nationally endorsed qualification (source http://www.training.gov.au). Refer to the training package specific unit of competency to view the foundation skills summary for that unit.</p>																																							
Pathways	<p>Upon successful completion of this qualification, participants are able to continue their learning journey into:</p> <p>BSB30115 Certificate III in Business</p>																																							
Access & Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.</p>																																							
Support Services	<p>Learning Support – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p>																																							

	<p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p>Student Support – Wise Account Manager and Wise Trainer</p> <p>Online Communication Strategy (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p>
<p>Participant Satisfaction</p>	<p>Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.</p>
<p>Your Commitment</p>	<ul style="list-style-type: none"> • Actively participate in your modules • Liaise with your Trainer/Assessor to receive adequate support • Complete your modules and assessment in a timely manner

Appendix A

Online Training Communication Process

