

# BSB41715

## Certificate IV in Recordkeeping



## Qualification Outline

### Online Delivery

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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 BSB41715 Certificate IV in Record Keeping completed via online delivery.

This is your training and assessment plan.

## BSB41715 Certificate IV in Recordkeeping

### 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 various sectors for over 7 years and hold a strong portfolio of participants.

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
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

### **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 industry needs
- \* Have a strong account management structure
- \* Have a sound internal working management system that ensures we commit to our promise

<p>The Need</p>	<ul style="list-style-type: none"> <li>* Have a culture that is built entirely on customer care</li> <li>* Have a Work Placement Scheme that supports most qualifications</li> <li>* Have logbooks that record your work placement activities and supports your practical learning</li> <li>* Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer</li> </ul>
	<p><b>General:</b> There is a growing need for experienced, qualified managers and supervisors across all industries. The BSB41715 Certificate IV in Records Keeping is ideal for participants seeking a professional advantage in pursuing a records keeping supervisory role or requiring further development in a current role. This course covers a range of entry level skills as follows:</p> <ul style="list-style-type: none"> <li>• Overall records management</li> <li>• strategy implementation including customer service protocols</li> <li>• work, health &amp; safety</li> <li>• project management</li> <li>• time management and efficiencies</li> <li>• Working in an innovative environment</li> </ul> <p><b>From an industry perspective:</b></p> <p><b>Employers perspective:</b></p> <p>Employers must ensure that their workers maintain and follow the requirements of the Education and Care Services National Regulations and the National Quality Standard. In order to do this they must support the implementation of an approved learning framework. As a result, Employers take advantage of the nationally accredited framework and funding opportunities available to them to support the further education of their own staff. This is a critical component of their success as a business and often will form part of all parents when making decisions.</p> <p><b>From potential participants' perspective:</b></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 they will work in the following roles:</p> <ul style="list-style-type: none"> <li>• Records Analyst</li> <li>• Medical Records Officer</li> <li>• Records and Information Officer</li> <li>• Recordkeeping Officer</li> </ul> <p>Individuals with this qualification are able to perform roles, such as:</p> <ul style="list-style-type: none"> <li>• communicating with team members and management</li> <li>• being a role model for other team members</li> </ul>

	<ul style="list-style-type: none"> <li>• consulting and developing objectives within the team</li> <li>• improving work practices</li> <li>• monitoring operational performance</li> <li>• actively seeking feedback on own performance</li> <li>• accurately maintaining and creating records</li> </ul>
<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"> <li>• Pay your student qualification fee</li> <li>• Complete an enrolment form</li> <li>• Complete a language, literacy and numeracy test as part of the enrolment form</li> <li>• 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: <b>Wise Education Group</b> <b>PO Box 6252 Alexandria NSW 2015</b></li> <li>• You will also be provided with a copy of the Qualification Outline and Participant Handbook.</li> </ul>
<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"> <li>• Use Technology in the Workplace</li> <li>• Safety at Work</li> <li>• Review the Status of a Record</li> <li>• Maintain Records On-line</li> <li>• Establish Record System for a Small Office</li> <li>• Advanced Customer Service</li> </ul>
<p>Program overview</p>	<p>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.</p>
<p>Delivery and Assessment</p>	<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"> <li>• Learning Content</li> </ul>

	<ul style="list-style-type: none"> <li>• The quiz, which are your assessment questions combined with My Project which are both free form text assessment.</li> <li>• You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context</li> </ul> <p>You will flow to each component as you complete each section.</p>								
<p><b>Duration</b></p>	<p>This option is available for all level entry participants</p> <p>This program will be delivered over a 12 month period and you will require allocating 36 hours a month of study (440 for 12 months). This will equate to 9 hours per week. If you are able to allocate more hours than the total length of program can be reduced.</p> <p>If you select to study over an 18 month period then your weekly hours of study will be 6 hours per week.</p> <ul style="list-style-type: none"> <li>• The trainer/assessor will also provide phone, email or skype support to each participant allocating a maximum of 1 hour per month. This will allow 12 hours of support time over the duration of the training program.</li> </ul>								
<p><b>Pre requisites</b></p>	<p>There are no unit level pre requisites that participants must complete to enter this program.</p>								
<p><b>Packaging</b></p>	<p>To complete this qualification participant must complete a total of 10 units of competency as set out by the Training Package. This is to consist of 4 core units and 6 elective units.</p> <ul style="list-style-type: none"> <li>• a minimum of 4 units must be selected from the elective unit list below the remaining units:</li> <li>• may be from the elective units below</li> <li>• may be from any other qualification outline at this same level</li> <li>• must have no more than 1 unit from either a Certificate III or Diploma qualification from our suite of qualification outlines</li> </ul>								
<p><b>Units</b></p>	<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. Please nominate the units of competency selected that are most appropriate to the client.</p> <p><b>Core</b></p> <table border="1" data-bbox="406 1534 1428 1769"> <tr> <td>BSBRKG401 Review the status of a record</td> <td>Compulsory</td> </tr> <tr> <td>BSBRKG402 Provide information from and about records</td> <td>Compulsory</td> </tr> <tr> <td>BSBRKG403 Set up a business or records system for a small business</td> <td>Compulsory</td> </tr> <tr> <td>BSBRKG404 Monitor and maintain records in an online environment</td> <td>Compulsory</td> </tr> </table> <p><b>Electives Select all 6 from the list below</b></p>	BSBRKG401 Review the status of a record	Compulsory	BSBRKG402 Provide information from and about records	Compulsory	BSBRKG403 Set up a business or records system for a small business	Compulsory	BSBRKG404 Monitor and maintain records in an online environment	Compulsory
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BSBRKG404 Monitor and maintain records in an online environment	Compulsory								

Elective units	Selection can be made by ticking the appropriate units of competency
<b>Customer Service</b>	
BSBCUS401 Coordinate implementation of customer service standards	<input type="checkbox"/>
BSBCUS402 Address customer needs	<input type="checkbox"/>
<b>Innovation</b>	
BSBINN301 Promote innovation in a team environment	<input type="checkbox"/>
<b>Project Management</b>	
BSBPMG522 Undertake project work	<input type="checkbox"/>
<b>Workplace Effectiveness</b>	
BSBLDR403 Lead team effectiveness	<input type="checkbox"/>
BSBWOR404 Develop work priorities	<input type="checkbox"/>

**Delivery arrangements**

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.

**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:

Code	Unit Title	Month
BSBRKG401	Review the status of a record	Month 1
BSBRKG402	Provide information from and about records	Month 2
BSBRKG403	Set up a business or records system for a small business	Month 3
BSBRKG404	Monitor and maintain records in an online environment	Month 4
BSBCUS401	Coordinate implementation of customer service standards	Month 5
BSBCUS402	Address customer needs	Month 6
BSBINN301	Promote innovation in a team environment	Month 7

	BSBPMG522	Undertake project work	Month 8
	BSBLDR403	Lead team effectiveness	Month 9
	BSBWOR404	Develop work priorities	Month 10
Work environment	Participants enrolled in this qualification will need to demonstrate they have had full access to a workplace and its facilities and be able to qualify how they maintained workplace competency in a sales environment.		
Assessment	<p>The assessments that participants enrolled in this program are required to complete will include a mix of:</p> <ul style="list-style-type: none"> <li>• Competency based questions from a predetermined question bank</li> <li>• Practical observations or demonstrations in the workplace if necessary (face to face only)</li> <li>• Completion of collection of workplace documents (logbooks, reports) or online tool</li> <li>• Referee testimonial</li> </ul> <p>Specific detail on the assessments is included in the RPL guides made available</p>		
RPL Guidelines	<p>Wise Education Group has developed the following guides to ensure the RPL process is seamless and to industry standard</p> <ul style="list-style-type: none"> <li>• RPL Assessors Guide (part A)</li> <li>• RPL Participant Application Kit (part B)</li> <li>• RPL Evidence Guide (part C-G)</li> <li>• Evidence Gathering Table Online Tool</li> </ul> <p>Wise Education Group also provides mapping of all evidence against the qualification and this can be found in the Evidence Guide C-G.</p>		
Validation	<p><b>Pre implementation</b></p> <p>The assessment materials developed have been through a pre delivery validation process conducted by an industry and training and assessment expert from Wise Education Group and these are scheduled over a 5-year period. This process is 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.</p> <p>The outcomes of the assessment validation process were recorded in the Wise Education Group Validation Action Plan template.</p> <p>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.</p> <p><b>Post implementation</b></p> <p>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 outcome of this process will be documented in the Wise Education Group management system.</p>		

	<p>Wise Education Group has a Risk Validation tool that identifies our risk areas and these areas are rated for purpose of action. The risk validation sheet also boasts a validation schedule.</p>
Resources	<p>To adequately support the delivery of the workplace qualification, Wise Education Group will collect the appropriate policies and procedures from the client so the learning and assessment can be contextualised appropriately. These documents will be saved on our SharePoint drive and made available to the Trainer/ Assessor working on the qualification and client account.</p>
Facilities and Equipment	<p>Access to a workplace with the following facilities &amp; equipment:</p> <ul style="list-style-type: none"> <li>• Operating location</li> <li>• WHS policies, procedures, handbook</li> <li>• Workplace policies and procedures</li> <li>• Operational plans, business performance documentation</li> </ul>
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 clients.</p> <ul style="list-style-type: none"> <li>• WISE EDUCATION GROUP Trainer Scheduling doc</li> <li>• Learners Guide with Facilitator notes for activities</li> <li>• Assessment Kit</li> <li>• Assessors Marking Guide</li> <li>• Mapping Guide</li> <li>• 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.</li> </ul>
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 retail clients.</p> <ul style="list-style-type: none"> <li>• WISE EDUCATION GROUP Trainer Scheduling doc</li> <li>• Online Learners Guide through Catapult</li> <li>• Assessment Kit through Catapult</li> </ul>
Trainer requirements	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> <li>• Hold a TAE40110 Certificate IV in Training and Assessment</li> <li>• Hold the following qualifications:             <ul style="list-style-type: none"> <li>○ Certificate IV in Records Keeping BSB41707 (or equivalent or a level higher)</li> </ul> </li> <li>• Have worked as a Trainer/ Assessor professional within the last 12 months</li> <li>• Have worked in a Supervisory or Management with a minimum of 3 years' experience</li> <li>• Hold membership or that of a related industry body (updates from the Business Skills Industry)</li> <li>• Have participated in specific professional development within the last 12 months; and</li> <li>• Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan</li> </ul>

Trainer Allocation	<ul style="list-style-type: none"> <li>Have undertaken training and assessment professional development within the last 12 months.</li> </ul>																								
	<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>																								
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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 <a href="http://www.training.gov.au">http://www.training.gov.au</a>). 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> <ul style="list-style-type: none"> <li>BSB51707 Diploma of Recordkeeping.</li> </ul>																								
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><b>Learning Support</b> – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p><b>Student Support</b> – Wise Account Manager and Wise Trainer</p> <p><b>Wise Education Group Learner &amp; Client Engagement Strategy</b></p> <p><b>Student Orientation Procedure</b></p>																								

	<p><b>Online Engagement Strategy</b> For our distance learners we also adopt the Online Engagement Strategy to ensure you are well supported throughout your program (Appendix A)</p>
<p><b>Participant Progress</b></p>	<p>WISE EDUCATION GROUP will upkeep the progress of all students within the Student Management System- JobReady You will receive regular emails from your Trainer at least fortnightly to check on your progress between delivery and assessment events.</p>
<p><b>Participant Satisfaction</b></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><b>Your Commitment</b></p>	<ul style="list-style-type: none"> <li>• Actively participate in your modules</li> <li>• Liaise with your Trainer/Assessor to receive adequate support</li> <li>• Complete your models and assessment in a timely manner</li> </ul>