

TRAINING PRODUCT			
	Code	Title	Version/release number
Training Package:	BSB	Business Services	2.0
Qualification:	BSB20115	Certificate II in Business	1.0
Currency of training product and any transition plans	<i>This training product is current.</i>		
Estimated duration:	<i>Certificate delivery occurs over two years. Students may enroll in 'double' classes to complete the program in one year. However, this will be negotiated with the enrolment staff case-by-case. An individualized timetable will be provided upon enrolment.</i>		
Expected locations training and assessment provided	<i>Training and assessment will occur at Sevenoaks Senior College. Opportunity to conduct training and assessment through excursions may be negotiated during the training program. Enrolment to participate in a related work placement.</i>		
Mode of delivery	<i>Classroom and simulated environments. Specific details relating to method of assessment (eg observation, written, product) will be provided through program material. Enrolment to participate in related work placement/s.</i>		
Material and equipment to be provided by learner	<i>Standard stationary products. Students are expected to maintain College safety requirements in relation to clothing. Resource books and equipment identified in Fees and Charges information available through the College Front Office.</i>		
Requirements to enter and complete training product	<i>No requirements.</i>		
National Code	Unit Description		
BSBCMM201	Communicate in the workplace		
BSBIND201	Work effectively in a business environment		
BSBITU202	Create and use spreadsheets		
BSBITU302	Create electronic presentations		
BSBWHS201	Contribute to the Health and Safety of others		
BSBWOR203	Work effectively with others		
<i>BSBCUS201</i>	<i>Deliver a service to customers</i>		
<i>BSBITU102</i>	<i>Develop keyboarding skills</i>		
<i>BSBITU201</i>	<i>Produce simple word processed documents</i>		
<i>BSBITU203</i>	<i>Communicate electronically</i>		
<i>BSBSUS201</i>	<i>Participate in environmentally sustainable work practices</i>		
<i>BSBWOR204</i>	<i>Use business technology</i>		

Training and assessment arrangements

Assessment is the process of collecting evidence and making judgments about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

Assessment will be based on students' completing tasks and activities to demonstrate the student has gained the skills and knowledge required. Assessment methods may include observation, practical activities, projects, exercises, portfolios and work-based activities.

There is no 'fail' in a competency based training system. The student demonstrates that they have achieved all the elements, performance criteria and requirements as set out in the relevant Training Package. A student is assessed as either 'not yet satisfactorily' demonstrated the competency or as competent.

Training and assessment will mainly occur in the College environment, however, students are expected to participate in work placement/s to reinforce and contextualize their learning through on-job experience.

Amount of Training: Class / simulated environment / work placement

Approximately 256 hours in- class participation

Refer to relevant timetables based on four one hour zones per week over two years (64 weeks) or eight one hour zones over 32 weeks.

Approximately 80 hours private study time approximately 40 hours per timetabled class (either 40 hours per year over two years or 80 hours over one year)

Up to 220 hours on-job

Up to 60 hours off-job (including *ADWPL Skills Journal* - BSB20115 Certificate II in Business and *Confirmation of employers capacity to support practice and feedback*)

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Delivery and Assessment Schedule

Due dates for all assessment tasks are clearly outlined.

Changes to the assessment schedule are sometimes necessary. Where changes are to be made, students will be consulted and changes communicated to students.

It is a teacher's responsibility to manage the delivery and assessment schedule.

It is a student's responsibility to participate in delivery and assessment on time.

A teacher may, at their discretion, choose to alter a deadline for submission of all or part of a task, students will be consulted and changes communicated to students.

Students who are absent from assessments need to contact the relevant teacher on the day of the assessment, or if this is not possible, immediately on return to College. Students may be required to provide a medical certificate or a note from their parent/guardian explaining their absence. If the reason for the absence is acceptable to the College, alternative arrangements for the assessment may be made.

Reasonable Adjustment

Under the *Disability Standards for Education 2005*, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. If you believe you may require reasonable adjustment of Assessment due to Disability, or other reason, please speak with your teacher and/or the Program Coordinator – Vocational education and Training (PC-VET).

Students who are unable to complete tasks because of their cultural beliefs must speak with your teacher and/or the PC-VET as soon as possible.

Skills Recognition

Skills Recognition allows you to apply for credit for competencies for which you believe you already have the skills. There is no limit to the number of competencies that you can apply for through, either:

- Recognition of Qualifications issued by Other Registered Training Organizations
- Credit Transfer
- Overseas skills recognition
- Recognition of Prior Learning

Recognition of Prior Learning (RPL)

You may have skills and/or knowledge that enable you to gain a qualification or some Units of Competency without completing a standard training course. RPL recognizes prior knowledge and experience and measures it against the course in which you are enrolled.

If you request RPL **you** will need to provide evidence of your prior learning. You will need to provide evidence of your skills and knowledge, and an assessor will make a judgment (based on this evidence) about your competence. This process is called 'assessment'.

You will be required to provide evidence to an assessor of the skills and knowledge that you have gained in a previous work, life or training experience. Some of the types of evidence you could provide include:

- Written references and/or referees details
- Diary or journal records
- Reports- photos or videos of your workmanship
- Letters of support from people you have worked for
- Certificates
- Group certificates (paid or unpaid)
- Samples of your work
- Practical demonstration

IMPORTANT: The skills and knowledge that you have obtained in a prior experience must be current, i.e. you can still do today

RPL Process

The College has a five stage RPL Process:

- **Stage One:** Discuss Self Assessment with teacher/trainer in relation to Units of Competency being considered for RPL – conduct Self Assessment
- **Stage Two:** Apply for RPL. Complete and submit form: *Application for Recognition of Prior Learning VET* (located on the College web page at: <http://sevenoaks.wa.edu.au/vet-documents/>) to the teacher
- **Stage Three:** The assessor will examine application and conduct interview
- **Stage Four:** If required the assessor will conduct observation and assessment of candidate's performance in practical test/s
- **Stage Five:** Applicant will be notified of results including any proposed gap training and assessment

An important thing to remember throughout the process is that it is your responsibility to demonstrate your skills and knowledge to an assessor. The assessor will be looking for evidence that you can do tasks required.

No additional internal charges are required for this application however if external cost are incurred, these may need to be met by the applying student.

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Recognition of Qualifications issued by Other Registered Training Organizations (RTOs) or Australian Qualifications Framework authorized issuing organisations, or authenticated VET transcripts issued by the Registrar – Mutual Recognition

The College recognizes the Australian Quality Framework Qualifications and Statements of Attainment issued by another RTO or Australian Qualifications Framework authorized issuing organisations, or authenticated VET transcripts issued by the Registrar. Please make enquiries to the Program Coordinator – College Operations, program teacher or PC-VET or as part of your *Enrolment Review Form* (located on the College web page at: <http://sevenoaks.wa.edu.au/vet-documents/>).

Credit Transfer

If you have completed a similar course, you may be awarded credit in the qualification or unit of competency you are enrolled in at the College. This process requires an assessment of a course, unit or module you have previously completed against the course you are enrolled in at Sevenoaks Senior College. If you request credit transfer you must provide documentary evidence of your completed studies eg If you have previously successfully completed a unit of competency which has the same name but the last letter in it's code is different – you need to apply for Credit Transfer as there may have been changes in the Unit of Competency.

You can apply for Credit Transfer through the Program Coordinator – College Operations, program teacher or College VET Coordinator or as part of your *Enrolment Review Form* <http://sevenoaks.wa.edu.au/vet-documents/>.

Overseas skills recognition

The Overseas Qualifications Unit assists migrants, who are permanent residents or temporary residents of Western Australia, with recognition of their overseas gained qualifications and skills. Further information can be accessed at: <http://det.wa.edu.au/training/oqu/index.html>

Complaints and appeals procedures

Appeal

Appeals are requests for review of decisions made by the RTO. These decisions could involve assessments, progression to further training, enrolment or access to support services.

Appellants (person making the appeal) are encouraged where they are comfortable and it is appropriate to speak directly with the person concerned to informally discuss and resolve the appeal.

Students wishing to make an appeal may approach the relevant staff member, or make an appointment with either the Principal or Vice Principal. The Principal or Vice Principal will conduct an initial discussion with the Appellant (person making the appeal).

If the Principal or Vice Principal and the Appellant agree, the processes included in the Appeals Form (located on the College web page at: <http://sevenoaks.wa.edu.au/vet-documents/>) will be followed until a point when a satisfactory outcome is achieved.

If a student is not satisfied with the outcome of the appeal they may contact the Training and Accreditation Council, refer to the following webpage: <http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>

Complaint

Complaints are allegations made by a learner or client that relate to the conduct of an RTO, its staff, or other learners.

Students wishing to make a complaint may approach the relevant staff member, or make an appointment with either the Principal or Vice Principal.

Complaints will be dealt with based upon Department of Education policy and process.

If a student is not satisfied with the outcome of the complaint you may contact the Training and Accreditation Council, refer to the following webpage: <http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>

Access to records

All students are able to access their training and general records. If you wish access to records contact the following staff:

Record type	Relevant staff
Personal details recorded on system	Advocate
General College progress and performance feedback	Advocate
Attendance records	Advocate
Enrolment details Learning support needs	Advocate or Teacher/Trainer
Program inform., progress, feedback, record of assessment, etc	Teacher/Trainer
Statements of attainment and qualifications issued	PC-VET
Fees and financial	Reception
Records of complaints and appeals	Principal or Vice Principal

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Student support services

Sevenoaks Senior College offers and provides multiple support services for students. Many support services such as literacy or numeracy support will be provided as an integrated part of your training program (including relevant WACE courses) however, access to other services can usually be identified through your Advocate or the Student Services reception area (next to the café entry).

Some of these services include:

- Counselling
- Activities
- First Aid
- Hurt or unwell
- Lost property
- Games
- Youth Allowance/Austudy and Abstudy
- Safety, Access and Equity
- Library

If you find you need new or increased support since your enrolment, or simply want to speak with someone, please speak with your Advocate or a staff member at the Student Services reception area.

Personal counseling / support is available through the College's Youth Workers who can be accessed in the Student Services reception area, or appointments can be made through your Advocate or Reception.

Details about Information Technology Usage can be accessed through your Advocate.

Career guidance services are available through the College's Career Development Coordinator located in the library. Appointments can be made with the Coordinator through the appointment book located in the library. Career Resources are currently available on the College's website:

Work placement support and advice is available by speaking with the College's Workplace Learning Coordinator or your relevant Workplace Learning teacher.

Fees and charges, including refunds

Information regarding Fees and Charges is available through the College's Reception.

Certification and Statements of Attainment

Students who successfully complete the required units of competency will gain a Certificate. Students who do not complete all the required units of competency to qualify for a Certificate will receive a Statement of Attainment.

Originals will be distributed to the student via either: Presentation Ceremony; Advocacy, or; Mail out.

This will occur automatically 30 calendar days after a student achieves the Certificate, at the end of their scheduled program, or upon official notification of withdrawal from the Certificate. Non-compulsory school age students withdrawing from the College must request their Statement of Attainment through the PC-VET.

Students can access a re-print of their Certificate or Statement of Attainment by contacting the College and requesting a reprint through the PC-VET.

As per Clause 3.6 b of the RTO Standards 2015:

The RTO meets the requirements of the Student Identifier scheme, including:

- b. ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*

students must provide their USI to be issued certification.

Unique Student Identifier (USI)

All students studying any Certificate program while at Sevenoaks Senior College requires an Unique Student Identifier (USI).

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in late 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals>.

If you are successful in gaining an exemption you must be aware that:

- Assessment results will not appear on their authenticated VET transcript or be available to them via the USI System.
- If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively.

Students who do not already have an USI should read the Getting a USI Information document that can be downloaded from VET documents section of the College webpage.

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