Vocational Education and Training
Student Handbook for
BSB20115 Certificate II in Business
2017

Timetable code: VBS
Number of QCE Points: 4
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HOD Information Technology and Design, Business, STEM
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HOD VET:
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Congratulations for choosing **BSB20115 Certificate II in Business** a Vocational Education and Training (VET) qualification offered at Windaroo Valley State High School as an ‘Options Pathway’ subject. VET qualifications at school are designed to prepare you for further study, an apprenticeship or employment after year 12.

Windaroo Valley SHS (WVSHS) is a **Registered Training Organisation (RTO)** and is currently able to offer Certificate II in Business, Certificate I in Information, Digital Technology and Media, Certificate I in Hospitality, Certificate II in Hospitality, Certificate II in Kitchen Operations and Certificate II in Outdoor Recreation. Other certificate courses undertaken at WVSHS are trained and assessed by other RTOs; eg Bluedog Training oversees Certificate I in Construction, Binnacle oversees Certificate III in Sport and Recreation.

Because WVSHS is an RTO as well as a school, there are extra standards and processes that must be met. Your teacher/s have extra qualifications and have worked in the business industry and related jobs. They are referred to as trainers and assessors. They attend specialised professional development and industry currency activities on a regular basis to ensure they can offer you the very best training possible.
Course Outline

This certificate course is a Vocational Education Training (VET) course which provides students with knowledge and skills that are applicable in the business environment.

There are **12 units of competency in this qualification**. They are:

**Core Units**
- BSBWHS201 Contribute to health and safety of self and others

**Elective Units**
- BSBADM101A Use Business equipment and resources
- BSBIND201A Work effectively in a business environment
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR202A Organise and complete daily work activities
- BSBWOR203B Work effectively with others
- BSBWOR204A Use Business Technology
- BSBCMM201A Communicate in the workplace
- BSBITU201A Produce simple word processing documents
- BSBINM201A Process and maintain workplace information
- BSBITU202A Create and use spreadsheets

Assessment

Students are assessed using a variety of techniques ranging from:

- Portfolios of work
- Trainer observation
- Booklets
- Replication of workplace situations

Competency Based Assessment

This type of assessment is different to assessment in Authority (OP) and Study Area Syllabus (SAS) subjects. Your work is not judged against a set of standards (or criteria or dimensions of learning). Rather, you must be able to demonstrate you have the necessary underpinning knowledge and can apply this in a practical way in a workplace setting to industry standard.

You are judged either **competency achieved (CA)** or **working towards competency (WTC)**. This means you demonstrate that you either can or can’t do something at that point in time. You will be given a number of opportunities to demonstrate that you are competent.
Results will be recorded in a spreadsheet on G drive and you will have access to your results at all times by asking your Trainer/Assessor. Evidence of competency will be collected over the duration of the course.

Completion of the Qualification

To achieve the qualification, you must provide sufficient evidence for all units of competency. You will then be awarded 4 QCE points. If you are unable to complete all necessary competencies by the end of the course, then you will receive a Statement of Attainment, which shows what units of competency you have completed. QCE points are awarded proportionately eg if you have completed half the units, you will be awarded 2 QCE points.

To complete the qualification after school, you can approach another RTO who offers the course, and complete it there.

Prerequisites

Nil

Additional Costs

- USB
- General writing equipment
- Print credit needs to be maintained as assessment will be required in a printed format.

Additional Equipment/Uniform

Not applicable

Workplace Health and Safety

Students are expected to be safe, timely, active and respectful at all time. All equipment respectfully. Manufacture instructions and trainer directions must be followed at all times.

Recognition of Prior Learning (RPL)

If you believe you have knowledge and skills that could be considered as evidence to your competence, you can apply for RPL. Examples include work you do as paid employment, voluntary work, or other studies outside the school. If you wish to
apply for RPL, your trainer will refer you to the HOD VET (Mrs Silcox). You will receive an RPL application form. It is your responsibility to provide evidence to support your application. Your trainer will make contact with the employer/supervisor/manager to help in the decision making of the RPL application. Based on evidence provided, the decision will be made by your trainer with the HOD VET, Mrs Silcox. Your records will be updated

**Pathways to Career Options**

- TAFE and University – Certificate III and upwards
- Business administration
- Marketing and desktop publishing
- Managing/owning businesses

**Refund Policy**

In the event that you leave this course, the subject levy you have paid will be transferred to another school cost/levy (or refunded) proportionately to the time spent in the course and materials, etc used.

**Reprint of Certificate/Statement of Attainment**

If you misplace your issued certificate/statement and request the school to reprint it for you, you will require proof of identity. NB by using your USI you can access your learning account on-line [http://usi.gov/students/page/default.aspx](http://usi.gov/students/page/default.aspx)

**Complaints and Appeals Process**

If you have a grievance concerning the manner in which the RTO (school) operates in the delivery of the qualification, then the following options are available:

**Informal Complaint**

You should first approach your trainer and discuss the issue. If you feel uncomfortable about doing this, or the issue is not resolved, then you should speak with the HOD of Information Technology and Design, Business, STEM. Your next person to contact is Mrs Silcox, and your final option is to speak with Mrs Leamon as she is the Deputy Principal who looks after VET. In most instances, you will work out the issue with your trainer.
Formal Complaint

A formal complaint needs to be in writing. You can write a letter, but to make it easier for you, there is a form available G: Common\VET\Info for Students. A third party (someone else you trust eg parent or another teacher) can represent you. The complaint goes to Mrs Silcox and Mrs Leamon. It receives prompt written acknowledgement that the complaint has been received and is considered by the School VET committee within 21 days. You (or your third party) have the opportunity to present your case to the committee. The decision in communicated to you when the complainant when resolved. There is a register of complaints and appeals kept by the school.

Your Responsibilities

Please remember that this certificate course is a vocational course. That means we are preparing you for the workforce. You are expected to conduct yourself as if you are an employee and your trainer is your shift manager. The HODs are like your HR Manager (looks after human resources, that is, whether or not you have a job). Mrs Leamon and the other Deputy Principals are like General Managers and Mr McKeown, the CEO (Chief Executive Officer).

If a student is referred to a HOD (HR Manager) for not having the correct equipment or uniform, not completing tasks to the best of his/her ability and on time, or for being late (not meeting work requirements), that really is the equivalent of a formal warning that unless he/she meets the job requirements, they will no longer be employed. In such a situation, the trainer is obviously unable to judge the student competent for employability skills and some elements of competence.

Like an employee, you are expected to take responsibility for yourself. Please make sure you:

- Demonstrate the ability to work in an industry environment and handle industry standard equipment respectfully.
- Create a Unique Student Identifier (USI) and email it to vet@wvhigh.eq.edu.au. If you have not created a USI yet, you can do so at Australian Government USI website - create your USI. You will need one of the following forms of identification: Driver’s licence, Medicare card, Australian passport, Visa (with Non-Australian Passport) for international students, birth Certificate (Australian) — please note a birth certificate extract is not sufficient, certificate of registration by descent, citizenship certificate or ImmiCard.

- Follow all workplace health and safety and behaviour requirements expected of students at WVSHS and extra WHS requirements related to the certificate course and equipment you are handling to ensure your safety and the safety of others. You will complete the unit of competency BSBWHS201A Contribute to health and safety of self and others that includes very specific safety information.
- Have an **attendance rate of over 90%** and be **on time**. Again, this is a workplace expectation, but you need to be at school working to get through the course. Even with a medical certificate, your trainer is unable to judge you as competent if you have not been present to demonstrate your competence.

- **Complete all tasks expected** of you in the **timeframe** given. You are a senior student. Your enrolment is dependent on you being an active student and completing assessment.

- **Access extra support** if you are having difficulty completing your course and keeping to timeframes, due dates & 90% attendance. Depending on the reason for your difficulty and the type of support you need, there is many staff at WVSHS who can provide extra support. They include:
  - Your trainer, Information Technology and Design, Business, STEM HOD, HOD VET (Mrs Silcox),
  - Your Year Co-ordinators, Mrs Lilino Year 11 and Ms Karpinskaia Year 12
  - Deputy Principal, Mr Ritchie Year 11 and Mrs Leamon Year 12
  - Support Team - Guidance officers, school nurse, Youth worker, Indigenous liaison officer, Chaplain – all located in the Art block.
  - For students with disability – HOSES (Ms McConkey) or your case manager
  - Your care teacher

- Discuss any **medical concerns** that may affect your ability to participate in activities with your trainer.