

C A R E E R T R A I N I N G I N S T I T U T E

BSB20115

Certificate II in Business



RTO Code 21607



Course information

This course is comprised of units that cover a range of routine processes such as technology use, communication, workplace health and safety processes, scheduling, time management, teamwork and dispatch.

Pathways

Entry requirements – there are no entry requirements for this qualification.

This course is recommended for initial enrolment by students in Year 10. Students might need to complete units in Year 11.

Pathway from the qualification – students can undertake a BSB30115 Certificate III in Business or other suitable Certificate III qualification.

Qualification

This course has been developed to enable learners to achieve the BSB20115 Certificate II in Business. To receive the qualification learners must complete a total of 12 units.

Code	Title	Core/Elective
BSBWHS201	Contribute to health and safety of others	Core
BSBWOR204	Use business technology	Elective
BSBITU201	Produce simple word-processed documents	Elective
BSBCMM201	Communicate in the workplace	Elective
BSBIND201	Work effectively in a business environment	Elective
BSBWOR202	Organise and complete daily work activities	Elective
BSBWOR203	Work effectively with others	Elective
BSBINN201	Contribute to workplace innovation	Elective
BSBINM202	Handle mail	Elective
BSBITU202	Create and use spreadsheets	Elective
BSBITU304	Produce spreadsheets	Elective
BSBITU306	Design and produce business documents	Elective

Career Training Institute

Career Training Institute (CTI) provides courses in Business and Financial Services.

Delivery/Assessment

Students receive access to CTI's Learning Management System (LMS). The LMS provides a bank of resources for each unit of competency including:

- Unit information
- Audio/visual resources
- Reading material
- Tools such as worksheets, activities, templates
- Assessment material

For each unit of competency that students undertake, they will need to complete assessment items which collectively form evidence that they are *competent (C)* in that unit. If students do not complete each item of assessment to a satisfactory level then they will remain as *not yet competent (NYC)*. On average students will need to complete 1-2 assessment items per unit. Each of these items is a piece of evidence and all need to be completed to a satisfactory standard before competency can be awarded. Students will need access to a computer to complete training and assessment. All assessment items must be produced using appropriate software.

Assignments can be in the form of:

- workbook/short answer questions
- reports
- computer exercises
- presentations
- practical activities
- simulated workplace documents
- case studies
- trainer interviews/observation

The idea behind vocational education and training is that the skills gained through structured training through the RTO will underpin what students learn and experience in a work context (or simulated work environment) and fully round off their professional training. One type of training supports the other.

It is expected that the School employ suitably qualified teachers (according to the Standards for Registered Training Organisations 2015) to deliver and assess VET in Schools programs.

Timeline for completion

This should be negotiated with CTI. CTI will provide recommendations based on the relevant structures in the school such as the timetable and resource availability.

Credit Transfer/Recognition of prior learning (RPL)

Recognition will be given for relevant AQF qualifications and statements of attainment issued by a VET provider for previous training. When completing the online course application, students should submit a copy of documentation detailing previous units studied. A Credit Transfer/RPL application will then be filled out by a member of the RTO on the student's behalf.

Learning Support

CTI will take appropriate measures to ensure that students receive training, assessment and support that meet their individual needs. Training and assessment strategies are designed to meet student needs, however the RTO recognises that individuals may have additional needs. The RTO will attempt to identify barriers in consultation with the School, which people with a disability encounter when accessing programs and services and develop strategies to minimise the impact of these barriers.

Complaints and appeals

CTI acknowledges the importance of establishing a transparent and consistent process for managing and responding to complaints and appeals. All complaints and appeals will be managed using the procedure for complaints and appeals in conjunction with other relevant policies and procedures.

It is recognised that complaints and appeals may be minor or major in nature. The Complaints and Appeals policy applies to complaints and appeals of staff members and clients/students. In certain circumstances this procedure may be used to deal with an external stakeholder somehow involved in the training program.

Strict confidentiality will be maintained in all matters relating to a complaint or appeal. Information will be provided to relevant and appropriate parties only if necessary. Persons with a grievance will not be named as far as possible.

The complaint/appeal should be raised in writing, in person or telephone. For major complaints/appeals the person must raise it in writing and submit it to the RTO Manager. A complaints and appeals form is available from the RTO office.

CTI's Complaints and appeals policy, Complaints and appeals procedure and Complaints and appeals form are available on CTI's website.



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