

RTO Code	30570
Code	BSB20120
Accreditation	Certificate Course

QUALIFICATION DESCRIPTION

Workplace Skills reflects the role of individuals in a variety of entry-level Business Services job roles and reflects the role of individuals who have not yet entered the workforce and are developing the necessary skills in preparation for work. Students will carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. Students who do not wish to enter employment within the business services or retail industries have the opportunity to develop skills in and attitudes towards business and to be able to put them to use in a broader life role.

QUALIFICATION PACKAGING RULES

Total Units = 10 (5 core units and 5 elective units)

Core Units

BSBCMM211 Apply communication skills

BSBOPS201 Work effectively in business environment

BSBPEF202 Plan and apply time management

BSBSUS211 Participating in sustainable work practices

BSBWHS211 Contribute to the health and safety of self and others

Elective Units

BSBPEF201 Support personal wellbeing in the workplace

BSBTEC202 Use digital technologies to communicate in a work environment

BSBPEF101 Plan and prepare for work readiness

SIRXCEG002 Assist with customer difficulties

SIRXPDK001 Advise on products and service

BSBTEC203 Research using the internet

BSBTEC101 Operate digital devices

LEARNING EXPERIENCES

A range of teaching and learning strategies will be used to deliver the competencies. These include:

- practical tasks
- group work
- activities in simulated work environments
- work placements and industry observation tours

ASSESSMENT

Assessment is competency based and therefore no levels of achievement are awarded. Assessment for this qualification is continuous and units of competency have been clustered into groups and assessed this way. Assessment includes observations, checklists of tasks, practical assignments, oral presentations, portfolio of work, scenarios/case studies and role play.

PATHWAYS

After achieving this qualification, students may undertake further study in the business industry or may work in related sectors.

RESOURCES REQUIRED

There are no special requirements for this qualification.

Cost

Students may participate in a 5-day tour to Kingfisher Bay Resort during Yr 12. The cost of this study tour is approximately \$700, and includes transport, accommodation, all meals and a range of work placement experiences.

FURTHER INFORMATION

Contact Ms Di Bartolo, Mrs Lamberton or the VET Program Leader, Ms Going. Students will also be provided with access to a VET Student handbook.

SERVICE AGREEMENT

This is a two-year course. Students will be provided with every opportunity to complete the certificate as per the rights and obligations outlined in the VET Quality Framework. Students successfully achieving all qualification requirements will be provided with a Qualification and record of results.

Students who achieve at least one unit (but not the full qualification) will receive a Statement of Attainment. This may provide RPL evidence for training providers such as TAFE Queensland. Parents and students are also required to sign a Services Agreement prior to the students commencing a VET Qualification at Chanel College.

* This qualification will be offered subject to the availability of human and physical resources. *