



## Certificate Outline

Name \_\_\_\_\_



# BSB30115 Certificate III in Business

Year 11 2018



**Registered Training Organisation:**



**YMCA**WA

**Acknowledgement of cover page images**

Business meeting: [https://commons.wikimedia.org/wiki/File:Business\\_presentation\\_byVectorOpenStock.jpg](https://commons.wikimedia.org/wiki/File:Business_presentation_byVectorOpenStock.jpg)

# Overview

## 1. Description

This qualification will provide students with the practical skills and knowledge to provide customer service, undertake simple computing tasks, and provide basic administrative support within an office environment. It provides students with the opportunity to achieve a national vocational qualification under the Australian Qualifications Framework [AQF]. Any units of competency attained during the program will be recognised on the student's WACE. This course also offers opportunities for students to access both long and short-term employment. Students will develop relevant technical, vocational and interpersonal competencies suitable to employment and further training in business, as well as skills, knowledge and experiences that are transferable to other industry areas.

## 2. Current Registered Training Organisation Details

The National Council of the Young Men's Christian Association of Australia, trading as

The Australian YMCA Institute of Education and Training

National Provider Code: 3979

## 3. VET in Schools

Participating in VET can provide credit points towards the attainment of a Western Australian Certificate of Education (WACE), and the attainment of a nationally recognised VET qualification.

## 4. Competency Based Training

Competency Based Training (CBT) is training that is designed to allow a student to demonstrate their ability to do something. The key to CBT is that you either can or cannot demonstrate the skill that you are learning about. Students simply have to demonstrate they can do a task, activity or exercise well enough to be assessed as "Competent". Assessment result must be 100% to be deemed competent.

## 5. Student Responsibilities:

- Complete all assessment tasks by the due date. For you to achieve the Certificate all components of the course must be complete and deemed competent by the assessor.
- When applicable, adjust all work and apply all feedback and resubmit assessments.
- Advise your teacher if you need any extra assistance.
- Adequately demonstrate basic literacy and numeracy skills when completing assessments.
- You are responsible for maintaining and organising all completed work. This may be stored electronically or as a hardcopy.
- To be responsible for your own personal progress.
- Ensure all work you submit is your own. You must confirm the authenticity of any work submitted, that it is your own work and free from plagiarism.

## 6. Resources

The teacher will provide time and resources to assist you in completing the set assessment tasks. Resources include:

- resource booklets and PowerPoints;
- adequate time to practice and acquire skills and knowledge prior to your assessment;
- verbal and written feedback on assessment results;
- appropriate levels of learning support as required; and
- support in addressing skills or knowledge gaps identified in the assessment.

## 7. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills students have previously acquired can be formally acknowledged and recognised. If it is granted, it means that a student will not have to repeat material they already know, and will be able to progress quickly to other Units of Competency.

## 8. National Recognition

Registered Training Organisations are obligated to recognise the AQF qualifications and statements of attainment issued by other registered training organisations to clients. This means if you have already completed another Nationally Recognised Vocational Qualification, there is a chance you may have completed some of the same units of competency in this course. This is referred to as a Credit Transfer.

## 9. Notification of Results

Your teacher will be able to provide you with a record of your progress on the course at any requested time.

A Certificate and a Record of Results will be issued once you have completed your qualification and your teacher has submitted your results through to the Registered Training Organisation. You will be issued a Statement of Attainment at the end of the first year.

## 10. Appeal Process

You are able to appeal a result if you truly believe that your teacher has not given you a fair result and you feel you have been victimised or discriminated against. If you need further information on the appeal process, discuss with the Head of Learning Area for VET.

# Maximising your achievement

## A Five Point Checklist

### 1. Keep up with the coursework:

It is important that you keep up with the outlined program. This means focusing on the day by day lessons and getting the most out of the classroom situation. You may be allocated homework if you do not finish set work during class time. A big hindrance for students not being able to complete set work is not being prepared for class or bringing the required learning materials. It is also important that you attend lessons as all set work needs to be completed to achieve the Certificate.

### 2. Be organised:

Actively engage with your learning process and set yourself up for success. This includes having an organised filing system (electronic or hard copy) for your work and using your school diary.

### 3. Be focussed on your assessments:

There are 12 units of work in this course. You must be competent in all 12 units. Focus on completing all assessments according to the assessment schedule as listed in this booklet.

### 4. Ask questions:

- Seek help and advice from teachers, your parents and fellow students.
- We can all learn from each other.
- Do not leave it too late to seek help, particularly if you feel you are falling behind or are struggling with understanding your work.

### 5. A positive and fun attitude:

- Learning is a positive, interesting and fun experience.
- If you try and come with that approach, it usually becomes a more positive, interesting and fun experience.
- Being organised, seeking help and making a consistent effort will provide rewards.
- In the end it's all up to you and there are many resources you may tap into.

## Tackling assessments

<b>Answer the question</b>	It is vital to read the question carefully and to ensure that you do what is required of you. You must answer the question that has been set, in full.
<b>Quality answers</b>	Answers need to be in full sentences and have detail. At a Certificate III level, you should be providing at least 3 points per answer, using at least 3 – 4 sentences.
<b>Use key words and business language</b>	Demonstrate your competency in the unit of work by using appropriate and professional business terminology.
<b>There is only competent or not competent – it must be 100% correct</b>	You must demonstrate that you have achieved competency in every criteria, before the teacher is able to mark you as competent. Unlike in other subjects where 80% is a pass, every question must be correct.
<b>Do it right the first time</b>	Students studying certificates are allowed two attempts at an assessment. If you do not achieve competency the first time, you will need to fix it and resubmit. Take careful note of the feedback given and seek feedback and support from your teacher before resubmitting.

# Certificate Outline

In order to receive the BSB30115 Certificate III in Business you must achieve competency in all of the following units.

Unit Code	Unit Name	Hours	Year 11	Year 12
<b>Core (1)</b>				
<b>BSBWHS302</b>	Apply knowledge of WHS legislation in the workplace	30	✓	
<b>Electives (11)</b>				
<b>BSBITU303</b>	Design and produce text documents	50	✓	
<b>BSBCMM301</b>	Process customer complaints	20	✓	
<b>BSBCUS301</b>	Deliver and monitor a service to customers	40	✓	
<b>BSBITU304</b>	Produce spread sheets	25	✓	
<b>BSBADM311</b>	Maintain business resources	20	✓	
<b>BSBSUS201</b>	Participate in environmentally sustainable work practices	10	✓	
<b>BSBITU309</b>	Produce desktop published documents	50		✓
<b>BSBWOR301</b>	Organise personal work priorities and development	30		✓
<b>BSBITU306</b>	Design and produce business documents	60		✓
<b>BSBITU302</b>	Create electronic presentations	20		✓
<b>BSBDIV301</b>	Work effectively with diversity	20		✓

- Note: units missing from 2018 will need to be completed in 2019 to achieve the Certificate III in Business
- Units may also be subject to change. If this is the case, students will be notified.

## YEAR 11 BSB30115 Certificate III in Business

### Certificate and Assessment Timeline

Year Term	Weeks	Units	Assessment
Year 11 Term 1	1-2	BSBWHS302 Apply knowledge of WHS legislation in the workplace	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>
	3-6	BSBWHS302 Apply knowledge of WHS legislation in the workplace	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>
	7	BSBITU303 Design and produce text documents	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>
	8-11	BSBITU303 Design and produce text documents	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>

Year Term	Weeks	Units	Assessment
Year 11 Term 2	1-2	BSBITU304 Produce Spread sheets	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>
	3-5	BSBITU304 Produce Spread sheets	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>
	6-7	Exams	
	8	BSBCMM301 Process customer complaints	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>
	9-10	BSBCMM301 Process customer complaints	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>

Year Term	Weeks	Units	Assessment
Year 11 Term 3	1	BSBCUS301 Deliver and monitor a service to customers	<ul style="list-style-type: none"> <li>• Short answer</li> </ul>
	2-6	BSBCUS301 Deliver and monitor a service to customers	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>
	7	BSBSUS201 Participate in environmentally sustainable work practices	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>

	<b>8-10</b>	BSBSUS201 Participate in environmentally sustainable work practices	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>
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<b>Year Term</b>	<b>Weeks</b>	<b>Units</b>	<b>Assessment</b>
<b>Year 11 Term 4</b>	<b>1</b>	BSBADM311 Maintain business resources	<ul style="list-style-type: none"> <li>• Short Answer</li> </ul>
	<b>3-4</b>	<u>Exams</u>	
	<b>5-8</b>	BSBADM311 Maintain business resources	<ul style="list-style-type: none"> <li>• Scenario Questions</li> <li>• Observation checklist</li> </ul>

*\*Course and assessment dates may be subject to change. It is the student's responsibility to catch up with missed work.*

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## Unit Completion Checklist

Unit	Teacher Signature	Date
BSBWHS302 Apply knowledge of WHS legislation in the workplace		
BSBITU303 Design and produce text documents		
BSBITU304 Produce Spread sheets		
BSBCUS301 Deliver and monitor a service to customers		
BSBCMM301 Process customer complaints		
BSBSUS201 Participate in environmentally sustainable work practices		
BSBADM311 Maintain business resources		
BSBITU302 Create electronic presentations		
BSBWOR301 Organise personal work priorities and development		
BSBITU309 Produce desktop published documents		
BSBITU306 Design and produce business documents		
BSBDIV301 Work effectively with diversity		