1. QUALIFICATION SUMMARY

National code/title: Certificate II in Business BSB20115

Industry relevance: This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Entry requirements: N/A

Recommended skills: It is recommended that applicants be able to read, write and communicate in English to at least Year 10 standard.

2. QUALIFICATION COMPONENTS

Core units (1):

1. BSBWHS201 Contribute to health and safety of self and others

Elective units (11):

2. BSBCUS201 Deliver a service to customers
3. BSBIND201 Work effectively in a business environment
4. BSBINM201 Process and maintain workplace information
5. BSBCM201 Communicate in the workplace
6. BSBITU201 Produce simple work processed documents
7. BSBITU202 Create and use spreadsheets
8. BSBITU203 Communicate electronically
9. BSBJSUS201 Participate in environmentally sustainable work practices
10. BSBWOR202 Organise and complete daily work activities
11. BSBWOR203 Work effectively with others
12. BSBWOR204 Use business technology

Packaging of electives: The organisation may vary elective units following consultation with local industry. Elective selection is on the basis of qualification packaging rules, current industry need and the organisation’s capacity to deliver.
DELIVERY AND ASSESSMENT

3. DELIVERY ARRANGEMENTS

Course duration:

- **Lismore Term 1 Intake**
  18 weeks from 15/02/2017 to 29/06/2017
  Attendance required Wednesday and Thursday
  9.30am – 3.30pm
  No classes: 12,13,19,20 Apr

- **Lismore Term 2 Intake**
  18 weeks from 03/05/2017 to 14/09/2017
  Attendance required Wednesday and Thursday
  9.30am – 3.30pm
  No classes: 5,6, 12,13 Jul

- **Casino Term 1 Intake**
  18 weeks from 20/02/2017 to 01/08/2017
  Attendance required Monday and Tuesday
  9.30am – 3.30pm
  No classes: 10,11,17,18,24,25 Apr; 12 Jun; 3,4,10,11,17 Jul

- **Casino Term 2 Intake**
  18 weeks from 08/05/2017 to 10/10/2017
  Attendance required Monday and Tuesday
  9.30am – 3.30pm
  No classes: 12 Jun; 3,4,10,11,17 Jul; 25,26 Sep; 2,3 Oct

Delivery location:

- ACE Community College Casino
  35 Walker Street Casino NSW
- ACE Community College Lismore
  59 Magellan Street Lismore NSW

Mode of delivery:

- Classroom instruction – 216 hours
- Home-based study – approximately 216 hours

4. ASSESSMENT REQUIREMENTS

Assessment tasks:

- Assessment is generally progressive with multiple assessment tasks to be completed for each unit of competency. Assessment tasks and methods will vary from unit to unit and may include a combination of project work, case studies, portfolio evaluation, written assignments/examinations,
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role plays, oral questioning, practical demonstrations and observation of performance in a simulated work environment.

Task submission:
- Assessment tasks must be submitted by the due date unless an extension has been granted. Students are entitled to two re-submissions per item following an initially inadequate assessment.

5. RECOGNITION AND CREDIT

Assessment-only pathways:
- An assessment-only pathway is available for students with significant prior experience in one or more of the skills areas covered by this qualification. Applicants seeking recognition of prior learning (RPL) will need to assemble a comprehensive portfolio of evidence that clearly demonstrates vocational competence across all dimensions specified in the competency standard.

RPL application:
- If you believe you are able meet course requirements through workplace and other evidence in your possession, then contact your local college for further information about the RPL process. Note that RPL applications must be made at the time of enrolment after which you will be contacted by one of our assessors to discuss your application.

Credit transfers:
- You may already have acquired some of the units of competency in this qualification from an earlier course or from another Registered Training Organisation. If so, you can claim credit for these by providing original qualification transcripts or statements of attainment. These will be verified and copied as evidence of current competency. Note that you cannot receive credit for your whole programme of study – at least 20% must be achieved through assessment.

INDUCTION AND SUPPORT

6. INDUCTION AND SUPPORT

Pre-enrolment:
- By completing a learning and career profile and IT skills self-assessment prior to enrolling in this qualification, you will be assisting us to evaluate your suitability for the course and to tailor support services to meet your individual needs. A Student Support Officer will review this information and, if appropriate, contact you to discuss options to assist you to participate productively in the course.

Course induction:
- An induction session to be held at the outset of the course comprises an overview of the industry, including relevant legislation, and covers course
content, delivery and assessment arrangements and the satisfaction of course requirements. A general orientation to college facilities, rules and safety procedures is also provided.

Individual support:  • Your trainer can provide email and telephone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

CERTIFICATION ARRANGEMENTS

7. AWARDS ISSUANCE

Course completion:  • A qualification testamur and transcript will be issued upon successful completion of the training programme provided that all administrative requirements have been met and course fees are paid in full. In these circumstances, certificates will be issued within 30 days of all course requirements being satisfactorily completed.

Partial completion:  • Where a student does not complete all course components, a statement of attainment listing units achieved will be issued within 30 days of course completion as long as all outstanding fees have been paid.

ENROLMENT INFORMATION

8. ENROLMENT APPLICATION

Application:  • Enrolment is contingent upon your application being accepted. Factors considered in the evaluation of enrolment applications include eligibility, pre-requisite fulfilment, the outcome of screening processes, past payment of fees and acceptance of the terms of enrolment.

Unique student identifier (USI):  • It is a condition of enrolment in any accredited programme that you supply us with your unique student identifier (USI). If you don’t already have one you can apply for one online at www.usi.gov.au. Further information on the national USI system is available from college administration.

Confirmation:  • Enrolment is confirmed upon payment of a deposit against the course fee. ACE will collect no more than $1000 of the total fee on initial enrolment.
9. FEES AND SUBSIDIES

Full fee: $2500
Cardholder discount: Not applicable
Additional charges: Not applicable
Subsidies available: Yes – see box below for details

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<thead>
<tr>
<th>NSW SUBSIDIES</th>
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<tr>
<td>Programme: Smart and Skilled (NSW). Applicants eligible for enrolment under Smart and Skilled to note that this training is subsidised by the NSW government.</td>
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<td>Eligibility criteria: You must be at least 15 years old and no longer at school. You must be living or working in NSW (or be an Aboriginal or Torres Strait Islander person living in specific NSW border areas). You must be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen</td>
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<td>Fees payable: $1050 if you fulfil eligibility criteria. $ 880 if you fulfil eligibility criteria and this will be your first post-secondary qualification. $160 if you fulfil eligibility criteria and receive an eligible benefit. $0 (fee exempt) if you identify as Aboriginal or Torres Strait Islander or have a dependent child or spouse on a disability support pension</td>
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<tr>
<td>Further details: Please note that fees may be further reduced for individual applicants in circumstances where credit transfers have been approved</td>
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Financial assistance: If you enrol in this course as a full-time student you may be eligible for financial assistance from Centrelink. Information about Austudy/Abstudy may be obtained from Centrelink offices or at www.humanservices.gov.au.

About fees: The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the advertised duration of the course. Fees also cover the use of college facilities and equipment and the processing of credit transfer and RPL applications corresponding to advertised course components.
10. CANCELLATIONS AND REFUNDS

Course cancellation:  • Students are entitled to a full refund, without deduction, if a course is cancelled by us for any reason prior to its commencement.

Student withdrawal:  • Fees paid will be refunded where written notice of withdrawal is provided at least five working days prior to course commencement. Note that $50 will be deducted from the refund amount to cover administration costs.
  • Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after commencement, are not entitled to a refund although a partial refund may be paid at the discretion of the local college manager where exceptional circumstances can be demonstrated. All such requests must be in writing.

FURTHER INFORMATION

11. ACE STUDENT HANDBOOK

Student handbook:  • Our Student Handbook is available to all prospective students and may be obtained at or prior to enrolment from any of our colleges or downloaded from our website. The Student Handbook reflects our policies and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees and refunds, rules and regulations and a range of general information.