HORNSBY KU-RING-GAI COMMUNITY COLLEGE

100 YEARS

BSB BUSINESS SERVICES

QUALIFICATIONS

2025

RTO 90232

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HORNSBY KU-RING-GAI COMMUNITY COLLEGE INC

RTO 90232

Qualifications Information

BSB20120

Certificate II in Workplace Skills

BSB30120

Certificate III in Business

Welcome!

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a Registered Training Organisation (RTO) offering two business skills qualifications, which are pathways to access vocational education training (VET) as well as business skills for work.

The business skills qualifications at HKCC are

- *BSB20120 Certificate II in Workplace Skills*
- *BSB30120 Certificate III in Business*

Also, HKCC offers training in foundation skills, computing and aged/disability care for job ready skills and knowledge for employment and career development.

HKCC is a proud *High Performing Provider* as assessed by the Department of Education's Training Services NSW for adopting best practice based and measured on student outcomes in the following areas that are key to training delivery and assessment

- Student-centred approach to the learning journey
- Expanding connection to industry and employer needs
- Providing high level individualised support for all students
- Capability building of staff and systems
- Using external sources to validate assessment practices.

HKCC is a charity and not-for-profit community college providing learning in small classes with a lot of individual attention and mentoring. The benefits obtained from engagement at HKCC are

- Acquisition/development of vocational skills and knowledge
- Gaining a sense of belonging to a community
- Provision of pathways into further education and employment
- Opportunities to engage in lifelong learning
- Development of networking opportunities
- Increased creativity and mental agility
- Access to affordable education/training through subsidised initiatives.

Pre-Course Interview

A pre-course interview is required to assess your suitability for the course so call 9482-1189 to arrange your interview.

If candidates are eligible for subsidised training, they will need to

- Bring along a photo ID e.g. Driver's Licence/Passport for identification
- Bring along a Medicare, Centrelink card or a referral letter from a job search provider, where applicable
- Sign a consent form to use and disclose personal information to the Department of Education and other Government agencies
- Provide your Unique Student Identifier (USI), sign a formal permission to HKCC to create/access a USI on your behalf
- Must complete a language, literacy and numeracy test.

Cost

Is dependent on the learner's eligibility for subsidised training.

Subsidised places under the NSW Government's ***Smart and Skilled*** program are available. **Adult Community Education (ACE)** funding is available to eligible disadvantaged students with barriers to study. To find out if you are eligible contact HKCC on 9482-1189 to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website https://skills.education.nsw.gov.au/nsw-fee-free.

If you are not eligible for funding the fee for the course is:

- *BSB20120 Certificate II in Workplace Skills $2,500*
- *BSB30120 Certificate III in Business $3,000*

As per Clause 7.3 of *Standards for Registered Training Organisations 2015* (SRTO), HKCC **will not collect** a prospective or current learner to **prepay fees in excess of a total of $1,500 (being the threshold prepaid fee amount).**

Entry Requirements

Learners must provide evidence at an intermediate level (Year 10 equivalent) of English for this qualification.

If you have obtained the same units in another organisation, HKCC recognises the AQF qualifications and Statements of Attainment by another RTO. If you think you have previously attained an unit/s listed above, please inform the enrolling officer.

Learning Material

Every business skills learner will have access and will be directed to the learning management system (*Catapult*) – for training and assessment purposes. It is accessible at home and in class. Each student will have the use of a computer and access to internet at HKCC. In class facilities include a white board and an overhead projector.

Please note that your participation in class is vital. Every learner is encouraged to share their own knowledge, skills and culture to enrich the course quality and facilitate learning.

Learning Support

HKCC has a **Student Support Worker** who will assist you with any problems you may encounter. They can help you to

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills
- Identify and overcome barriers to learning that may occur
- Referral to other services (e.g. Job service providers, legal, medical assistance)
- Assist individuals to enjoy the learning experience.

These services are usually provided on a one-to-one basis at the head office in Hornsby. Please call Customer Service to book a suitable time.

Assessment

Learners will undertake the assessments for each unit mostly in class via Catapult. The assessment may take the form of

- Written activities – short answer questions
- Verbal knowledge questions
- Role plays
- Demonstration of task – observation checklist by assessor
- Journals.

Please note that if a student has been deemed Not Yet Competent, they will be given every opportunity to re-sit assessment/s. Reasonable adjustments may be undertaken in certain circumstances to suit learner needs and abilities. Please speak with your trainer about any special needs that you may require.

BSB20120 Certificate II in Workplace Skills

It's great you're considering joining HKCC's business courses in either part or both

- ***BSB20120 Certificate II in Workplace Skills***
- ***BSB30120 Certificate III in Business***

The **BSB20120** qualification reflects the role of individuals in a variety of entry-level Business Services job roles. It also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They 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.

The **BSB30120** qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion and relevant theoretical knowledge. They may provide technical advice and support to a team.

Occupational outcomes may include:

- Office Receptionist
- Administrative Assistant

Course Structure

Course Days:	**Wednesday** and **Friday**
Commencement:	**TBA**
Duration:	**20 weeks / 40 sessions**
Class session time:	**9.30am – 3.00pm**
Prep/Tutorial:	**3.00pm – 5.00pm**
Self-Study:	**6 hours per week**

What you will learn

During the course you will learn how to communicate effectively with co-workers and customers. You will also develop skills in

- Using business software (*viz Word and Excel)* and technology
- Customer service
- Time management
- Working in a team environment
- The principles of workplace health and safety.

The Units of Competency

	Unit Code	Unit Name	
1	BSBCMM211	Apply communication skills	**Core**
2	BSBOPS201	Work effectively in business environments	**Core**
3	BSBPEF202	Plan and apply time management	**Core**
4	BSBSUS211	Participate in sustainable work practices	**Core**
5	BSBWHS211	Contribute to the health and safety of self and others	**Core**
6	BSBCRT201	Develop and apply thinking and problem solving skills	Elective
7	BSBTEC201	Use business software applications	Elective
8	BSBTEC202	Use digital technologies to communicate in a work environment	Elective
9	BSBTWK201	Work effectively with others	Elective
10	BSBOPS203	Deliver a service to customers	Elective

BSBCMM211 Apply communication skills

This unit describes the skills and knowledge required to apply basic communication skills in the workplace, including identifying, gathering and conveying information along with completing assigned written information.

The unit applies to individuals working under direct supervision, who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings.

BSBOPS201 Work effectively in business environments

This unit describes the skills and knowledge required to work effectively in business environments. It includes identifying and working to organisational standards, managing workload and working as part of a team.

The unit applies to those who work in a broad range of settings. These individuals typically work under some supervision and guidance.

BSBPEF202 Plan and apply time management

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

The unit applies to individuals working under direct supervision. These individuals apply basic skills and knowledge in a broad range of work settings.

BSBSUS211 Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

The unit applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions. These individuals work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

BSBWHS211 Contribute to health and safety of self and others

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others, and to assist in responding to incidents. It covers following work health and safety (WHS) policies, procedures, instructions and requirements; and participating in WHS consultative processes.

The unit applies to those who require a basic knowledge of WHS to carry out own work in a defined context, under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

BSBCRT201 Develop and apply thinking and problem solving skills

This unit describes the skills and knowledge required to solve problems, develop questions and respond to feedback on questions on workplace issues.

The unit applies to individuals, often working under supervision or guidance, who may be required to think critically, ask essential questions and consider answers to those questions.

BSBTEC201 Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

BSBTEC202 Use digital technologies to communicate in a work environment

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.

The unit applies to those who use digital technology to communicate with relevant stakeholders. This will be particularly relevant to individuals in teams that work remotely. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.

BSBTWK201 Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

BSBOPS203 Deliver a service to customers

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

Cost

Is dependent on the learner's eligibility for subsidised training.

Subsidised places under an (Adult Community Education) ***ACE Program*** or ***Smart and Skilled*** funding are available for this qualification. To find out if you are eligible contact HKCC on 9482 1189 to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website https://education.nsw.gov.au/skills-nsw or phone 13 28 11.

It is **$2,500** for full fee-paying students, paid in three instalments (1st prior to commencing class, 2nd at completion of the fifth unit and 3rd at the time of completion).

Entry Requirements

See above *Pre-Course Interview* section

Learning Material and Support

Learners will be provided with training manuals or notes for each unit to use and practice with at HKCC or at home. Each learner will have the use of a computer and access to internet at HKCC. In-class facilities include a white board, PC and overhead projector.

Please note that your participation in class is vital. Every learner can contribute from their own knowledge, skills and culture to enrich the course quality and facilitate your learning.

HKCC is committed to supporting every learner's needs whilst studying. Our student support officer can assist with any barriers to education or any foreseeable problems. We can help to

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills, identify and overcome barriers to learning that may occur
- Referral to other services (e.g. Employment service providers, legal, medical, settlement assistance)
- Assist individuals to enjoy the learning experience.

These services are usually provided on a one-to-one basis at HKCC's Hornsby HQ. Please call Customer Service on 9482 1189 to book a suitable time.

Assessment

Learners will undertake the assessments for each unit mostly in class. Assessments may take the form of

- Written knowledge questions
- Case studies
- Role plays
- Observation reports
- Projects.

Please note that if a learner has been deemed *Not Yet Competent*, they will be given every opportunity to re-sit the assessment/s. Reasonable adjustments may be undertaken with relevant circumstances to suit learner needs and abilities. Please talk to the enrolling officer or your Trainer and Assessor about any special needs that you may require.

If you have obtained the same units in another organisation, HKCC recognises the AQF qualifications and Statements of Attainment by another Registered Training Organisation (RTO). If you think you already have any of the units, please inform the enrolling officer.

Career Pathways

BSB20120 Certificate II in Workplace Skills is a recognised qualification within the national Australian Qualifications Framework (AQF). This means that the course is taught and assessed to a national competency standard.

Following the completion of BSB20120 Certificate II in Workplace Skills, you could progress on to BSB30120 Certificate III in Business or any other AQF Level 3 qualification.

The skills learnt in this skill set are suitable for people who are looking for work as an Office Receptionist, Administrative Assistant etc.

BSB30120 Certificate III in Business

Course Structure

Course Days:	**Tuesday** and **Thursday**
Duration:	**30 weeks / 61 sessions**
Class session time:	**9.30am – 3.00pm**
Prep/Tutorial:	**3:00pm – 5.00pm**
Self-Study:	**6 hours per week**

Entry Requirements

See above *Pre-Course Interview* section.

What you will learn

BSB30120 Certificate III in Business will provide you with a range of skills required for employment in general business operations. This qualification focuses on practical and hands-on workplace skills, such as

- Using office software; *viz Word, Excel, PowerPoint*
- Customer service
- Workplace communication
- Critical thinking skills
- Sustainable work practices
- The principles of workplace health and safety.

The Units of Competency

	Unit Code	Unit Name	Core/ Elective
1	**BSBCRT311**	Apply critical thinking skills in a team environment	**Core**
2	**BSBPEF201**	Support personal wellbeing in the workplace	**Core**
3	**BSBSUS211**	Participate in sustainable work practices	**Core**
4	**BSBTWK301**	Use inclusive work practices	**Core**
5	**BSBWHS311**	Assist with maintaining workplace safety	**Core**
6	**BSBXCM301**	Engage in workplace communication	**Core**
7	**BSBWRT311**	Write simple documents	Elective
8	**BSBTEC201**	Use business software applications	Elective
9	**BSBTEC301**	Design and produce business documents	Elective
10	**BSBTEC404**	Use digital technologies to collaborate in a work environment	Elective
11	**BSBSTR301**	Contribute to continuous improvement	Elective
12	**BSBTEC302**	Design and produce spreadsheets	Elective
13	**BSBTEC303**	Create electronic presentations	Elective

Students are encouraged to practice in a workplace (or volunteering) to complete tasks outlined in the elements, performance criteria and foundation skills where possible.

BSBCRT311 Apply critical thinking skills in a team environment

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.

BSBPEF201 Support personal wellbeing in the workplace

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

The unit applies to those in a range of industry and workplace contexts, who work under direct supervision. It may also apply to learners who are preparing to enter the workforce.

BSBSUS211 Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

The unit applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions. These individuals work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

BSBTWK301 Use inclusive work practices

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

The unit applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

BSBWHS311 Assist with maintaining workplace safety

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.

BSBXCM301 Engage in workplace communication

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

BSBTEC201 Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.
The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

BSBTEC301 Design and produce business documents

This unit describes the skills and knowledge required to design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.
The unit applies to those who possess fundamental skills in computer operations. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.
No licensing, legislative or certification requirements apply to this unit at the time of publication.

BSBTEC404 Use digital technologies to collaborate in a work environment

This unit describes the skills and knowledge required to understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively.
The unit applies to those who use problem-solving skills and take responsibility for adopting and promoting approaches to improve organisational operations, particularly relating to the use of digital technologies.
No licensing, legislative or certification requirements apply to this unit at the time of publication.

BSBWRT311 Write simple documents

This unit describes the skills and knowledge required to plan, draft and finalise a simple document.

The unit applies to individuals who administer a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of simple documents.

BSBSTR301 Contribute to continuous improvement

This unit describes the skills and knowledge required to support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

The unit applies to individuals who use initiative, and organisational and communication skills to influence the ongoing development of the organisation.

BSBTEC302 Design and produce spreadsheets

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

The unit applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision. These individuals are generally required to have intermediate knowledge and understanding of a number of spreadsheet applications.

BSBTEC303 Create electronic presentations

This unit describes the skills and knowledge required to design and produce electronic presentations using various applications and platforms.

The unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

Cost

Is dependent on the learner's eligibility for subsidised training.

Subsidised places under an (Adult Community Education) ***ACE Program*** or ***Smart and Skilled*** funding are available for this qualification. To find out if you are eligible contact HKCC on 9482 1189 to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website https://education.nsw.gov.au/skills-nsw or phone 13 28 11.

It is **$3,000** for full fee-paying students, paid in three instalments (1st prior to commencing class, 2nd at completion of the fifth unit and 3rd at the time of completion).

Distance Learning Information

Distance learning is an umbrella term that covers ways in which training can be provided remotely to a student, without face-to-face contact. The most common and widely recognised example of this is 'online learning', though distance learning can also include 'e-learning' and 'blended learning'.[1]

[1] As per ASQA 2020, Online learning is where training is delivered primarily via the internet videoconferencing. Online learning commonly uses learning management system (LMS) where a trainer can upload documents to the system and make them available to remote learners. Online learning can be *synchronous* or *asynchronous*. Synchronous occurs where the students and trainer participate at the same time but in different locations. Asynchronous is where students and trainers are not necessarily expected to participate in sessions at the same time. *Blended* (or hybrid) learning means a combination of both digital learning and in-class F2F learning. *E-learning* is broad in scope and includes both online learning and aspects of blended learning; covers all forms of digital teaching and learning, both on campus and

HKCC is committed to supporting learners if they choose to study online with the appreciation of training package requirements especially limitations around training and assessment. Meaning that parts of the training or assessment are not possible to be completed via distance delivery. Learning by distance mode at HKCC is mostly by real-time spontaneous group video conferencing mimicking a classroom environment.

It is important for learners to ensure their learning and access to technology do not hinder their chances of achieving study success whilst on the online mode. In other words, the learner's learning style, internet, personal computer, specific and digital literacy skills should contribute to the completion of their course.

If there is a need for the class to continue by distance learning only – due to COVID19 risks as directed by NSW government – each student will be advised of the changes ASAP. If the changes are not suitable for the learner, or if the delivery of training has ceased, the enrolled student is entitled to a refund. For further information on returning funds, see HKCC's refund policy.

The required minimum resources to learn by distance are as follows

- Broadband internet connection with a minimum 1.5mbps of bandwidth
- Speakers and microphone
- Webcam
- Windows 8.1 or later or Mac OS X 10.11 El Capitan or later
- Windows or MAC system with:
  - Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent) processor
  - 4GB RAM
  - Microsoft Teams or Zoom (depending on class) installed
  - Latest Microsoft Edge or Google Chrome web browsers.

Most HKCC assessments are posted on *Catapult*. All learners will be trained on how to use the online training and assessment management system with the aim of submitting assessments, accessing training materials and other resources. Also, *Catapult* has video tutorials for new users as well as 24-hour customer support.

HKCC is committed to **supporting every learner's needs** to maintain student satisfaction and encourage completion. Learners can seek required support, through the

- Trainer – at class session (F2F or online), by email and telephone
- ICT Support – by email ict@hkcc.nsw.edu.au or vet@hkcc.nsw.edu.au, and by telephone
- Reception desk at Hornsby HQ.

Essentially there are multiple ways of contacting student support for general enquiries/ assistance or for distance learning.

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remotely. *Traditional distance learning* includes providing hard-copy workbooks supplemented with email or telephone contact with a trainer.

HKCC Assessors and Administrators track every students' attendance and course progress through the duration of their study and data reporting requirements.

Student Code of Conduct

HKCC views students as equal partners in the education process. As such, students have similar responsibilities with respect to proper interpersonal behaviour amongst colleagues and HKCC employees.

Therefore, students must

- Familiarise themselves with the policies of the HKCC either by reading the Pre-Enrolment Information Guide, Student Handbook or looking on our website www.hkcc.nsw.edu.au
- Show respectful consideration in all their interactions with each other, especially in recognition of the diversity of cultural and linguistic backgrounds represented amongst us respect the individuality and rights of all fellow students
- Maintain privacy and confidentiality in respect of all matters relating to students and staff
- Adhere to directions from the class tutor
- Work safely and not endanger others in the class
- Participate positively in class
- Adhere to all HKCC rules and regulations
- Be aware of, apply and adhere to access and equity obligations described in our access and equity section
- Seek any clarification of assessment requirements. Adult students are expected to take responsibility for their own learning outside the classroom and for timetabling their study and completion of assessments to maximise their chances of a successful learning outcome
- Raise any concerns with the content of delivery of a training course privately with the trainer outside of the course hours, or with an appropriate member of the HKCC staff, or the Principal
- Not attend class whilst intoxicated with either drugs or alcohol in their system.

Contact Details:

E: enquiries@hkcc.nsw.edu.au P: 9482 1189

Address: HKCC, Level 1, 45 Hunter Street, Hornsby NSW 2077

RTO 90232