



BSB Business Services

QUALIFICATIONS

2022



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Qualifications Information

BSB20115

Certificate II in Business

BSB30415

Certificate III in Business Administration



Introduction

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

BSB20115 Certificate II in Business

BSB30415 Certificate III in Business Administration.

The **BSB20115** qualification reflects the role of individuals in a variety of junior administrative positions performing in 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 **BSB30415** qualification applies to a range of administrative roles in varied contexts.

Individuals in these positions use some discretion and judgement and may provide technical advice and support to a team.

Hornsby Ku-ring-gai Community College Inc (HKCC) is a Registered Training Organisation (RTO see on the National Register website: training.gov.au) providing learning in small classes with a lot of individual attention and mentoring.

HKCC is officially a registered COVID safe place and a small friendly positive learning environment.



BSB20115 Certificate II in Business

Course Structure

Course Days:	Wednesday and Friday
Commencement:	TBA
Duration:	18 weeks / 36 sessions
Class session time:	9.30am – 3.00pm
Prep/Tutorial:	9.00am – 9.30am; 3:00pm – 5.30pm
Self-Study:	5 hours per week

Pre-Course Interview

A pre-course interview is necessary to assess any underpinning skills or knowledge requirements for the course so call 9482-1189 to arrange your interview.

If candidates are eligible for subsidised training, s/he need to

- Bring along a photo ID – Driver's Licence or Passport for identification
- Bring along a Medicare card &/or Centrelink card, or letter from job search provider
- Sign a consent form to use and disclose personal information to Department of Education and Communities (DEC) and other government agencies
- Your Unique Student Identifier (USI) – a print out or formal permission to HKCC create/access a USI on your behalf.

Also, it is mandatory that a language, literacy and numeracy (LLN) test is undertaken to assess the candidates' suitability for the course &/or learning pathway and accessing government funding. Candidates must evidence an intermediate level (Year 10 equivalent) of English for this qualification.

If applicable, learners must be aware that some assessments are conducted in the workplace or in a simulated environment. Candidates will be notified by the coordinator or enrolling officer at pre-enrolment for any mandatory work placements. Work placements are normally organised by HKCC coordinators with industry partners. Work placements can also be organised by candidates if preferred. But candidates must notify their coordinator prior to any such arrangements.

What will you learn?

During the course you will learn how to communicate effectively with co-workers and clients. Also develop skills in

- using office software; viz, *Word, Excel*
- business technology
- planning and organising personal work
- working in a team environment
- the principles of workplace health and safety.

The Units of Competency

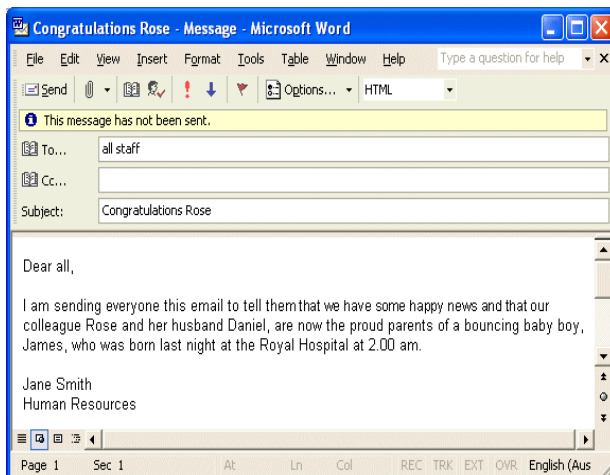
	Unit Code	Unit Name	
1	BSBWHS201	Contribute to health and safety of self and others	Core
2	BSBITU307	Develop keyboarding speed and accuracy	Elective
3	BSBITU211	Produce digital text documents	Elective
4	BSBITU212	Create and use spreadsheets	Elective
5	BSBITU213	Use digital technologies to communicate remotely	Elective
6	BSBWOR204	Use business technology	Elective
7	BSBCMM201	Communicate in the workplace	Elective
8	BSBWOR203	Work effectively with others	Elective
9	BSBCUS201	Deliver a service to customers	Elective
10	BSBINN201	Contribute to workplace innovation	Elective
11	BSBWOR202	Organise and complete daily work activities	Elective
12	BSBSUS201	Participate in environmentally sustainable work practices	Elective

BSBWHS201 Contribute to health and safety of self and others

Become aware of workplace safety issues in a variety of situations, who and how to report safety issues as well as employer and employee responsibilities. You will also learn about emergency procedures and common safety signs used in the workplace.

BSBITU307 Develop Keyboarding speed and accuracy

This unit will set the basis for you to be able to enter text and data with speed and accuracy, with the emphasis on accuracy. On completion you will be presented with a Certificate stating your speed and accuracy in typing.

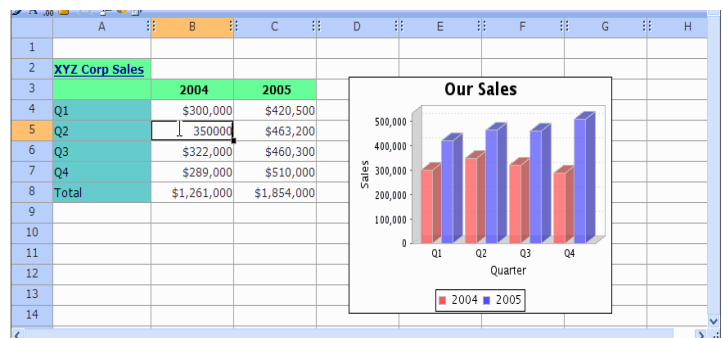


BSBITU211 Produce digital text documents

This unit describes the skills and knowledge required to digitally produce word documents in a workplace context. It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing software/applications in a defined context, under direct supervision or with limited individual responsibility.

BSBITU212 Create and use spreadsheets

This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using both cloud-based and non cloud-based spreadsheet applications. It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of spreadsheet software/applications in a defined context under direct supervision or with limited individual responsibility.



BSBITU213 Use digital technologies to communicate electronically

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. Such methods may include email, instant messaging and other similar applications/web-based platforms. It applies to individuals who use digital technology to communicate with business stakeholders (including co-workers and customers). 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.

BSBWOR204 Use Business technology

Learn how to select and apply appropriate equipment and software in relation to tasks, store and retrieve data and perform basic maintenance on office equipment.

BSBCMM201 Communicate in the workplace

You will learn about the importance of effective communication, different styles of communication, improve written communication skills, manage workplace conflicts or issues, learn how to negotiate and appreciate individual differences.



BSBWOR203 Work effectively with others

Learn strategies to assist you to work harmoniously with other workers, how to be an effective team member and how to handle conflict.

BSBCUS201 Deliver a service to customers

Good customer service is the corner stone of a successful business. You will discuss the importance of being professional, courteous, well groomed, establishing a

rapport, providing the right information, referring to a higher level when necessary, gather, record and act upon customer feedback.

BSBINN201 Contribute to workplace innovation

Identifying, suggesting and developing new ideas for doing things better at work. Learn how best to implement the new ideas.

BSBWOR202 Organise and complete daily work activities

To work in today's busy work environment, it is essential that you know how to organise and complete tasks given to you. Learn how to plan and prioritise work activities, use feedback, and use business technology to assist you complete tasks.

BSBSUS201 Participate in environmentally sustainable work practices

All companies need to ensure that they adhere to "green" principles and minimise their impact on the environment. You will look at workplace environmental issues, look at how you can improve resource usage in your own job, learn who to report sustainability issues to and how to make suggestions for improvements to workplace practices.





Cost

It is **\$1,950** for full fee-paying students (two payments of \$975). Course fees payable prior to commencing class.

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://smartandskilled.nsw.gov.au/> or phone 1300 772 104.

Entry Requirements

See above *Pre-Course Interview* section

Learning Material

Candidates will be provided with training manuals or notes for each unit for you to use and practice with at HKCC or at home. Each student 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 learner support 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. 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 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. The assessment may take the form of

- short answer questions
- case studies
- role plays
- demonstration of task
- observation checklist by the trainer.

Please note that if a student has been deemed *Not Yet Competent*, they will be given every opportunity to re-sit the assessment. Reasonable adjustment may be undertaken with relevant circumstances to suit learner needs and abilities. Please talk to 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

Certificate II in Business 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 BSB20115 Certificate II in Business, you could progress on to BSB30415 Certificate III in Business Administration or any other AQF Level 3 qualification.



The skills learnt in this skill set are suitable for people who are looking for work as a personal assistant, clerical role etc.



BSB30415

Certificate III in Business Administration

Course Structure

Course Days:	Tuesday and Thursday
Commencement:	1 Feb – 30 June 2022
Duration:	20 weeks / 40 sessions
Class session time:	9.30am – 3.00pm
Prep/Tutorial:	9.00am – 9.30am; 3:00pm – 5.00pm
Self-Study:	5 hours per week

Pre-Course Interview

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

As above (see p 5) students need to bring personal identification, complete forms, have a USI and enjoy an advanced level of English language skills and numeracy.

What will you learn?

Certificate III in Business Administration 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,*
- designing and producing text and business documents using Publisher
- customer service
- processing accounts payable and receivable using MYOB
- maintaining a general ledger using MYOB
- the principles of workplace health and safety.

The Units of Competency

	Unit Code	Unit Name	
1	BSBWHS201	Contribute to health and safety of self and others	Core
2	BSBITU307	Develop keyboarding speed and accuracy	Core
3	BSBITU312	Create electronic presentations	Elective
4	BSBITU313	Design and produce digital text documents	Elective
5	BSBITU314	Design and produce spreadsheets	Elective
6	BSBITU306	Design and produce business documents	Elective
7	BSBITU309	Produce desktop published documents	Elective
8	BSBWRT301	Write simple documents	Elective
9	BSBCMM301	Process customer complaints	Elective
10	BSBCUS301	Deliver and monitor a service to customers	Elective
11	BSBADM307	Organise schedules	Elective
12*	BSBFIA304	Maintain a general ledger	Elective
	BSBINN201	Contribute to workplace innovation	
13*	BSBFIA303	Process accounts payable and receivable	Elective
	BSBSUS201	Participate in environmentally sustainable work practices	

*Learners choose which to undertake out of the two units of competency offered as part of the electives.

BSBWHS201 Contribute to health and safety of self and others

Become aware of workplace safety issues in a variety of situations, who and how to report safety issues as well as employer and employee responsibilities. You will also learn about emergency procedures and common safety signs used in the workplace.

BSBITU307 Develop Keyboarding speed and accuracy

This unit will set the basis for you to be able to enter text and data with speed and accuracy, with the emphasis on accuracy. On completion you will be presented with a Certificate stating your speed and accuracy in typing.

BSBITU312 Create electronic presentations

Using PowerPoint 2016, learn how to design presentations, create slides insert animations and sounds, work with graphics, run a slide show and different printing options. Learn about tables, shapes themes, timings, templates etc. Your slideshows will be the envy of all at work.



BSBITU313 Design and produce text documents

Using Word 2016, learn how to create and edit documents, use formatting and printing techniques, use lists and bullets. You will also learn how to create and use templates, manage paper size, orientation, margins, section breaks, headers and footers, merging documents to create form letters, autocorrect techniques, use and format text boxes and pictures. Also create, edit and format tables, work with multiple documents.

BSBITU314 Produce spreadsheets

Get to know the Excel screen layout, create and edit spreadsheets, use simple & intermediate formulas and functions, copying, formatting and printing techniques, and create and edit charts



BSBITU306 Design and produce business documents

Combine the knowledge and experience you have developed to use various Microsoft 2016 applications to design and produce business documents and publications. Use your knowledge to select and use a range of functions in a variety of applications.

BSBITU309 Produce desktop published documents

Using Publisher 2016, learn to provide administrative support or produce your own desktop published documents, including cards, brochures, flyers, business cards. Work with graphics to design, create and finalise your own documents with a professional finish.

BSBWRT301 Write simple documents

Using Microsoft 2016 you will develop the skills and knowledge to plan basic documents. This unit will help you learn the correct layout of letters etc. You will be able to develop basic workplace documentation over a range of workplace contexts.

BSBCUS301 Deliver and monitor a service to customers

Customer service is the basis of business interaction. In this unit you will learn how to identify customer needs and monitor the service you supply to customers. You will practice using discretion and judgement to apply theoretical knowledge in providing advice and support to customers.



BSBCMM301 Process customer complaints

By combining the knowledge and skills of delivering and monitoring a service to customers you will further develop your customer service skills to be able to handle formal and informal negative feedback and complaints from customers.

BSBADM307 Organise schedules

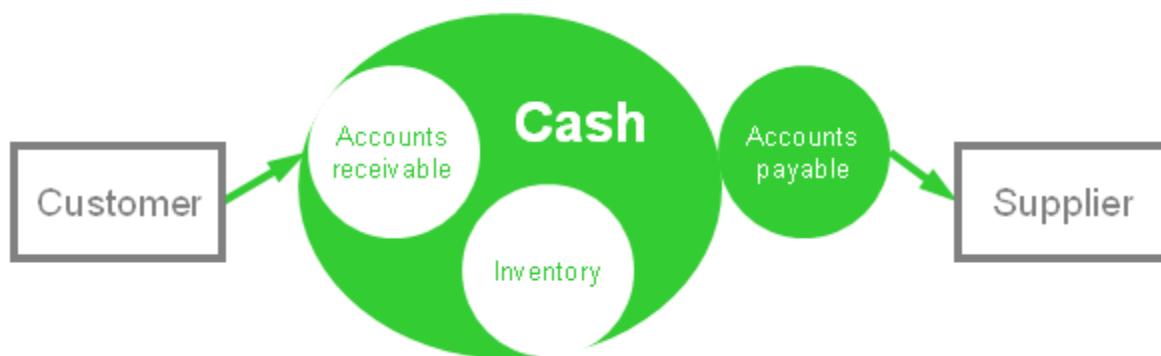
This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. It applies to individuals employed in a range of work environments who provide administrative support to teams and individuals.

BSBFIA304 Maintain general ledger

Learn the skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance. Learn double entry principles and how to trace errors.

BSBFIA303 Process accounts payable and receivable

Learn how to prepare bank reconciliations, maintain accounts payable and accounts receivable, how to use credit journals are used to record transactions where goods are bought or sold on credit.



BSBINN201 Contribute to workplace innovation

Identifying, suggesting and developing new ideas for doing things better at work. Learn how best to implement the new ideas.

BSBSUS201 Participate in environmentally sustainable work practices

All companies need to ensure that they adhere to “green” principles and minimise their impact on the environment. You will look at workplace environmental issues, look at how you can improve resource usage in your own job, learn who to report sustainability issues to and how to make suggestions for improvements to workplace practices.



Cost

It is **\$2,650** for full fee-paying students (two payments of \$1,325). Course fees payable prior to commencing class.

Subsidised places under (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://smartandskilled.nsw.gov.au/> or phone 1300 772 104.

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

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 candidates 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 candidate'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' refund policy.

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



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 *Cloud Assess*. 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, *Cloud Assess* 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.

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

1. 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
2. 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
3. maintain privacy and confidentiality in respect of all matters relating to students and staff
4. adhere to directions from the class tutor
5. work safely and not endanger others in the class
6. participate positively in class
7. adhere to all HKCC rules and regulations
8. be aware of, apply and adhere to access and equity obligations described in our access and equity section
9. 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
10. 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
11. not attend class whilst intoxicated with either drugs or alcohol in their system.