

***This qualification will be updated in 2022. A new course descriptor with updated units of competency will be provided to students prior to course commencement.**

Course: Business Services (240 indicative hours) Board Developed Course Number: 26101		Total 4 of units of credit – Preliminary and/or HSC Category B status for Australian Tertiary Admission Rank (ATAR)	
The BSB20115 Certificate II in Business is accredited for the HSC and provides students with the opportunity to obtain this nationally recognised vocational qualification. This is known as dual accreditation.			
By enrolling in a VET qualification in NSW Public Schools Macquarie Park RTO 90222, you are choosing to participate in a program of study that will give you the best possible direction towards a nationally recognised qualification. To receive this AQF VET qualification, students must meet the assessment requirements of the BSB Business Services Training Package (Release 5) (http://training.gov.au). You will also be expected to complete all requirements relevant to the HSC and adhere to the requirements of NESAs.			
Units of Competency			
1 Core *BSBWHS201 Contribute to health and safety of self and others *11 Electives *BSBIND201 Work effectively in a business environment *BSBINM201 Process and maintain workplace information *BSBSUS201 Participate in environmentally sustainable work practices *BSBWOR203 Work effectively with others *BSBITU307 Develop keyboarding speed and accuracy		*TLIP2029 Prepare and process financial documents *BSBCMM201 Communicate in the workplace *BSBITU211 Produce digital text documents *BSBITU212 Create and use spreadsheets *BSBWOR202 Organise and complete daily work activities *BSBWOR204 Use business technology Additional units required to attain an HSC credential in this course *BSBINN201 Contribute to workplace innovation *BSBCUS201 Deliver a service to customers	
Students may apply for Recognition of Prior Learning (RPL) and/or Credit Transfer provided suitable evidence is submitted.			
Pathways to Industry			
Skills gained in this course transfer to other occupations. Working in the business services industry involves:			
<ul style="list-style-type: none"> ▪ customer (client) service ▪ organising information and records in both paper and electronic forms 		<ul style="list-style-type: none"> ▪ teamwork ▪ using technologies ▪ creating documents 	
Examples of occupations in the Business Services Industry			
<ul style="list-style-type: none"> ▪ administration assistant ▪ clerical worker 		<ul style="list-style-type: none"> ▪ office junior ▪ receptionist 	
		<ul style="list-style-type: none"> ▪ information desk operator ▪ data entry operator 	
Mandatory course requirements to attain a HSC credential in this course			
Students must complete a minimum of 70 hours work placement over two years to practise and extend their learning.			
Admission Requirements			
To enrol in BSB20115 Certificate II in Business , students require the physical ability to touch type with speed and accuracy. This is an inherent skill requirement for the unit of competency. Prior to enrolment, students will be advised individually of the suitability of this course. Reasonable adjustments and support are available for all students. There will be out of class homework, research activities, and assignments.			
Competency-Based Assessment			
Students in this course work to develop the competencies, skills and knowledge described by each unit of competency listed above. To be assessed as competent a student must demonstrate to a qualified assessor that they can effectively carry out tasks to industry standard. Students will be progressively assessed as 'competent' or 'not yet competent' in individual units of competency. When a student achieves a unit of competency it is signed off by the qualified assessor. To achieve the qualification above students must be deemed competent in all units.			
Complaints and Appeals			
Students may lodge an appeal about assessment or any other decisions through the VET teacher.			
Optional HSC examination for ATAR purposes			
The optional Higher School Certificate Examination is independent of the competency based assessment undertaken during the course and has no impact on the eligibility of the student to receive this AQF qualification.			
Course consumables: Nil			
Course contributions are made to cover the ongoing costs of consumables and materials used as part of this course and are paid to the school. <i>If you are unable to make contributions or are experiencing financial difficulty, please contact your school.</i>			
Refunds:			
Students who exit the course before completion may be eligible for a partial refund of fees. The amount of the refund will be pro-rata, dependent upon the time the student has been enrolled in the course. <i>Please discuss any matters relating to refunds with your school.</i>			
A school-based traineeship			
is available in this course. For more information contact the school's Careers Adviser.			
Exclusions:			
VET course exclusions can be confirmed with the school.			