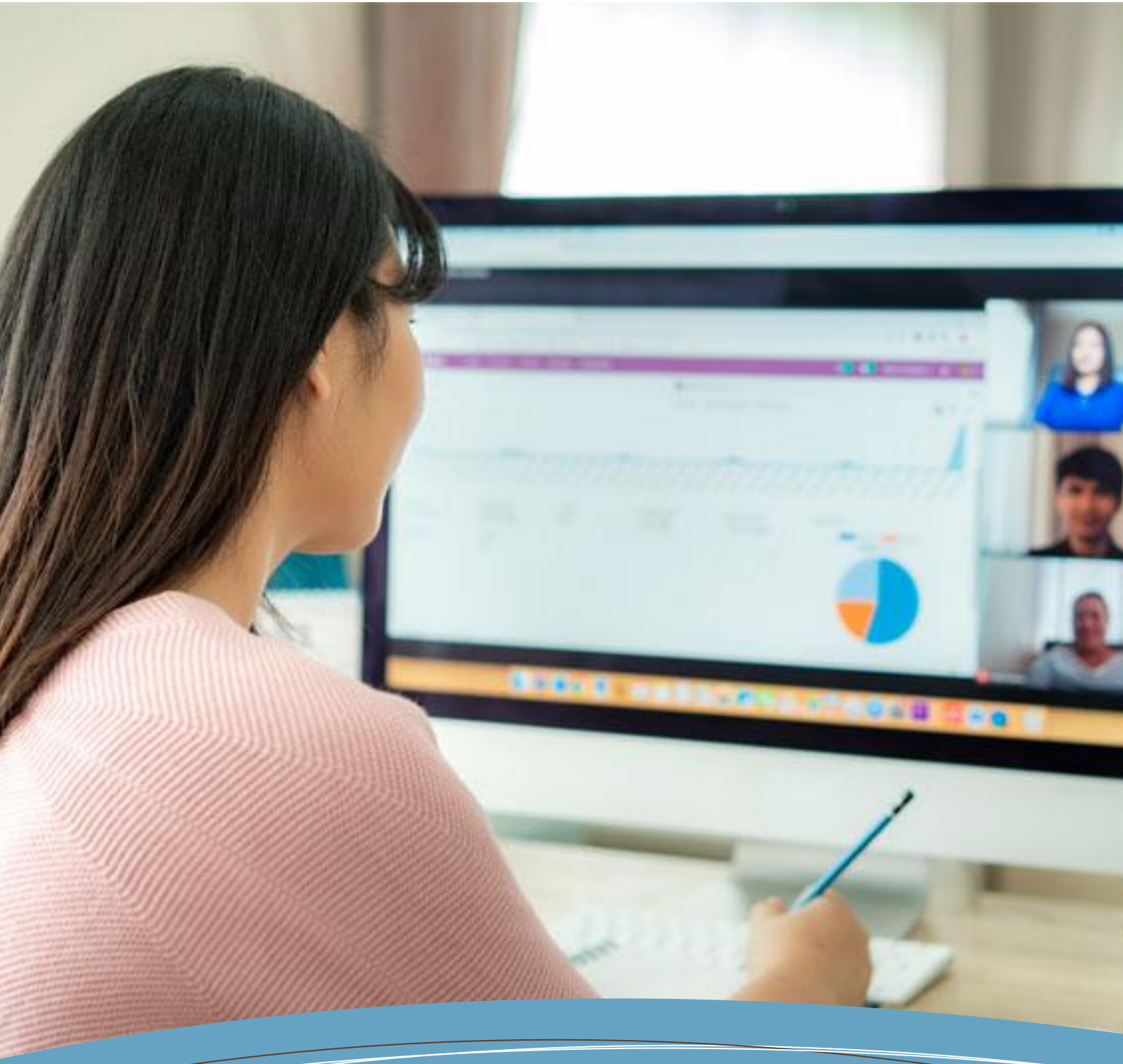

BSB20115 Certificate II in Business Online Program

INFORMATION BOOKLET

OCTEC LIMITED
TRAINING SERVICES

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About OCTEC

OCTEC is a leader in assisting people and their communities to provide early pathways to employment and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of their existence.

The training, support and employment spheres in which OCTEC operates are becoming increasingly competitive. They are becoming increasingly dominated by large providers from both the public and private sectors. As a medium-sized provider from the community sector, OCTEC has been able to differentiate what it does, specialising in key areas of training and support, while maintaining a network of customised services across NSW.

OCTEC Training Services

OCTEC Ltd is a Registered Training Organisation (RTO) that delivers a variety of accredited qualifications including the BSB20115 Certificate II in Business

OCTEC Ltd delivers qualifications throughout Australia.

RTO ID: 90142

ABN: 91 336 868 595

Contact details

If you have any questions or enquiries about this course, we can be contacted through the following methods:

Telephone: 02 6362 7973 (9.00am – 5pm AEST)

Email: training@octec.org.au

Web Site: www.octec.org.au

Head Office

247 Anson Street

Orange NSW 2800

Course Overview

Qualification

BSB20115 Certificate II in Business

This course is accredited through the Australian Skills Quality Authority (ASQA) and is nationally recognised. This course has been developed to enable learners to satisfy the requirements for the BSB20115 Certificate II in Business, requiring 12 units - 1 core unit plus 11 elective units of competency. Learners must complete 12 units of competency to achieve the qualification.

About the qualification

This qualification applies to a range of administrative roles in varied contexts. During this course students will develop:

- MS Windows and computer literacy skills
- The ability to communicate electronically through email and Zoom
- Internet skills
- Keyboard skills
- Customer Service skills
- General business and employment skills

Employment Outcomes

This course provides broad skills that can be used in a variety of industries. Specific skills that will be developed include:

- Computer skills
- Customer service skills
- Team and Communication skills
- The ability to study or work remotely

Course duration and amount of training

Course duration

This study program is completed over 26 weeks (2 x 13 week semesters)

Amount of training (student commitment)

Students considering this program should be able to commit up to 22 hours per week throughout the program. This course work will include:

- ·Virtual classroom training 2 days per week (12 hours per week)
- ·Up to 10 hours of Homework / Self-Paced Structured Learning activities (delivered online)

In total, students will complete approximately 570 hours of training and assessment throughout this program.

Course Content

Units of Competency

The BSB20115 Certificate II in Business is made up of 12 Units of Competency. This includes:

- 1 Core unit
- 11 Elective units

OCTEC has selected elective units for this program to help students to develop their digital literacy and develop skills useful in any work environment.

Core unit

BSBWHS201 - 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 respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

ELEMENTS

1. Work safely
2. Implement work safety requirements
3. Participate in WHS consultative processes

In Plain English:

Students will learn vital **workplace safety skills** including:

- Following WHS procedures and instructions
- Carrying out any pre-start or equipment checks as required
- Follow emergency procedures (eg evacuations etc)
- Identify and report workplace hazards
- Identify and report emergencies or accidents in the workplace
- Identify WHS duty holders in own work area
- Participate in WHS meetings, inspections or other WHS consultative processes

Elective units

BSBCMM201 Communicate in the workplace

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context under direct supervision or with limited individual responsibility.

ELEMENTS

1. Gather, convey and receive information and ideas
2. Complete workplace documentation and correspondence
3. Communicate in a way that responds positively to individual difference

In Plain English:

Students will learn vital communication protocols for the workplace, including:

- Effective verbal and non-verbal communication skills
- Communicating in a respectful way that takes cultural difference and language barriers into consideration
- Completing workplace forms
- Producing written communication that is clear, concise and professional
- Responding to instructions and enquiries professionally

BSBCUS201 Deliver a service to customers

This unit describes the skills and knowledge required to deliver all 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.

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 customer service in a defined context under direct supervision or with limited individual responsibility.

ELEMENTS

1. Establish contact with customers
2. Identify customer needs
3. Deliver service to customers
4. Process customer feedback

In Plain English:

Students will learn vital **customer service skills** including:

- Greeting customers and establishing rapport
- Working out what the customer needs or wants
- Providing prompt customer service to meet the customers needs
- Effective communication skills for customer service
- Identifying areas where customer service or products could be improved
- Receiving and responding to customer feedback or complaints
- Recording customer feedback or complaints

BSBIND201 Work effectively in a business environment

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

It applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.

ELEMENTS

1. Work within organisational requirements
2. Work in a team
3. Develop effective work habits

In Plain English:

Students will learn important **skills for working effectively** including:

- Understanding the requirements of own job and the roles of other team members
- Understanding of employee and employer rights and responsibilities
- Understanding WHS duty of care and other legal responsibiltiies of workers
- Understanding organisational goals, standards and values,
- Applying positive work habits including time management, and personal presentation

BSBINN2301 Contribute to workplace innovation

This unit describes the skills and knowledge required to make a pro-active and positive contribution to workplace innovation.

It applies to individuals working in any industry or community context, in both small and large organisations who take a pro-active approach to identifying, suggesting and developing ideas about better ways of doing things at a practical operational level in a specific area of activity. While the individual's overall work is undertaken with some supervision and guidance, they apply discretion, judgement and effective interpersonal skills in order to contribute to workplace innovation.

ELEMENTS

1. Identify opportunities to do things better
2. Discuss and develop ideas with others
3. Address the practicalities of change

In Plain English:

Students will learn important **innovation skills**:

- Identifying ways to improve work processes in own area
- Discussing and developing ideas with others
- Take actions to put any innovations or ideas into place

BSBITU111 Operate a personal digital device

This unit describes the skills and knowledge required to start up and use a range of basic functions on a personal digital device.

It applies to individuals who perform a range of routine digital tasks in the various sectors of the business services industry and generally work under direct supervision.

ELEMENTS

1. Activate personal digital device and access features
2. Navigate and organise file or application environment
3. Edit stored inforamtion
4. Shut down/deactivate personal digital device

In Plain English:

Students will learn basic skills in using a laptop or tablet including:

- How to turn on and log into a device
- Using basic functions and features of a laptiop or tablet
- How to organise files and applications
- Editing files or applications and saving to device
- Saving, closing and shutting down

BSBITU112 Develop keyboard skills

This unit describes the skills and knowledge required to develop basic keyboard skills (across multiple devices/keyboard types) using touch typing techniques in a broad range of settings.

It applies to individuals who perform a range of mainly routine tasks and generally work under direct supervision using limited practical skills and fundamental knowledge.

ELEMENTS

1. Use safe work practices
2. Identify and develop keyboard skills
3. Check accuracy

In Plain English:

Students will learn how to:

- Adjust their workspace ergonomically
- Learn touch typing skills
- Proofread and check accuracy of documents including correcting any errors found

BSBITU213 Use digital technologies to communicate remotely

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 electronic mail (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.

ELEMENTS

1. Identify methods for digital communication
2. Implement procedures to send and receive digital communciations
3. Manage digital communication effectively

In Plain English:

Students will learn about the different ways that businesses **communicate electronically, including email and video conferencing (eg Zoom)**

Students will learn about **using email**, prioritising email, storing and managing email and meeting organisational procedures in relation to email communication.

BSBSUS201 Participate in environmentally sustainable work practices

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

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

ELEMENTS

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

In Plain English:

Students will learn how to:

- Identify environmental issues in the workplace
- Measure and record resources being used
- Comply with environmental legislation
- Look for ways to improve resource efficiency

BSBWOR203 Work with others

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

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

ELEMENTS

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

In Plain English:

Students will learn vital **team work skills** including:

- Understand own responsibilities within the team
- Listen to, and act on, feedback from others
- Support other team members and contribute to the teams goals
- Plan for improvement within the team
- Respect the differences of others within the team
- Identify problems and issues in the team and suggest possible solutions and seek assistance from others when problems arise

BSBWOR202 Organise and complete daily work activities

This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

It applies to individuals working under direct supervision who develop basic skills and knowledge for working in a broad range of settings.

ELEMENTS

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

In Plain English:

Students will learn how to plan and organise their work through:

- Agreeing on work goals with their supervisor
- Developing a prioritised work plan so they can complete work tasks on time
- Seeking assistance to complete work plans when required
- Using effective communication skills to seek assistance and feedback from others
- Using feedback to monitor and improve own work performance

Schedule

Week	Unit/s of competency
1 - 2	One-on-one sessions to set students up and provide basic skills to participate in online training. Training will cover topics from the following units: • BSBITU111 Operate a personal digital device • BSBITU213 Use digital technologies to communicate remotely • ICTICT103 Use, communicate and search securely on the internet • BSBITU112 Develop Keyboard skills
3 - 4	BSBITU111 Operate a personal digital device
4 - 8	Cluster ICTICT103 Use, communicate and search securely on the internet BSBITU123 Use digital technologies to communicate remotely
9 - 10	BSBWOR203 Work effectively with others
11 - 12	BSBCMM201 Communicate in the workplace
1 – 13	BSBITU112 Develop keyboard skills *(students commence in week 1 and completed assessment in week 13*
14 – 15	BSBCUS201 Deliver a service to customers
16 – 17	BSBWHS201 Contribute to health and safety of others and self
18 – 19	BSBWOR202 Organise and complete daily work activities
20 – 22	BSBSUS201 Participate in environmentally sustainable work practices
22 – 24	BSBIND201 Work effectively in a business environment
24 – 26	BSBINN201 Contribute to workplace innovation

Student Support Services

As part of your enrolment, OCTEC will conduct an assessment to help determine your individual needs. If you require any additional supports, we will develop an action plan with you to provide assistance to address your individual needs.

We can provide a variety of support services. Below is a summary of some of the services we can offer you.

If you have a disability or literacy difficulties

If you have a disability or literacy difficulties, OCTEC Ltd will work with you to develop an action plan to support your needs. This may include making changes or any 'reasonable adjustments' necessary for you to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need, according to individual circumstances.

Reasonable adjustment may include, but is not restricted to:

- More time to complete assessments
- Demonstration of skills (where possible)
- Education support (one-on-one sessions with trainer/assessor)
- Use of visual aids
- Use of adaptive technology
- Additional activities to develop your LLN skills

If you require additional support, please advise your trainer or one of our Student Support Workers.

Student support for Aboriginal or Torres Strait Islander people

OCTEC Ltd is able to provide student support services to Aboriginal and Torres Strait Islander students to help ensure the success of students. Services we can offer include:

- Verbal assessment rather than written assessments
- One-on-one sessions with trainer/assessor
- Additional time to complete assessments

Course requirements

Entry requirements

There are no formal entry requirements for this qualification, however:

- Students must have sufficient literacy and language English skills and will be required to complete a Language, Literacy and Numeracy assessment prior to undertaking training to ensure they have the required skills to undertake training at this level.

Pre - course assessment

All applicants for this course need to participate in a pre-course assessment prior to acceptance into this course. The pre-course assessment will include:

- Completing a questionnaire to help us identify your individual needs
- Completing an online Language Literacy and Numeracy Assessment

USI requirements

From 1 January 2015, it is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised Course, will require a unique student identifier (USI) number before any Certificates can be issued.

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers, including all completed training units and qualifications.

As part of the enrolment process with OCTEC Ltd, you will be required to provide us with your USI number. If you do not have a USI number, you can register for your USI Number by visiting www.usi.gov.au. If you need assistance, an OCTEC staff member can help you to register for a USI.

0n enrolment your USI Number will be verified by OCTEC.

Identification and evidence requirements

When enrolling in an OCTEC training program, you will be asked to provide identification so that we can confirm your identity and check your eligibility for Smart subsidies, concessions or exemptions.

Evidence of residency in NSW:

- Drivers Licence or Proof of Aged Card, or
- Utlities Bill

Evidence of citizenship, residence or visa status

- Australian or New Zealand Passport or
- Australian or New Zealand Birth Certificate
- Green Medicare Card or
- Visa or residency documentation

Evidence for concession fee

- Centrelink evidence – proof of benefit
- Centrelink evidence – proof of being dependent child, partner or spouse of a Commonwealth Government welfare recipient

Evidence for fee exemption – Aboriginality

- Student declaration/signature

Evidence for fee exemption – disability

- Centrelink evidence, for example:
    - A letter from Centrelink that shows your Client Reference Number (CRN) or
    - A current Disability Pensioner Concession Card that shows the CRN, or
    - A current Centerlink income statement for the Disability Support Pension or
- Documentary evidence of support demonstrating a clear additional need as a result of the your disability. A letter or statement from:
    - A medical practitioner
    - An appropriate government ageny (eg Disability Employment Service, Disability Service Provider)
    - A specialist allied health professional (eg psychologist, occupational therapist, rehabilitation counsellor)

Evidence for fee exemption – refugee or asylum seeker

- Relevenat visa documentation or
- ImmiCard or
- Documentation from the Department of Immagration and Border Protection acknowledging application for humanitarian visa

Evidence for Fee-free scholarship (NSW Only)

Students who are applying for a Fee-Free Scholarship should discuss specific evidence requirements with an OCTEC RTO Representative.

Course Fees - NSW

Smart and Skilled Courses – Course Fees

Where your course is funded through NSW Smart and Skilled, the following fees apply:

First Qualification	**$870**
Subsequent Qualification	**$1,050**
Concession	**$160**
Exemption	**$0**

For more information about Smart and Skilled Fees, please speak to one of our RTO staff members. You can also visit the following link for information on Smart and Skilled Fees

https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost

First qualification	This fee applies to standard students who are not doing a traineeship or who do not qualify for an exemption or concession. This fee applies where the student does not already hold post-school qualifications Please note on completion of this qualification, students will need to pay the "Subsequent qualification" fee for future Smart and Skilled funded qualifications.
Subsequent qualification	This fee applies to students who are not doing a traineeship or who do not qualify for an exemption or concession. This fee applies where the student already holds a previous post-school qualification.
Concession	This is a discounted fee that applies to disadvantaged students. See eligibility requirements below for details on whether you meet the requirements for a concession fee.
Exemption	Some students may be eligible for a full fee exemption for this course. See the eligibility requirements below for details on whether you meet the requirements for a fee exemption.

Fee adjustments

Adjustments are made to fees in the following circumstances:

- Where a student is granted recognition of prior learning (RPL) for one or more units of competency
- Where a student is granted credit transfer (CT) for one or more units of competency

In both circumstances, the fees for the qualification will be reduced. Talk to an OCTEC RTO representative for more information about fee adjustments for RPL and CT.

Eligibility for Smart and Skilled funded programs

To be eligible for Smart and Skilled funded training programs, excluding traineeships, the student must meet the following eligibility requirements:

- Be an Australian Citizen, a permanent Australian resident, a New Zealand citizen or be a humanitarian visa holder, and
- Be 15 years or older, and
- live or work in New South Wales, and
- no longer be at school (except for school-based trainees and students being home-schooled).

Students who are new entrant trainees are automatically eligible for Smart and Skilled subsidy for the NSW Skills List qualification that supports their traineeship.

Concession eligibility

A student who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for this qualification. Students who are dependents of a person receiving a specified Commonwealth Government benefit or allowance may also be eligible for a concession fee.

Specified Government benefits and allowances include (but are not limited to):

- Age pension
- Carer Payment
- Newstart Allowance
- Youth Allowance
- Austudy
- Family Tax Benefit Part A (maximum rate)
- Parenting Payment (single
- Sickness Allowance

Speak to an OCTEC RTO representative for details of all benefits and allowances that meet the eligibility requirements.

Exemption eligibility

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- People with a disability(ies)
- Students who are dependants of a person who is receiving the Disability Support Pension
- Refugees and asylum seekers
- Recipients of Fee-Free Scholarships (see below)

Fee-free scholarships

The NSW Government's Smart and Skilled Fee-Free Scholarships mean that students can get training to get the skills they need to get the job they want and their course fees will be covered.

Smart and Skilled Fee-Free Scholarships are available for:

- young people who are eligible for a concession fee
- young people who are or have been in out-of-home care
- people who are experiencing or have experienced domestic and family violence and their dependants.

Talk to an OCTEC RTO representative for more information about Fee-Free Scholarships, or visit https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships

Additional Fees and Refunds Information

Payment plans and maximum upfront payments

To comply with our requirements as a Registered Training Organisation, OCTEC has established the following rules regarding the collection of fees:

- Payment plans are mandatory where course fees paid by individual students exceed $1,500
- OCTEC will not accept full pre-payment of a course where the fees exceed $1,500
- Where an employer or other organisation contracts OCTEC to deliver training on their behalf, there is no requirement for a payment plan

Fee collection and terms

Once a student has confirmed enrolment into this qualification, OCTEC will raise an invoice for student fees.

The invoice will be emailed or posted directly to the student unless prior arrangements have been made for another party to make the payment.

In circumstances where an employer or other organisation (e.g. Employment Service's) has agreed to pay student fees, the invoice will be forwarded to that party for payment.

Invoices have a 7 day payment period, however payment plans can be negotiated.

All fees MUST be paid prior to final assessment for any qualification or course. No certificates or testamur will be issued until course fees are paid.

Refunds policy

Please refer to your Student Handbook for details about OCTEC Ltd.'s refund policy.