



CANTERBURY TECHNICAL INSTITUTE

CRICOS Code: 02938M / RTO No: 31645

# TRAINING & ASSESSMENT STRATEGY

## BSB50215 Diploma of Business

(Domestic Version B)

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# Training and Assessment Strategy

<b>Name of RTO</b>	<b>Canterbury Technical Institute</b>			
<b>Training Package</b>	<b>BSB20515 Business Services Training Package</b>			
<b>Code and title of qualification</b>	<b>BSB50215 Diploma of Business (CT DVB)</b>			
<b>Units of competency</b>	<b>Code</b>	<b>Title</b>		<b>Hours</b>
	BSBWRT501	Write persuasive copy	Elective	210
	BSBADM405	Organise meetings	Elective	90
	BSBADM502	Manage meetings	Elective	150
	BSBHRM506	Manage recruitment, selection and induction processes	Elective	180
	BSBHRM502	Manage human resources management information systems	Elective	180
	BSBWOR501	Manage personal work priorities and professional development	Elective	150
	BSBREL401	Establish networks	Elective	120
	BSBCUS402	Address customer needs	Elective	120
<b>Description</b>				
<b>Clients</b>	<p>CTI clients for this qualification are dominantly Australian domestic students.</p> <p><b>Qualification Pathways</b></p> <p>There are no prerequisite requirements for individual units of competency.</p> <p><b>Pathways INTO the qualification</b></p> <p>Preferred pathways for candidates considering this qualification include:</p> <ul style="list-style-type: none"> <li>• After achieving the BSB40215 Certificate IV in Business or other relevant qualification/s <b>OR</b></li> <li>• Providing evidence of competency in the majority of units required for the BSB40215 Certificate IV in Business or other relevant qualification/s <b>OR</b></li> <li>• With reasonable 1 – 2 years relevant / vocational work experience in a range of work environments in senior support roles for entry into Diploma of Business.</li> </ul>			
<b>Training and assessment arrangements</b>	<p><b>Duration</b></p> <p>The training program for Diploma of Business is conducted over 52 weeks (1200 hours) time period. This program is delivered with ongoing rolling intakes (please review the intake schedule provided on the CTI website).</p> <p>CTI students will attend class equivalent to 25 hours per week in full-time mode, or via Blended Delivery Mode, 1 day face-to-face and on-line delivery through the LMS.</p>			

**Organisation**

Eight units of competency are the minimum required for this qualification, units of competency were selected following the “Qualification Rules” consisting in select units of competency from the list provided in the BSB015 Training Package (see BSB015 Training Package available at training.gov.au); units of competency have been taken from: Advertising Units, Business Administration Units, Human Resource Management Units, Marketing Units and Sustainability Units.

The program is organised in “clusters” in order to provide a strategic structure to improve effectiveness of delivery and assessment procedures and activities.

The program covers basic – intermediate level Business topics, which form the foundation & principle modules for individuals who intend to progress onto higher-level qualification or enter the workforce.

Learners are provided with strong specific information and training on wide range of areas around the Business Services Industry, such as: Administration, Marketing, Human Resource Management, and Information Sustainability.

Intakes dates are as per the published CTI ongoing (rolling intake) schedule. For IT subjects CTI delivers subjects in a loop system ensuring candidates always will have the possibility to complete the qualification within the 52 weeks period, no matter at which point they enter.

**RPL**

Students who hold a Certificate IV and/or Diploma of Business, will need to submit verified Certificate/Statement of Attainment (issue by a RTO) for recognition purposes. Students with either a Certificate or Statement of Attainment for Certificate IV and/or Diploma units will be exempted from common/elective units.

**LLN**

All students are assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

Cluster Name	Unit (s) of Competency
Administration	BSBWRT501
	BSBADM405
	BSBADM502
Human Resource Management	BSBHRM506
	BSBHRM502
Professional Development	BSBWOR501
	BSBREL401
Customer Care	BSBCUS402

### **Delivery modes**

This program is delivered entirely off-the-job at the CTI premises in a classroom environment in which participants attend regularly to class. International students participate in face –to-face classroom based delivery only.

Domestic students also have the option to participate in Blended Delivery Mode where resources are available on-line through the Learning Management System (LMS) and trainer lead face-to-face sessions 1 day per week with additional phone and on-line support access.

Trainers and Assessors deliver the learning sequence using methods such as: Lectures, Guest Lectures, Discussions, Case studies, Demonstrations, Assignments and research activities or via the LMS system.

Students are provided with training resources for each Cluster, a student resources drive is available which includes materials used in the training sessions, assessment materials (other than tests) and reference materials.

Learners will have at their disposal a computer lab with the necessary resources, such as library, broadband internet connection, and computer equipment to create presentations or research topics using the Internet.

Emphasis will be made to reflect real work situations in order to develop skills identified in the “employability skills” for this qualification. Those skills may include:

- Conducting research to collect and analyse information in a range of reports
- Consulting with others to develop a range of plans and reports
- Liaising with stakeholders and promoting participative workplace arrangements
- Negotiating solutions to new and emerging issues
- Contributing to the development of other team members
- Providing feedback on team performance to colleagues and managers
- Applying risk management processes to business operations
- Assessing financial viability of new opportunities and matching Organisational capability with market needs
- Encouraging creative and innovative workplace solutions
- Identifying new and emerging opportunities for the business and developing strategies to capitalise on them
- Managing, fostering and facilitating change
- Developing systems that are flexible and responsive to changing circumstances
- Planning for contingencies and performance of staff and systems
- Dealing with contingencies
- Managing own time and priorities taking responsibility as required by work role and ensuring all organisational policies and procedures are adhered to
- Assisting others to acquire new knowledge and skills to improve team and individual performance
- Using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports
- Using technology to assist the management of information and to assist the planning process

### **Evidence-gathering techniques / Assessment tools**

#### **A. Written Tools**

- a) Report Writing
- b) Case Study / Case Scenarios
- c) Written Exam / Written Questionnaire
- d) Individual / Group Project
- e) Research Documentation

#### **B. Observation Tools**

- a) Role Play
- b) Presentation
- c) Discussion
- d) Research Observation
- e) Oral Questioning

#### **C. On-line Tools Learning Management System (LMS) (Domestic students)**

- a) Written Reports, Multiple choice questions

Combinations of these methods will be used for most situations (eg. observations and oral questioning)

Cluster	Unit of competency	A	B	C
Administration	Write persuasive copy	✓		✓
	Organise meetings	✓		✓
Human Resources Management	Manage recruitment, selection and induction processes	✓	✓	✓
	Manage human resources management information systems	✓		✓
Professional development	Manage personal work priorities and professional development	✓		✓
	Manage human resources management information systems	✓		✓
	Establish networks	✓	✓	✓
Customer Care	Address customer needs	✓	✓	
Please contact the Principal Administrator (phil@cti.qld.edu.au) for more information on Evidence gathering techniques / Assessment tools.				
<p><b>Schedule</b></p> <p>The training program is conducted over 52 weeks period. <b>Please contact Student Services (rahul@cti.qld.edu.au) for a copy of the timetable.</b></p> <p>Evidence-gathering techniques takes place throughout the whole process and units of competency are assessed individually and within the cluster organisation.</p>				
<p><b>Delivery and assessment staff</b></p> <p>All trainers/Assessors hold Certificate IV in Training and Assessment TAE40110, vocational qualifications at least up to the same level they are delivering and assessing and proven relevant industry experience.</p>				
<p><b>Assessment validation process</b></p> <p>PAO &amp; or head of department of CTI discuss with representatives from industry / enterprises on an annual basis to check that the performance standards required in the program are consistent with industry practice.</p> <p>CTI PAO and Trainers conduct regular moderation sessions as per the CTI moderation schedule, conducted by qualified assessors. Where updates are identified as being required moderation meetings are held confirm the evidence-gathering techniques and the required standards of performance and reviewing assessment tools and decisions.</p> <p>The PAO along with the Business faculty has the responsibility for developing, managing and monitoring strategies that ensure consistency in assessment. Validation meetings are lead by PAO and or Trainers with the participation of assessors involved in a particular unit.</p> <p>For each cluster / unit of competency delivered to International students there is a “bank of assessment exemplars and benchmarks” available for all trainers/assessors. These are samples of candidate work that are considered to be exemplary. Domestic students have access to on-line LMS systems to access required information.</p> <p>There is a continuous feedback process in place, which involves gathering information from candidates, employers and other users of the assessment process.</p>				

	<p><b>Industry Consultation</b></p> <p>CTI has liaised with the following organization / individuals for its industry consultation for BSB15 Package. Validation documentation and or minutes of meetings are available for review on request.</p> <p><b>Ronda Lynne Billett</b> Director Uptown Hair Studio (President of Nambour Chamber of Commerce) 1/147 Currie Street Nambour Qld 4560 Ph: 07 5441 2420</p> <p><b>Eric Allgood</b> Director CRAMZET 23 Lochiel St Kenmore Qld 4069 Ph:0407 670 876 <a href="mailto:eric@cramzet.com.au">eric@cramzet.com.au</a></p> <p><b>Cheryl Van Leeuwen</b> Director Double Dutch Pty Ltd 25 Turley Street Fairfield Qld 4103 Mob: 0418 789 990 <a href="mailto:cheryllv@doubledutch.biz">cheryllv@doubledutch.biz</a></p>
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	<p><b>Other requirements</b></p> <p>All staff involved in the delivery and assessment of this qualification, have direct access to the current version of the BSB15 Business Services Training Package, including the appropriate units of competency, assessment guidelines and qualification structure.</p> <p>All staff involved in delivering the program, have access to trainer, assessor and candidate support materials relevant to their areas of delivery and assessment. There is a dedicated trainers resources server which includes specific documents such as: Training Program, Sessions Plans, Assessment Plan, Evidence Gathering Matrix, Marking Guide and Assessment Tools.</p> <p><b>Pathways</b></p> <p>All candidates who undertake the Diploma of Business are provided with advice on employment and training options.</p> <p>Candidates who successfully complete Diploma of Business are encouraged to continue further studies at Advance Diploma levels.</p> <p>Career &amp; Pathway opportunities:</p> <ul style="list-style-type: none"><li>• Office Assistants</li><li>• Administration officers</li><li>• Executive officers</li><li>• Customer service officers</li><li>• Assistant branch managers</li><li>• Human resources personnel</li><li>• Program Consultant / Program Coordinator</li><li>• The course also provides a foundation and path for those intending to further study at the Advanced Diploma level at CTI.</li></ul>
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