HSC COURSE DESCRIPTION 2012 – BUSINESS SERVICES

Board Developed Course
Minimum mandatory work placement – 70hrs
A total of 4 units of credit - Preliminary and/or HSC
Category B status for Australian Tertiary Admission Rank (ATAR)

This curriculum framework includes courses which are accredited for the HSC and provides students with the opportunity to obtain nationally recognised vocational qualifications. This is known as dual accreditation.

Course Description
This course is for students who wish to develop knowledge and skills to commence a career and be an effective employee in the business services industry.

Course Structure

<table>
<thead>
<tr>
<th>COMPULSORY</th>
<th>POSSIBLE ELECTIVES</th>
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<tbody>
<tr>
<td>BSBCMM201A Communicate in the workplace</td>
<td>BSBADM311A Maintain business resources</td>
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<tr>
<td>BSBCUS201A Deliver a service to customers</td>
<td>BSBITU301A Create and use databases</td>
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<tr>
<td>BSBIND201A Work effectively in a business environment</td>
<td>BSBINM202A Handle mail</td>
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<tr>
<td>BSBINM201A Process and maintain workplace information</td>
<td>BSBITU201A Produce simple word processed documents</td>
</tr>
<tr>
<td>BSBHOHS201A Participate in OHS processes</td>
<td>BSBITU202A Create and use spreadsheets</td>
</tr>
<tr>
<td>BSBSUS201A Participate in environmentally sustainable work practices</td>
<td>FNSICGEN305B Maintain daily financial/business records</td>
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<tr>
<td>BSBWOR202A Organise and complete daily work activities</td>
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<tr>
<td>BSBWOR203A Work effectively with others</td>
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<tr>
<td>BSBWOR204A Use business technology</td>
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Assessment and Course Completion

Competency-based Assessment
Students in this course work to develop the competencies, skills and knowledge described by each unit of competency. To be assessed as competent a student must demonstrate 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.

Optional HSC examination
Students completing this course are eligible to sit an optional, written HSC examination. The purpose of the examination is to provide a mark which may be used in the calculation of the ATAR. The examination is independent of the competency-based assessment undertaken during the course and has no impact on the eligibility to receive an AQF VET qualification.

N Determinations
Where a student has not met Board of Studies course completion criteria, including meeting work placement requirements – 35hrs (Prelim) / 35hrs (HSC), they will receive an ‘N’ determination (course not satisfactorily completed). The course will then not count towards the HSC although units of competency achieved will still count towards AQF VET qualification.

Appeals
Students may lodge appeals against assessment decisions or ‘N’ determinations through their school or college.
**Pathways to Industry**

Skills gained in this industry transfer to other occupations. Working in the business services industry involves:

- customer (client) service
- organising information and records in paper and electronic forms
- teamwork
- using technologies in an office environment
- business communication

Examples of occupations students can aim for in the business services industry:

- payroll clerk/officer
- personal assistant
- receptionist
- office manager / owner of small business
- sales clerk/officer
- secretary

**Course costs:** $ (Preliminary) and $ (HSC)

**Course requirements:** A workbook folder (e.g. A4 38mm insert binder)

**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 spent been enrolled in the course.

**AQF VET Qualification(s)**

Depending on the selection and achievement of units of competency, the possible qualification outcomes are:

- Certificate II in Business (BSB20107)
- Statement of Attainment towards Certificate III in Business (BSB30107)

Statements of Attainment in partial completion of these Certificates are also available.

Your teacher or VET Coordinator will advise the competencies and qualifications that may be available.

For more information on possible outcomes please visit the NSW Board of Studies website:


A school-based traineeship is available in this course, for more information: [http://www.sbatinnsw.info/](http://www.sbatinnsw.info/)

**Exclusions:** Nil