Advanced Business Institute

RTO no: 46282

Training and Assessment Strategy

BSB50120 – Diploma of Business

Published by Advanced Business Institute ABI
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Training Package

BSB – Business Services Training Package

Code and Title of Qualification

BSB50120 – Diploma of Business

12 units must be completed:

- 5 core units
- 7 elective units, consisting of:
  - 2 units from a specified set of "Group A" electives indicated on TGA here and
  - 5 additional units from elective groups A-I found at the same location
  - if not listed, up to 2 units may be selected from a Certificate IV, Diploma or Advanced Diploma from this or any other currently endorsed Training Package qualification or accredited course.

Qualification Description

This qualification reflects the roles of individuals in various business leadership or frontline management roles. Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in various settings but seek to further develop their skills across a broad range of business functions.

Units of Competency

Code	Title	Total Hours (approx.)
BSBCRT511 *Core*	**Develop critical thinking in others:** Private Study: 25 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 15 hours • Mixture of Quiz, short and extended answer questions. • Practical Assessment. **Requirements to complete this unit:** • Access to reliable internet • Access to Microsoft office applications • Access to a workplace **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	50

BSBFIN501 *Core*	**Manage budgets and financial plans:** Private Study: 30 Hours • Reading through online content/workbook Research/Work-based: 15 Hours • Online research to complete tasks Assessment: 25 hours • Short and extended answer questions. • Practical Assessment (Project). **Requirements to complete this unit:** • Computer with internet and email access and a working web browser • Installed software: MS Word, Adobe Acrobat Reader • A workplace that will allow you access to: ▪ Workplace documentation, including: ▪ Financial plan for your work team that includes the following: • Cash flow projections • Ageing Summaries • Petty Cash Statements • Goods and Service Tax (GST) • Profit and Loss Statements • One budget plan Budget plans may include, but is not limited to the following: Short-term budget plan Long-term budget • People, including: ○ Two relevant personnel (*This includes, but is not limited to the following):* ▪ *Financial managers* ▪ *Accountants* ▪ *Financial controllers* ○ At least two team members whose job roles are focused on management of finances. *These include, but are not limited to:* ▪ *Purchasing and procurement staff* ▪ *Debt collectors* ▪ *Bookkeepers* • Opportunity to manage at least one financial plan for your own work team • At least two resources that can be used to manage financial management processes. *These include, but are not limited to the following:* ○ *Microsoft Excel* ○ *Cloud-based storage*	70

	○ *Time tracking application* • At least two systems that can be used to manage financial management processes. *These include, but are not limited to the following:* ○ *Mind Your Own Business (MYOB)* ○ *Quickbooks* ○ *Xero* **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBOPS501 *Core*	**Manage business resources:** Private Study: 35 Hours • Reading through online content/workbook Research/Work-based: 20 Hours • Online research to complete tasks Assessment: 35 hours • Short and extended answer questions. • Practical Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader, MS Excel ▪ A workplace that will allow you access to: ○ Workplace documentation, including: ▪ At least three business plans including a program with a project. This includes the following: • At least one business plan containing a program with a project requiring at least one human resource • At least one business plan containing a program with a project requiring at least one physical resource ▪ At least one workplace document relevant to each of the following: • At least three workplace documents relevant to at least three business units. Each document must include information on each business unit's objectives. The business unit	80

objective must be relevant to the resource required

Business unit refers to a division or department of the business that represent a specific function (e.g. accounting, marketing). Workplace documents can include:

- *Annual reports.*
- *Organisational information documents*

- Internal resourcing capabilities for:
  - Human resources
  - Physical resources

Internal resourcing capabilities refer to the business' ability to provide the resource needed by the project. Documents to access include:

- *Inventory records*
- *Employee personnel files*

- Product delivery standards for:
  - Human resources
  - Physical resources

Product delivery standards refer to an organisation's minimum expected quality of service delivery. Documents to access include:

- *Policies and procedures*
- *Organisational standards*

- Service delivery standards for:
  - Human resources
  - Physical resources

Service delivery standards refer to an organisation's minimum expected quality of service delivery. Documents to access include:

- *Policies and procedures*
- *Organisational standards*

- Your organisation's measure for efficiency

Measure for efficiency refers to the level of performance that uses the least amount of input to achieve the highest amount of output. It is often measured in a ratio of useful output to total input. Documents to access include:

- *Organisational standards*
- *Business plans*

  - At least one source relevant to each of the following:
    - External human resourcing requirements
    - External physical resourcing requirements

External resourcing requirements refer to conditions that the business must follow when acquiring the resource from outside the business. Sources include:

- *Legal documents related to recruitment and procurement*
- *Supplier service requirements*

- A least one organisational policy and procedures for allocating each of the following:
  - Human resources
  - Physical resources
- At least one organisational standard relevant to acquiring each of the following:
  - Human resources
  - Physical resources
- At least one organisational code of conduct relevant to acquiring each of the following:
  - Human resources
  - Physical resources
- Organisational templates, such as:
  - Meeting Minutes
  - Resource bids for:
    - Human resources
    - Physical resources
  - Resource plans for:
    - Human resources
    - Physical resources
  - Reports for:
    - Human resources
    - Physical resources
- People, including:
  - Your Supervisor
  - At least two business units. This must include one representative for each business unit.

- Opportunities to manage at least three business resources. Managing business resources includes performing the following:
  - Developing resource bids
  - Developing resource plans
  - Implementing resource plans
  - Reviewing resource plans
- Opportunities to take corrective action on resource usage

	▪ Legal documents relevant to acquiring each of the following: ○ Human resources This must include the following: ▪ At least one legislation ▪ At least one regulation ○ Physical resources This must include the following: ▪ At least one legislation ▪ At least one regulation **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBSUS511 *Core*	**Develop workplace policies and procedures for sustainability:** Private Study: 25 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 15 hours • Short and extended answer questions. • Practical Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace, or a simulated workplace environment that will allow you access to: ○ Relevant information that the learner requires to plan the scope and objectives of the workplace sustainability policy, such as: • Federal and/or state/territory legislation, regulation, or best practice related to environmental protection and corporate sustainability actions • Sustainability initiatives based on industry or workplace standards, guidelines, and approaches • Corporate sustainability goals ○ Organisation's processes for developing policies and procedures ○ Resource where the workplace/organisation's policies and procedures can be accessed, such as: • Staff handbook • Company website/intranet site	50

- People, including:
  - At least three relevant stakeholders from the organisation who will be involved throughout the development, implementation, and monitoring process of the workplace sustainability policy to be developed

These can be individuals or groups directly impacted by the policy the learner will develop.
At least two internal stakeholders from the organisation, and at least one external stakeholder must be involved in the consultation.

  - All key stakeholders impacted by the sustainability policy and procedures

- Opportunity to:
  - develop, present, and implement new sustainability policy and procedures in the workplace/organisation
  - modify improvements in the sustainability policy and procedures in the workplace/organisation

Modification can be done to the policy and procedures to be developed for the Workplace Project Task, or to existing sustainability policy and procedures in the workplace/organisation

- Supplementary materials/resources to support the presentation of the new policies and procedures, such as:
  - PowerPoint presentation
  - Handouts
  - Copy of updated staff handbook
- All resources that you will require to implement the sustainability policy and procedures in the workplace (Workplace Project Task 5)
- At least two recording systems that will be used to monitor the implementation of the sustainability policy

These can be existing within your workplace/organisation, or you can develop them based on the requirements of the policy you will develop.

- Relevant reports that will be accessed to track the recording systems, e.g. electricity or water bill, purchase receipts

	Tools/resources used by the workplace/organisation to communicate outcomes of policy implementation to key personnel and stakeholders **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBXCM501 *Core*	**Lead communication in the workplace:** Private Study: 25 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 15 hours • Short and extended answer questions. • Practical Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: ○ Workplace documentation, including: ▪ Organisational documentation relevant to communication goals *This includes, but is not limited to the following:* • *Business Plans* • *Communication Policies and Procedures* • *Staff handbook* ○ At least two team members involved in the communication protocols ○ At least one opportunity to establish each of the following: ▪ Internal communication protocols ▪ External communication protocols ○ Opportunity to coordinate effective communication within team members ○ Opportunity to review your current organisational or team communication practices **To complete the Case Study Assessments, you will require access to:** ▪ At least two volunteers to participate in each role play activities ▪ Video camera or a mobile phone with video recording capabilities A safe environment to conduct the role play activity	50

	Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBFIN601 *Elective*	**Manage organisational finances:** Private Study: 35 Hours • Reading through online content/workbook Research/Work-based: 20 Hours • Online research to complete tasks Assessment: 25 hours • Short and extended answer questions. • Workplace Assessment (Roleplay). **Requirements to complete this unit:** ▪ Computer with internet and email access and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: ○ Workplace documentation, including: ▪ Organisational documentation relevant to communication goals *This includes, but is not limited to the following:* • *Business Plans* • *Communication Policies and Procedures* • *Staff handbook* ○ At least two team members involved in the communication protocols ○ At least one opportunity to establish each of the following: ▪ Internal communication protocols ▪ External communication protocols ○ Opportunity to coordinate effective communication within team members ○ Opportunity to review your current organisational or team communication practices **To complete the Case Study Assessments, you will require access to:** ▪ At least two volunteers to participate in each role play activities ▪ Video camera or a mobile phone with video recording capabilities A safe environment to conduct the role play activity **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	80

BSBOPS502 *Elective*	**Manage business operational plans:** Private Study: 30 Hours • Reading through online content/workbook Research/Work-based: 15 Hours • Online research to complete tasks Assessment: 25 hours • Quiz, short and extended answer questions. • Workplace Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access, and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: o Workplace documentation, including: ▪ Organisational documents that include information on your organisation's business objectives ▪ Organisational documents relevant to the development of an operational Plan ▪ Organisational document relevant to budget allocations for operational plans ▪ Organisational policies and procedures related to the following: o Recruiting new employees o Inducting new employees o Purchasing physical resources o Hiring services ▪ Organisational practices o Recruiting new employees o Inducting new employees o Purchasing physical resources o Hiring services ▪ Organisational documents relevant to existing strategies for each of the following: o Recruiting employees o Inducting employees o Employee training and development o Acquiring physical resources o Acquiring services o Protecting intellectual property when recruiting employees **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	70

BSBOPS504 *Elective*	**Manage business risk** Private Study: 30 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 20 hours • Quiz, short and extended answer questions. • Workplace Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access, and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ A workplace that will allow you access to: o Workplace documentation, including: ▪ Organisational documents that include information on your organisation's business objectives ▪ Organisational documents relevant to the development of a risk management plan ▪ Organisational document relevant to risk identification and recording. ▪ Organisational policies and procedures related to the following: o Hazard identification o Risk classification **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	60
BSBOPS601 *Elective*	**Develop and implement business plans** Private Study: 30 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 20 hours • Quiz, short and extended answer questions. • Workplace Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access, and a working web browser ▪ Installed software: MS Word, Adobe Acrobat Reader ▪ Workplace, or a similar environment, where the candidate can complete the assessments, and that will allow them access to: o Relevant information	60

- Printed or online sources for research on market requirements and competition

- Workplace documentation, including:
  - Organisational documents from where mission, vision, business objectives, goals, business values, and pre-existing strategic, business and operational plans can be accessed
  - Financial statements to support the financial indicators in the business plan such as historical financial statements for previous year, budgeting information for current year and prospective financial statements for next year. Financial statements must include profit & loss statement, balance sheet statements and cash flow statements
  - Organisational and workplace policies and procedures such as:
    - Business plan implementation and monitoring
    - Performance measurement
  - Business Assessment Report template, or similar from the candidate's workplace/organisation
  - Meeting Minutes template, or similar from the candidate's workplace/organisation
  - Business plan template, or similar from the candidate's workplace/organisation
  - Implementation and Monitoring Report template, or similar from the candidate's workplace/organisation
  - Business Review Report template, or similar from the candidate's workplace/organisation
- People, including:
  - At least two relevant stakeholders
    - Whom the candidate will consult to develop performance objectives and measures, and identify resource requirements for the business plan

- With whom the candidate can communicate the business plan, and confirm availability of human resource requirements for implementation of the business plan

Relevant stakeholders consulted for Workplace Assessment Task 2 and Workplace Assessment Task 4 can be the same stakeholders so long as they can assist with the information required by the candidate for each of the above outlined tasks.

- At least one supervisor/manager, preferably part of the senior management, who will be involved in the following:
  - To sign-off on the Implementation and Monitoring Report to confirm that the business plan was implemented by you
  - To whom the candidate can communicate the Implementation and Monitoring Report
  - To whom the candidate can communicate the Business Review Report

- At least two underperforming staff for whom the candidate can conduct a group coaching session

They will be identified after the implementation of the business plan.

- Opportunity to:
  - Consult and communicate with at least two relevant stakeholders to:
    - Develop and finalise performance objectives and measures for the business plan
    - Identify resource requirements for the business plan
    - Confirm availability of human resource requirements for implementation of the business plan
    - Conduct a group coaching session on business performance with at least two underperforming staff

	Simulated business - Bounce Fitness To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBSUS601 *Elective*	**Lead corporate social responsibility** Private Study: 25 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 15 hours • Quiz, short and extended answer questions. • Workplace Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access and a working web browser ▪ Installed software: Word, Adobe Acrobat Reader ▪ A workplace, or a simulated workplace environment that will allow you access to: ○ Relevant information that the learner requires to understand the existing corporate social responsibility (CSR) context for the workplace/organisation, and develop a corporate social responsibility policy, such as: • Federal and/or state/territory legislation, regulations, industry, or global standards. • Context of information required. ○ Workplace documentation or similar workplace template, including: • Business plans or similar, for organisational mission, vision, values, goals, drivers, and objectives. • Corporate social responsibility goals, objectives and existing policies and practices. *At least two current policies and at least two current practices relating to corporate social responsibility.* • Generic Corporate Social Responsibility Context Report template, • Process for developing policies and procedures. • Generic Corporate Social Responsibility Policy template • Existing monitoring systems or templates from workplace/organisation that will be used to monitor the implementation of corporate social responsibility practices.	50

- Generic Corporate Social Responsibility Monitoring template
- Generic Corporate Social Responsibility Evaluation template

- People, including:
  - At least three relevant stakeholders of the organisation who will be involved throughout the development, implementation, and monitoring process of the corporate social responsibility policy to be developed.

Relevant stakeholders can be individuals or groups who exert high influence and are likely to be impacted to a high degree by the corporate social responsibility policy the learner will develop. At least two stakeholders must be internal to the organisation, and at least one stakeholder must be external to the organisation.

  - At least two stakeholders impacted by the corporate social responsibility policy, for the integration of corporate social responsibility practices with organisational systems, procedures, or processes.
  - Key personnel responsible for the implementation of corporate social responsibility practices.
- Opportunity to:
  - establish, monitor, and evaluate corporate social responsibility for at least two areas or opportunities in the workplace/organisation.
  - consult and communicate with relevant stakeholders to develop corporate social responsibility objectives and policy that align with organisational goals.
  - negotiate with stakeholders to integrate corporate social responsibility practices into policies and procedures.
  - recommend and make improvements in the corporate social responsibility policy and practices in the workplace/organisation.

Improvements can be made to the policy to be developed for the Workplace Project Task, or to existing corporate social responsibility policy in the workplace/organisation.

	○ Tools/resources used by the workplace/organisation to communicate outcomes of policy implementation to key personnel and stakeholders **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	
BSBCRT611 *Elective*	Apply critical thinking for complex problem-solving Private Study: 30 Hours • Reading through online content/workbook Research/Work-based: 10 Hours • Online research to complete tasks Assessment: 20 hours • Quiz, short and extended answer questions. • Workplace Assessment (Project). **Requirements to complete this unit:** ▪ Computer with internet and email access, and a working web browser ▪ Installed software: Word, Adobe Acrobat Reader ▪ A safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work that will allow you access to: ○ Workplace documentation with information on the following: • Scope of your work role This can include: - Job description - Roles and responsibilities document - Business plan • Requirements for the development of: - Solution proposal briefs - Feedback registers • Requirements for the presentation of: - Solution proposal briefs - Feedback registers • Process for the approval of solutions for implementation • Requirements for preparing solution proposal briefs, such as: - Style guide - Communication policy and procedures	60

- Continuous improvement policy and procedures

- Workplace templates, including or similar to the following:
  - Problem scoping briefs
  - Feedback registers
  - Solution proposal briefs
- Resources required for each of the following:
  - Undertaking research
  - Preparing a brief
  - Developing a feedback register

This can include:

- Consultations with specialists
- Information databases
- Project management tools

- Organisational policies and procedures with information relevant to the identified complex workplace issue, such as:
  - Work health and safety policies and procedures
  - Conflict resolution policies and procedures
  - Business continuity policies and procedures
- Components of legislative frameworks applicable to the identified complex workplace issue,

Components of legislative frameworks can include legislation, regulations and codes of practice related to the following:

- Anti-discrimination
- Fair work
- Work health and safety

- Opportunity to:
  - Scope at least one complex workplace issue during consultation with at least two relevant stakeholders in *Workplace Project Task 1*
  - Present the problem scoping brief and facilitate an ideation session with at least two relevant stakeholders in *Workplace Project Task 3*
  - Present the solution proposal brief and seek feedback from at least two key stakeholders in *Workplace Project Task 5*
- People, including:

	• At least two relevant stakeholders who will be involved in the following:
	  • Consultation to scope at least one complex workplace issue in *Workplace Project Task 1*
	  • Presentation of the problem scoping brief and facilitating ideas for resolving the complex workplace issue in *Workplace Project Task 3*
	Relevant stakeholders refer to individuals or groups who have relevant information on and are affected by the workplace problem.
	▪ At least two key stakeholders who will be involved in the following:
	  ○ Presentation of the solution proposal brief and gathering feedback on presented information in *Workplace Project Task 5*
	  ○ Seeking approval for the implementation of the solution to the complex workplace issue in *Workplace Project Task 6*
	Key stakeholders refer to individuals or groups who are vital in the problem-solving process due to specialist insight and authority to provide approval for implementation.
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	To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	

BSBPEF502
Elective
	Develop and use emotional intelligence
	Private Study: 30 Hours
	• Reading through online content/workbook
	Research/Work-based: 10 Hours
	• Online research to complete tasks
	Assessment: 30 hours
	• Quiz, short and extended answer questions.
	• Workplace Assessment (Project).
	Requirements to complete this unit:
	▪ Computer with internet and email access and a working web browser
	▪ Installed software: Word, Adobe Acrobat Reader
	▪ A workplace that will allow you access to:
	  ○ Documentation, including:
	  ▪ Policies and procedures relevant to:
	  • Organising informal opportunities to express thoughts and feelings in the workplace
		60

	• Organising tasks to assist others to understand the effect of their personal behaviour and emotions on others in the workplace ○ People, including: ▪ At least two co-workers ▪ At least two relevant stakeholders *Stakeholders can include the following:* • *Your co-workers* • *Your supervisor* **Simulated business - Bounce Fitness** To complete the Subjects, if you do not have access to a workplace, you will need to access documents and forms on our Simulated Business Website - **Bounce Fitness**.	

Cohort Characteristics

ABI's local learners for this qualification shall be sourced through:

- The secondary school system (specifically, those looking to enter their family business),
- small business owners,
- larger companies looking to improve their staff, and
- people looking to improve their employment prospects.

The target group is students who have either run a small business, worked in a family business, or considered improving their employment prospects. They will have completed a minimum of Year 10 or an equivalent (Certificate IV) or have completed a trade certificate and had at least 2 years of industry experience.

Target Group (Cohort Characteristic) Tick all that apply	☒ Secondary School Leavers	☐International Off-shore Students	☐Trainees	☒Currently Employed in a Related Field
	☐Apprentices	☐International On-shore Students	☒Mature Age Career Change	☐Other
	☐ RPL seekers	☒Commercial Clients	☒Job Seekers	
General Education Level	☒Year 10	☒Year 12	☒Trade Qualifications	☐Tertiary Qualifications
Existing Skills Relating to Program	☐Low	☒Medium	☐High	
Typical Computer Level	☐ Beginner	☒ Intermediate	☐ Advanced	
Typical Age Range	☐ < 20 yrs	☒ 20 – 24 yrs	☒ 25 – 29 yrs	☒ 30 – 39 yrs
	☒ 40 – 49 yrs	☒ 50 – 59 yrs	☐ 60 – 64 yrs	☐ 65+ yrs

Entry requirements:

- Must be 16 years of age or over
- Completed Year 10, Certificate IV Business, Trade Certificate or equivalent

Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Pathways INTO the qualification

Preferred pathways for candidates considering this qualification include:

- After achieving the BSB40120 Certificate IV in Business or other relevant qualification/s OR
- Providing evidence of competency in the majority of units required for the BSB40120 Certificate IV in Business or other relevant qualification/s OR
- With reasonable 1 – 2 years relevant/vocational work experience in various work environments in supervisory support roles for entry into Diploma of Business.

Training and Assessment Arrangements

Duration

The training program for the Diploma of Business is based on 52 weeks; however, being online, learners may take up to 2 years to complete the qualification.

ABI students will work at their own pace online. However, it is expected that, on average, each student should factor in an average of 15-20 hours per week to complete the course successfully.

Organisation

Twelve units of competency are the minimum required for this qualification; units of competency were selected following the "Qualification Rules" of select units from the list provided in the BSB Training Package.

ABI shall utilise a 'rolling' enrolment process, meaning each unit of competency shall be taught separately (with contextualisation into other Units throughout the program). This process will enable students to enrol at any time throughout the year.

The program covers basic–intermediate-level Business topics, which form the foundation & principal modules for individuals who intend to progress onto higher-level qualifications or enter the workforce. Candidates are provided with strong specific information and training on a wide range of areas around the Business Services Industry, such as:

- Critical Thinking
- Corporate Social Responsibility and Sustainability
- Finance and Risk
- Communications
- Planning and Operations

Credit Transfer

Students holding a Certificate IV or Diploma of Business must submit a verified Certificate/Statement of Attainment (issued by an RTO) for recognition. Students with a Certificate or Statement of Attainment for Certificate IV or Diploma units will be exempted from common/elective units.

Required Prior Learning (RPL)

The purpose of this training is to cover the skills and knowledge gaps, statistically noted to be absent in failing businesses, therefore RPL shall not be offered.

Language, Literacy, and Numeracy (LLN)

ABI is committed to supporting students from non-English-speaking backgrounds (NESB) by offering tailored educational opportunities. We ensure that all enrolled students possess the necessary language, literacy, and numeracy (LLN) skills, in line with our rigorous policy on assessing student qualifications and English proficiency.

Our approach includes addressing language challenges within training and assessment to cater to the specific needs of NESB students. Our staff are trained to identify and accommodate students' learning needs, adjusting training and assessment methods as necessary. Students with insufficient English proficiency may be referred to an English Language Teaching (ELT) Centre for further improvement.

If any LLN issues are identified after a student has commenced their course, our staff will explore alternative training and assessment methods and arrange additional tutorials to support the student. Students requiring language, literacy, or numeracy assistance are encouraged to speak confidentially with their trainers, who will then collaborate with the Principal and other assessors to provide the necessary support.

Special Needs Arrangements (Reasonable Adjustments)

All students, including those with disabilities, are treated equally and with dignity and can enjoy the benefits of the educational experience in the same way. If there are students with special needs, the trainer/assessor considers these needs and shall make appropriate adjustments to the training environment, wherever feasible and practicable, in consultation with the Director of Studies or Chief Executive Officer.

Intervention Strategies

An intervention strategy is a plan of action that anticipates barriers and resources in relation to achieving a specific objective. ABI endeavours to anticipate students' needs and implement various intervention strategies. Resources and facilities provide students with options to complete each unit of competency. If the student is deemed not yet competent or if they do not show an understanding of the course being taught, the student may be asked to:

- Discuss an intervention plan with the trainer and/or Director of Studies
- Sit for reassessment
- Attend several supervised studying hours/tutoring
- Repeat the unit of Competency

Transition Arrangements

The Chief Executive Officer is fully responsible for ensuring the management of students into any revised edition/s of the Qualification or respective Unit/s of Competency/ies.

This will include:

- Consultation with appropriate industry personnel to ensure the relevance of learning and assessment materials
- Revising and upgrading existing assessment tools to the requirements of the revised edition/s
- Creation of newly identified assessment tools
- Revising and upgrading existing learning materials to the requirements of the revised edition/s
- Creation or purchasing of new learning materials
- Rewriting the Training and Assessment Strategy to match the new edition/s
- Training and/or upskilling of trainers and assessors into the requirements of the new qualification
- Updating the trainer assessor matrix, mapping tables and other relevant documents against the new edition/s

Delivery Modes

Online

Students can enrol into the course and begin at whichever unit they wish and proceed through the course at their own pace.

Face-to-Face Learning

This mode of delivery is not available at this time.

Evidence Gathering / Assessment Tools

Depending upon the Unit of Competency, any combination of the following may be used to assess competency.

A – Practical Tools

- Demonstration
- Programming/projects
- Diagrammatical Representation
- Troubleshooting

B - Written Tools

- Report Writing
- Case Study / Case Scenarios

- Written Exam / Written Questionnaire
- Individual / Group Project
- Research Documentation

C - Observation Tools

- Role Play
- Presentation
- Discussion
- Research Observation
- Oral Questioning

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

D – Online Resources

Online students will have access to online resources through the Learning Management System (LMS)

Unit of Competency	A	B	C	D
BSBCRT511 - Develop critical thinking in others	√	√	√	√
BSBCRT611 - Apply critical thinking for complex problem solving	√	√	√	√
BSBSUS511 - Develop workplace policies and procedures for sustainability	√	√	√	√
BSBSUS601 - Lead corporate social responsibility	√	√	√	√
BSBOPS504 – Manage business risk	√	√	√	√
BSBFIN501 - Manage budgets and financial plans	√	√	√	√
BSBFIN601 - Manage organisational finances	√	√	√	√
BSBPEF502 - Develop and use emotional intelligence	√	√	√	√
BSBXCM501 - Lead communication in the workplace	√	√	√	√
BSBOPS501 - Manage business resources	√	√	√	√
BSBOPS502 - Manage business operational plans	√	√	√	√
BSBOPS601 - Develop and implement business plans	√	√	√	√

Don't hesitate to contact the CEO, Eric Allgood (ceo@advancedbusinessinstitute.com.au), for more information on Evidence gathering techniques / Assessment tools.

Schedule

The training program is conducted over 12 months.

Evidence-gathering techniques occur throughout the whole process, and units of competency are assessed individually and within the cluster organisation.

Delivery and assessment staff

All trainers/Assessors hold Certificate IV in Training and Assessment TAE40120, equivalent or higher, vocational qualifications at least up to the same level they are delivering, assessing, and proven relevant and ongoing industry experience.

Assessment validation process

The Chief Executive Officer, Director of Studies and relevant trainers meet with representatives from industry/enterprises annually to check that the performance standards required in the program are consistent with industry practice.

ABI Chief Executive Officer, Director of Studies, and Trainers conduct moderation meetings every semester, which assessors attend. Discussions confirm the evidence-gathering techniques and the required performance standards and review assessment tools and decisions.

DoS and the Business faculty are responsible for developing, managing, and monitoring strategies that ensure consistency in assessment. DoS / Trainers lead validation meetings with the participation of assessors involved in a particular unit. Validation of Units of Competencies will use the following forms:

- UoC Unpacking Template.xls, and
- Form - Assessment Validation Record Tool.docx

These forms shall be saved under the UoC name and the validation date.

Each unit of competency has a “bank of assessment exemplars and benchmarks” available for all trainers/assessors. These are samples of candidate work that are considered to be exemplary.

There is also a continuous feedback process, which involves gathering information from candidates, employers, and other users of the assessment process.

Pre-assessment

Assessment strategies are developed through consultation with industry representatives to ensure assessment methods are consistent with industry needs.

Assessors validate assessment tools and activities within the RTO or from another RTO that delivers the same or similar course or from external industry representatives.

Validation before assessment focuses on:

- The design of assessment activities
- The assessment methods to be used
- The benchmarks against which each student is assessed

Post Assessment

To ensure that assessment outcomes are reliable across a range of assessors, over a range of contexts and over time, ABI conducts post-assessment moderation and validation.

The Post-assessment moderation process focuses on:

- The assessment tasks and the assessment process
- The evidence of participants' performance
- The assessment decisions made on the samples of evidence provided
- Reporting and record-keeping

It includes the following activities:

- Moderation and validation meetings
- Moderation process
- Student and trainer/Assessors Feedback

Assessment Moderation Process

The Dos with the trainers and assessors conducts Assessment moderation at regular intervals by collecting samples of assessment evidence from all assessors for the same Unit of Competency and compares the outcomes of the assessment process against the assessment and unit requirements.

Feedback from students and trainers/assessors is collected to support the continuous improvement of the assessment process and assessment tools used by the RTO.

Student Feedback

Student Feedback Survey is issued to the students every quarter to gain their feedback. The Student Services Team analyses this, and any issues identified are given to the DoS and QA team for action.

Staff Feedback

Trainers, DoS, and the CEO meet every quarter to discuss outcomes, completion rates and the potential effects the training has on these outcomes. These meetings shall also review:

- Student feedback,

- Continuous improvement suggestions
- Industry trends (sourced from industry manuals, the Small Business Association of Australia, relevant Government Roundtables on which the CEO sits, and learnings from the Small Business Assistance and Advisory Service.

Industry Consultation

ABI has liaised with the following organisations/individuals for its BSB – Business Services Package industry consultation.

Minutes of meeting/discussion are available for review on request.

Company	Vanguard Health	Skills Migration	Double Dutch
Name	Trudi Allgood	Ross Thurlow	Cheryl Van Leeuwen
Position	Manager Corporate Services	Principal	Director
Location	183 Wickham Tce, Spring Hill Qld 4000	S3, L2, 143 Charlotte Street, Brisbane City, QLD, 4000	Scarborough QLD 4300
Phone	Ph: +61 7 3831 3004 Mob: 0438 670 876	Ph: 0422 723 006	Ph: 0418 789 990
Email	trudi@vanguardhealth.com.au	ross.t@skillsmigration.com.au	cheryllv@doubledutch.biz

Other requirements

All staff involved in the delivery and assessment of this qualification have direct access to the current version of the BSB - Business Services Training Package, including the appropriate units of competency, assessment guidelines and qualification structure.

All staff involved in delivering the program have access to trainer, assessor, and candidate support materials relevant to their areas of delivery and assessment.

Pathways

All candidates who undertake the Diploma of Business are provided with advice on employment and training options.

Candidates who successfully complete the Diploma of Business are encouraged to continue further studies at Advanced Diploma levels.

Career & Pathway opportunities:

- Executive Officer,
- Business Development Manager,
- Project Consultant,
- Compliance Manager (Local Government),
- Office Manager,
- Business Sales Team Leader,
- Administrator,
- Corporate Services Manager,
- Administration Manager (Local Government),
- Evaluation,
- Records Management Coordinator,
- Team Leader,
- Procurement Officer,
- Unit Leader,
- Project Coordinator,
- Administration Manager,
- Customer Service Manager,
- Procurement and Contract Manager,
- Records Manager,
- Environmental Compliance Officer (Local Government)