



PARTICIPANT INFORMATION HANDBOOK

Horizons College 2018

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PARTICIPANT INFORMATION HANDBOOK – A GUIDE/INFORMATION ABOUT TRAINING, ASSESSMENT AND SUPPORT SERVICES PROVIDED, AND ABOUT YOUR RIGHTS AND OBLIGATIONS IN REGARD TO (VET) PROGRAMS AT HORIZONS COLLEGE & WORKLINKS.

1. WORKLINKS – A REGISTERED TRAINING ORGANISATION

Horizons College provides vocational qualifications through Worklinks. Worklinks is a Registered Training Organisation – registered with the ASQA – Australian Skills Quality Authority. As a Registered Training Organisation, Worklinks must comply with all relevant aspects of the National Vocational Education and Training Regulator Act 2011.

The Worklinks office has a copy of the Act should you wish to access it at any time.

2. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The unit/s of competency from the course you are doing with Worklinks are recognized in every State/Territory in Australia. If you satisfactorily complete one or all of these units you will receive a Statement of Attainment.

In Australia we have a national qualifications framework called the Australian Qualifications Framework (AQF). The various qualifications are shown in the diagram below. You may be enrolling in all or part of one of these qualifications.

AQF Qualifications by Educational Sector

Schools Sector	Vocational Education and Training Sector	Higher Education Sector
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Diploma

CHARACTERISTICS OF LEARNING OUTCOMES

AUSTRALIAN QUALIFICATIONS FRAMEWORK (SOURCE: WWW.AQF.GOV.AU)

AQF Level 1 – Certificate I

The purpose of the Certificate I qualification type is to qualify individuals with basic functional knowledge and skills to undertake work, further learning and community involvement.

AQF Level 2 – Certificate II

The purpose of the Certificate II qualification type is to qualify individuals to undertake mainly routine work and as a pathway to further learning.

AQF Level 3 – Certificate III

The purpose of the Certificate III qualification type is to qualify individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

AQF Level 4 – Certificate IV

The purpose of the Certificate IV qualification type is to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

AQF Level 5 – Diploma

The purpose of the Diploma qualification type is to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

AQF Level 6 - Advanced Diploma

The purpose of the Advanced Diploma qualification type is to qualify individuals who apply specialised knowledge in a range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

AQF Level 7 – Bachelor Degree

The purpose of the Bachelor Degree qualification type is to qualify individuals who apply a broad and coherent body of knowledge in a range of contexts to undertake professional work and as a pathway for further learning.

3. PARTICIPANT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION PROCEDURES

On your first day of training (or first document Online), your teacher will go through and explain all you need to know about your VET program and will go through with you again all of the information in this booklet. If you have any questions at all at any time, including before you enroll, please ask us – we are here to help you and to see that you have every chance of being successful with your program and that you feel comfortable about enrolling and completing a VET program with us.

4. PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

If you require any assistance with literacy and numeracy, your teacher will provide you with help.

If you feel you would like additional support in this area during your course/program, please negotiate some additional support with your teacher/s.

5. PARTICIPANT SUPPORT

Your teachers/ trainers are trained professionals who can assist you with any queries or problems you may have. Please feel free to ask any of your teachers if you want help with anything.

6. DISCIPLINARY PROCEDURES

Horizons College rules apply.

7. ASSESSMENT POLICY & PROCEDURES

All participants at Horizons College / Worklinks will be fully informed of the assessment process and requirements relevant to your particular VET program and you will have the right to appeal if you are not satisfied with assessment decisions.

Outlined below are some things you should know about assessment.

7.1 Competency-based assessment

Assessment for the components of your course will be competency-based. **What does it mean to be competent?**

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

7.2 The assessment policy principles

The following represent the basic assessment principles of Worklinks. They are designed to promote fairness and equity in assessment.

- You will be given clear and timely information on assessment.
- The information given to you prior to any assessment will include:
 - * advice about the assessment methods
 - * assessment procedures
 - * the criteria against which you will be assessed
 - * when and how you will receive feedback
 - * the mechanism for appeal.
- You will be made aware of your responsibilities in regard to assessment.
- The assessment approach chosen will take into account your language, literacy and numeracy needs.
- You will be asked for feedback on your assessment and you will be able to appeal any decisions if you feel you have not been assessed appropriately.
- If you are not competent the first time you do an assessment, you will be given other opportunities to demonstrate competency after you have done more work on the topic/task.

8. RECOGNITION OF PRIOR LEARNING [RPL]

When you look at what is included in the unit/s of competency you are going to study, you may think there are some units of competency you can already do and would be competent in.

You could apply for what is called 'RECOGNITION' for that (or those) unit/s of competency. The steps that would generally be followed are outlined below:

STEP 1: Read the information in this section of this handbook. Your teacher will also provide you with additional information.

STEP 2: Discuss the RECOGNITION process with your teacher if you feel you are already competent in one or more units of competency. Ensure that you understand the full RECOGNITION application process, including the appeals process.\

STEP 3: It is a good idea if you feel you already possess some of the competencies in the course you are about to do, to start with a self-assessment. You need to complete a separate RECOGNITION Self-assessment form for each unit of competency/module for which you are applying for RECOGNITION. Your teacher has these forms.

Evidence of competency can take many forms, and will usually include such things as:

- examples of work
- photographs, videos, letters and reports
- awards, certificates and qualifications
- employer references
- letters from work colleagues, etc.

STEP 4: Discuss your self-assessment with your teacher. If there are FULL units of competency for which you and your teacher feel RECOGNITION may be able to be given, you will be encouraged to move to the next step, the completion of the RECOGNITION application form.

STEP 5: Complete and submit the Participant Application for Recognition form.

STEP 6: Once given the result of your application, discuss the outcome with your teacher also, please provide feedback to your teacher on the RECOGNITION process itself.

STEP 7: Should you wish to appeal, complete the Participant RECOGNITION Appeals Form.

STEP 8: Discuss the outcome of the appeal, when known, with your teacher and provide feedback about the APPEAL process itself.

See your teacher for more information and for copies of the self-assessment and application forms.

NOTE: You do not need to go through the above process if you already have a Statement of Attainment from another Registered Training Organisation for any units of competency/learning outcomes which are the same as those in the course you are undertaking through Worklinks. You will be awarded automatic recognition in these cases.

9. COMPLAINTS/APPEALS

The following represents an overview of some parts of the policy.

Horizons College rules apply.

10. ACCESS AND EQUITY

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc.

Horizons College / Worklinks strives to meet the needs of each participant through incorporating access and equity principles and practices, which acknowledge the right of all participants to equality of opportunity **without discrimination**.

For example, the following principles apply:

1. Your program will be adequately resourced and you will have teachers who have the required qualifications, in order to ensure you have quality outcomes.
2. Your training and assessment will be in line with industry standards to ensure quality outcomes for participants. As well, a variety of training/assessment methods will be used to cater for the different ways in which participants learn.
3. All participants will be actively encouraged to participate in VET programs, irrespective of background/cultural differences.
4. Literacy/numeracy support will be provided to give you every chance of success with your program.
5. Horizons College / Worklinks will openly value all participants, irrespective of background/culture/other differences and all participants will be made feel valued through the delivery of appropriate training/assessment methods and support structures.

11. WORKPLACE HEALTH AND SAFETY

All training activities, like most activities in life, involve some associated health and safety risks. Worklinks has established health and safety policies and procedures which, if duly followed, help minimise any risk to staff and participants. In addition, a health and safety induction to the premises at which you are undertaking training will be provided to you on your first day of training. This will include advice about evacuation procedures in the event that the building in which you are training needs to be evacuated.

In signing the participant acknowledgment form, however, you accept that risks exist and that you too have a responsibility to identify risks and take responsibility for ensuring your own health and safety and that of others around you.

The safety and wellbeing of the staff and students of Horizons College / Worklinks is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment. You are required to:

- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to your teacher and observe good housekeeping practices
- Report all injuries or near misses to your teacher
- Ensure that your conduct does not interfere with:
 - * Participant safety or welfare, or their ability to participate in and benefit from the program
 - * Horizons College / Worklinks staff safety or welfare, or with their ability to perform their duties
 - * Horizons College / Worklinks property.

First Aid

A first aid kits and fire extinguishers are provided at all Horizon College and Worklinks venues.

Accident/Emergency Situations

Horizons College rules apply.

12. ACCESS TO RECORDS & PARTICIPANT/PARENT CONSENT/ACKNOWLEDGEMENT FORM

No staff member of Worklinks can provide information about you to a third party without your written permission. You have signed a consent form, allowing us to provide information about you to some third parties eg employers for work experience etc.

Appendix

Vocational Course Outlines

BSB20115 Certificate II in Business

This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Term 1	BSBITU101 Operate a personal computer BSBWOR204 Use business technology BSBITU201 Produce simple word documents BSBITU203 Communicate electronically
Term 2	BSBWHS201 Contribute to health and safety of self and others BSBCMM201 Communicate in the workplace BSBITU202 Create and use spreadsheets
Term 3	BSBCUS201 Deliver a service to customers ICTICT210 Operate database applications BSBSUS201 Participate in environmentally sustainable workplace practices
Term 4	BSBITU302 Create electronic presentations ICTICT203 Operate application software packages

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

BSB30115 - Certificate III in Business

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

BSBITU201	Produce simple word-processed documents
BSBITU302	Create electronic presentations
BSBITU304	Produce spreadsheets
BSBITU309	Produce desktop published documents
BSBITU303	Design and produce text documents
BSBITU301	Create and use databases
BSBITU306	Design and produce business documents
BSBWHS302	Apply knowledge of WHS legislation in the workplace
BSBITU404	Produce complex desktop published documents
BSBITU401	Design and develop complex text documents
TBC	
TBC	

Total number of units = 12

1 core units plus

11 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

SHB20116 - Certificate II in Retail Cosmetics

This course covers a variety of different units, which relates to the beauty and hairdressing industry. Throughout the duration of the course students will engage in demonstrating practical skills, they will also research and learn about the importance of retail productivity and how selling of retail in the beauty industry is essential. This qualification provides a pathway to work as a retail sales consultant in any business that sells beauty or cosmetic products and services. This can include beauty and hairdressing salons, retail outlets and department stores.

BSBSUS201	Participate in environmentally sustainable work practices
SHBBRES001	Research and apply beauty industry information
SIRRINV001	Receive and handle stock
SHBHBAS002	Provide head, neck and shoulder massage for relaxation
SHBHIND002	Research and use hairdressing industry information
BSBWHS201	Contribute to health and safety of self and others
SHBBCCS001	Advise on beauty products and services
SHBBMUP002	Design and apply make-up
SHBXCCS001	Conduct salon financial transactions
SHBXCCS004	Recommend products and services
SHBXIND001	Comply with organizational requirements within a personal services environment
SHXIND002	Communicate as part of a salon team
SIRRMER001	Produce visual merchandise displays
SIRXIND003	Organize personal work requirements
SIRXSL001	Sell to the retail customer
SHBBMUP002	Design and apply make-up

Estimated duration – up-to 4 semesters. Mode of delivery – Face-to-face training

All resources are provided

CPC10111 Certificate 1 in Construction

This qualification provides an introduction to the construction industry, its culture, occupations, job roles and workplace expectations. The units of competency cover essential work health and safety requirements, the industrial and work organization structure, communication skills, work planning, and basic use of tools and materials. The qualification is built around a basic construction project unit that integrates the skills and embeds the facets of employability skills in context.

CPCCCM1012A	Work effectively in the construction industry
CPCCCM1013A	Plan and organize work
CPCCCM1014A	Conduct workplace communication
CPCCCM2001A	Read and interpret plans and specifications
CPCCCM2005B	Use construction tools and equipment
CPCCOHS1001A	Work safely in the construction industry
CPCCVE1011A	Undertake a basic construction project
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry
CPCCCM1015A	Carry out measurements
CPCCCM2004A	Handle construction materials
CPCCCM2006B	Apply basic levelling procedures

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

SIT20316 - Certificate II in Hospitality YEAR 10

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Students who start Cert II in **year 10** - SIT20316 - Certificate II in Hospitality program

Term	Year 1	Year 2	Year 3
One	SITXFSA001 Use hygienic practices for food Safety SITXCCS003 Interact with customers	SITHFAB004 Prepare and serve non-alcoholic beverages	SITHCCC003 Prepare and present sandwiches
Two	SITXWHS001 Participate in safe work practices SITXCCS003 Interact with customers	SITHFAB005 Prepare and serve espresso coffee	SITHCCC006 Prepare appetizers and salads
Three	BSBWOR203 Work effectively with others SITXCCS003 Interact with customers	SITHIND003 Use hospitality skills effectively	SITHIND002 Source and use information on the hospitality industry
Four	SITXCCS003 Interact with customers Complete Log Book	SITHKOP001 Clean kitchen premises and equipment	SITXCOM002 Show social and cultural sensitivity

SIT20316 - Certificate II in Hospitality YEAR 11

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Term	2018	2019
One	SITXFSA001 Use hygienic practices for food Safety SITXCCS003 Interact with customers	SITHIND003 Use hospitality skills effectively SITHKOP001 Clean kitchen premises and equipment
Two	SITXWHS001 Participate in safe work practices SITHFAB005 Prepare and serve espresso coffee SITXCCS003 Interact with customers	SITHCCC003 Prepare and present sandwiches SITHCCC006 Prepare appetizers and salads
Three	SITXCCS003 Interact with customers Complete Log Book SITHFAB004 Prepare and serve non-alcoholic beverages	SITHIND002 Source and use information on the hospitality industry
Four	BSBWOR203 Work effectively with others	SITXCOM002 Show social and cultural sensitivity

Mode of delivery – Simulated learning environment (kitchen - Coffee Shop) – online - Classroom

All resources provided.

SIT20316 - Certificate II in Hospitality YEAR 12

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Students who start Cert II in **year 12** - SIT20316 - Certificate II in Hospitality program

Term	2018
One	SITXFSA001 Use hygienic practices for food safety SITXWHS001 Participate in safe work practices SITHKOP001 Clean kitchen premises and equipment
Two	BSBWOR203 Work effectively with others SITHCCC101 Use preparation equipment SITXCCS101 Provide Information and assistance
Three	SITHCCC003 Prepare and present sandwiches SITHCCC006 Prepare appetisers and salads SITHFAB005 Prepare and serve espresso coffee
Four	SITXCCS003 Interact with customers SITHIND003 Use hospitality skills effectively SITHIND002 Source and use information on the hospitality industry SITXCOM002 Show social and cultural sensitivity

Mode of delivery – Simulated learning environment (kitchen - Coffee Shop) – online - Classroom

All resources provided.

FSK20113 – Certificate II in Skills for Work and Vocational Pathways

His qualification is designed for individuals who require foundation skills development to prepare for workforce entry or vocational training pathways.

It is suitable for individuals who require:

A pathway to employment or vocational training

Reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 3

Entry-level digital literacy and employability skills

A vocational training and employment plan.

The course consists of: 12 units, consisting of 8 core units and 6 elective units as shown in the table below.

CORE UNITS

FSKDIG03	Use digital technology for routine workplace tasks
FSKLRG09	Use strategies to respond to routine workplace problems
FSKLRG11	Use routine strategies for work-related learning
FSKNUM14	Calculate with whole numbers and familiar fractions, decimals and percentages for work
FSKNUM15	Estimate, measure and calculate routine metric measurements for work
FSKOCM07	Interact effectively with others at work
FSKRDG10	Read and respond to routine workplace information
FSKWTG09	Write routine workplace texts

ELECTIVE UNITS

FSKNUM19	Interpret routine tables, graphs and charts for work
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FSKOCM04	Use oral communication skills to participate in workplace meetings
FSKRDG08	Read and respond to routine visual and graphic texts
FSKWTG08	Complete routine workplace formatted texts
GENPCD201C	Manage career planning and further learning
GENJAS201C	Manage personal employment options

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

SHB20216 - Certificate II in Salon Assistant

This is a preparatory qualification which provides a defined and limited range of basic skills and knowledge used in hairdressing salons by individuals who provide assistance with client services. These routine and repetitive tasks are completed under direct supervision and with guidance from hairdressers who manage the client service. This qualification is intended to prepare individuals for further training.

BSBWHS201	Contribute to health and safety of self and others
SHBHBAS001	Provide shampoo and basin services
SHBHDES001	Dry hair to shape
SHBHIND001	Maintain and organize tools, equipment and work areas
SHBXCCS001	Conduct salon financial transactions
SHBXCCS003	Greet and prepare clients for salon services
SHBXIND001	Comply with organizational requirements within a personal services environment
SHBXIND002	Communicate as part of a salon team
SIRRV001	Receive and handle retail stock
SHBHCLS001	Apply hair colour products
SHBHDES002	Braid hair
SHBHBAS002	Perform head, neck and shoulder massage for relaxation

12 units must be completed:

- 8 core units
- 4 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

AUR10116 - Certificate I in Automotive Vocational Preparation

This qualification is an introductory qualification to the automotive retail, service and repair industries and an entry to further training in several sectors.

AURAEA001	Identify environmental and sustainability requirements in an automotive service or repair workplace
AURASA001	Apply automotive workplace safety fundamentals
AURETR003	Identify automotive electrical systems and components
AURLTA001	Identify automotive mechanical systems and components
AURTTK002	Use and maintain tools and equipment in an automotive workplace
AURTTA001	Remove and tag steering, suspension and braking system components
AURTTA002	Assist with automotive workplace activities
AURTTA009	Carry out mechanical pre-repair operations

Total number of units = 8

5 core units, plus

3 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

AUR20716 - Certificate II in Automotive Vocational Preparation

This qualification reflects the role of individuals who perform a limited range of tasks relating to identifying and inspecting mechanical and electrical components and systems of light vehicles, heavy vehicles, outdoor power equipment, bicycles, marine craft and motorcycles. This qualification also covers the skills and knowledge required to perform minor maintenance and repair of an automotive vehicle body. The range of technical skills and knowledge is limited.

AURFA002	Follow environmental and sustainability best practice in an automotive workplace
AURFA003	Communicate effectively in an automotive workplace
AURFA004	Resolve routine problems in an automotive workplace
AURASA002	Follow safe working practices in an automotive workplace
AURETR003	Identify automotive electrical systems and components
AURLTA001	Identify automotive mechanical systems and components
AURTTK002	Use and maintain tools and equipment in an automotive workplace
AURETK001	Identify, select and use low voltage electrical test equipment
AURTTA001	Remove and tag steering, suspension and braking system components
AURTTA002	Assist with automotive workplace activities.
AURTTA005	Select and use bearings, seals, gaskets, sealants and adhesives
AURTTA027	Carry out basic vehicle servicing operations

Total number of units = 12

7 core units, plus

5 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

CPC20211 - Certificate II in Construction Pathways

This qualification provides a pathway to the primary trades in the construction industry with the exception of plumbing. Trade outcomes are predominantly achieved through an Australian Apprenticeship and this Certificate II allows for inclusion of skills suited for entry to occupations in general construction.

This Certificate II is designed to introduce learners to the recognized trade callings in the construction industry and provide meaningful credit in a construction industry Australian Apprenticeship. The qualification has core unit of competency requirements that are required in most Certificate III qualifications.

CPCCCM1012A	Work effectively and sustainably in the construction industry
CPCCCM1013A	Plan and organize work
CPCCCM1014A	Conduct workplace communication
CPCCCM1015A	Carry out measurements and calculations
CPCMM2001A	Read and interpret plans and specifications
CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry
CPCCCA2002B	Use carpentry tools and equipment
CPCCCA2011A	Handle carpentry materials
CPCCWF2002A	Use wall and floor tiling tools and equipment
CPCCWF3001A	Prepare surfaces for tiling application
CPCCCM2004A	Handle construction materials
CPCCC02013A	Carry out concreting to simple forms

12 units of competency: 6 core units. 6 elective units.

Estimated duration – up-to 4 semesters Mode of delivery – Face-to-face training

All resources are provided

Certificate II in Visual Arts - CUA20715

This course provides a great foundation for people with a passion for visual arts and craft. It covers basic creative and technical skills across a range of visual art sectors. The units will assist you to develop skills in drawing, painting, sculpting, printmaking and digital imaging. The course provides students with opportunities to experiment with a variety of art materials and media, laying the platform for further study.

CUAACD101	Use basic drawing techniques
CUAPAI201	Develop painting skills
CUADIG202	Develop digital imaging skills
CUAPPR201	Make simple creative work
CUADRA201	Develop drawing skills
CUASCU201	Develop sculptural skills
CUAPRI201	Develop printmaking skills
CUARES202	Source and use information relevant to own arts practice
BSBWHS201	Contribute to health and safety of self and others

Total number of units = 9

4 core units

5 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

ICT20115 - Certificate II in Information, Digital Media and Technology

This entry-level qualification provides the foundation skills and knowledge to use information and communications technology (ICT) in any industry.

BSBWHS201	Contribute to health and safety of self and others
BSBSUS201	Participate in environmentally sustainable workplace practices
ICTICT201	Use computer operating systems and hardware
ICTICT202	Work and communicate effectively in an ICT environment
ICTICT203	Operate application software packages
ICTICT204	Operate a digital media technology package
ICTWEB201	Use social media tools for collaboration and engagement
CUACAM201	Assist with a basic camera shoot
CUADIG303	Produce and prepare photo images
ICPDMT321	Capture a digital image
ICTICT206	Install software applications
BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets
BSBDES301	Explore the use of colour

Total number of units = 14

7 core units 7 elective units

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

BSB20215 Certificate II in Customer Engagement

This qualification reflects the role of individuals who typically work with multiple communication channels, capture data and provide customer service. Typically, individuals in this role work under direct supervision, with limited authority to delegate.

BSBCUE203	Conduct customer engagement
BSBCUE205	Prepare for work in a customer engagement environment
BSBCMM201	Communicate in the workplace
BSBCUE309	Develop product and service knowledge for customer engagement operation
BSBCMM301	Process customer complaints
BSBWHS201	Contribute to health and safety of self and others
BSBWOR203	Work effectively with others
BSBCUS201	Deliver a service to customers
BSBITU101	Operate a personal computer

Estimated duration – up-to 4 semesters

Mode of delivery – Face-to-face training

All resources are provided

AHC20416 - Certificate II in Horticulture

This qualification underpins a range of work functions and job roles that can lead to a horticultural trade qualification.

AHCWHS201	Participate in Health Work and Safety processes
AHCWRK209	Participate in environmentally sustainable work practices
AHCLSC201	Assist with landscape construction work
AHCLSC205	Install tree protection devices
AHCLSC201	Assist with landscape construction work
AHCNSY202	Care for Nursery Plants
MEM18001C	Use Hand Tools
Mem18002B	Use Power Tools/ Hand Held Operations
AHCNSY203	Undertake propagation activities
AHCNSY201	Pot up plants
AHCPGD203	Prune shrubs and small trees
AHCPGD201	Plant trees and shrubs
AHCPCM201	Recognize plants
SIRXIND002	Organize and maintain store environment
AHCPMG201	Treat Weeds
AHCPMG202	Treat plants ,pests, diseases and disorders
AHSOL202	Assist with soil and or growing media sampling and testing

Total number of units = 15 Core Units = 5 + Elective Units = 10

Estimated duration – up-to 4 semesters.

Mode of delivery – Face-to-face training. All resources are provided.