

# **Business Services**

## **(Vocational Education Course)**

This course is for students who wish to work in clerical and administrative occupations. It is based on Units of Competency which have been drawn up by the business services industry to describe the competencies, skills and knowledge needed by clerical-administrative workers. It incorporates all Units of Competency in the AQF Certificate II in Business

Students concentrate on developing a range of skills required to work effectively and safely in a modern office environment. These include oral and written communication skills, information handling and record keeping, processing financial documents and operating office equipment including computers.

This is a competency based course. This means that students work to develop the competencies and skills and knowledge described in each Unit of Competency. To be assessed as competent a student must demonstrate to a qualified assessor that they can effectively carry out the various tasks and combinations of tasks listed to the standard required in a retail store. There is no mark awarded in competency based assessment. Students are assessed as either 'competent' or 'not yet competent'.

Students will be progressively assessed as 'competent' or 'not yet competent' in individual Units of Competency. When a student achieves a Unit of Competency it is signed off by the assessor in a Student Log Book.

Competency based assessment determines the vocational qualification that a student will receive.