

## Workplace Communication

**AQF VET qualification:** Statement of Attainment towards Certificate II in Skills for Work and Training (10089NAT)

**Accredited course:** currency period 16 November 2011 – 31 December 2016

BOS course name	Pattern of study	BOS course number	Schools Online (Administration) entry advice
Workplace Communication (120 hours)	2 units x 1 year	40910	Enter this course number for either Preliminary (Year 11) or HSC (Year 12)
Workplace Communication (240 hours)	2 units x 2 years	40915	Enter this course number for both Preliminary (Year 11) and HSC (Year 12)

**Eligibility:** Students undertaking this course must also be enrolled in another HSC VET course(s).

**Exclusions:** Nil

### HSC course requirements

#### Workplace Communication (120 indicative hours)

- the possible qualification outcome is a Statement of Attainment towards Certificate II in Skills for Work and Training (10089NAT)
- accredited for a total of 2 units at the Preliminary and/or HSC level
- attempt modules to a minimum of 120 HSC indicative hours
- complete a minimum of 35 hours of mandatory work placement\*.

#### Workplace Communication (240 indicative hours)

- the possible qualification outcome is a Statement of Attainment towards Certificate II in Skills for Work and Training (10089NAT)
- accredited for a total of 4 units at the Preliminary and/or HSC level
- attempt modules to a minimum of 240 HSC indicative hours
- complete a minimum of 70 hours of mandatory work placement\*.

\* The work placement requirement for this course will be met through the work placement(s) undertaken in the industry area for the other VET course(s) the student is undertaking.

The requirements for the completion of an HSC VET course are different to the requirements for AQF VET qualification completion. Registered Training Organisations (RTOs) need to ensure that delivery of courses meets HSC course requirements and complies with Training Package rules.

For a course to count towards the HSC program of study, students must satisfy the course completion criteria as required by the Board of Studies. (Refer to the [Assessment Certification Examination \(ACE\) website](#).)

There must be sufficient evidence that the student has:

- followed the course developed by the Board
- applied themselves with diligence and sustained effort to the set tasks and experiences provided in the course
- achieved some or all of the course outcomes
- (where applicable) undertaken the mandatory work placement.

### **Unit credit for the Higher School Certificate**

Workplace Communication HSC VET courses count as Board Endorsed unit credit for the HSC but do not contribute towards an Australian Tertiary Admission Rank (ATAR).

To facilitate flexibility of VET in the HSC, courses may be delivered as Preliminary, as HSC or as a combination of Preliminary and HSC units.

The HSC credit units will be allocated to students' Preliminary and/or HSC patterns of study as required.

The pattern of study (BOS course number) entered on *Schools Online (Administration)* should reflect the delivery of the HSC VET course over successive years. For example, delivery of a 240 HSC indicative hour course over two years should be entered as 2 units x 2 years. Students will be credentialled for the HSC credit units entered each calendar year, provided they have satisfactorily completed the course requirements for that calendar year as determined by the school, college or RTO.

## Course content

<b>Module code and title</b>	<b>Status for AQF VET qualification</b>	<b>HSC indicative hours of credit</b>
NSWTCOM207B Demonstrate interpersonal communication skills	core	20
NSWTCOM202A Document and communicate personal and community stories	elective	25
NSWTCOM204A Research Aboriginal people and the media	elective	20
NSWTCOM205B Plan and participate in a team presentation	elective	15
NSWTCOM208B Organise and complete a job application and interview	elective	15
NSWTCOM209B Conduct a simple project	elective	20
NSWTCOM211B Use strategies to transform personal conflict	elective	20
NSWTCOM212B Use intercultural communication skills	elective	15
NSWTCOM213B Use negotiation skills in routine contexts	elective	15
NSWTCOM214B Communicate with customers in a range of contexts	elective	15
NSWTINT201B Provide leadership in routine contexts	elective	20
NSWTPLG204B Investigate work and training practices in industry and the community	elective	20
NSWTPSS201B Maintain personal safety and security	elective	20
NSWTSPG203B Deliver an informal presentation	elective	15
NSWTTCH203B Use emerging technology to search and apply for a job	elective	15
NSWTTMW201B Participate in a team	elective	15
NSWTWTG201B Write routine work related texts	elective	20
NSWTWTG202B Communicate information using visual techniques	elective	15
NSWTFSM202B Participate in work experience	elective	0
NSWTFSM203B Evaluate work experience	elective	0

### AQF VET qualification

Refer to TAFE NSW course documentation.

## Other information

### Criteria for the endorsement of Board Endorsed VET courses (VET BECs)

The criteria for endorsement of VET BECs are outlined in the *Guidelines for Stages 5 and 6 Board Endorsed VET Courses* available on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/board-endorsed-courses.html](http://www.boardofstudies.nsw.edu.au/voc_ed/board-endorsed-courses.html).

### HSC VET course delivery

HSC VET courses can only be delivered by an RTO with the relevant qualification and units of competency on their scope of registration. Scope of registration can be checked at <http://training.gov.au>.

RTOs offering training programs for the delivery and assessment of Workplace Communication HSC VET courses must meet the requirements of the VET Quality Framework, the *Vet Accredited Course* and the HSC course.

Information about the delivery of HSC VET courses by RTOs other than school system RTOs or TAFE NSW institutes is contained on the Board's *Assessment Certification Examination (ACE) website*.

Non-government schools outsourcing delivery of HSC VET courses to external providers also need to refer to the *Registered and Accredited Individual Non-government Schools (NSW) Manual* or *Registration Systems and Member Non-government Schools (NSW) Manual* which are available on the Board's website at [www.boardofstudies.nsw.edu.au/manuals/#regaccredsystemsmanuals](http://www.boardofstudies.nsw.edu.au/manuals/#regaccredsystemsmanuals).

### HSC work placement requirements

Work placement is a mandatory HSC requirement for all Workplace Communication VET courses.

Students undertaking HSC VET courses as part of a school-based apprenticeship or traineeship will meet mandatory work placement hour requirements through the on-the-job training component of the school-based apprenticeship or traineeship.

Students' outside employment (ie not under the auspices of the school) may be recognised towards the requirement for work placement in a VET course (ACE 8051 – *Assessment Certification Examination (ACE) website*).

Non-completion of work placement is grounds for withholding the HSC course. Schools and colleges are advised to follow the procedure for issuing 'N' determinations as outlined on the Board's *Assessment Certification Examination (ACE) website*.

### Allocation of HSC indicative hours of credit

Units of competency drawn from Training Packages are not defined in terms of duration. The amount of time required by individual students to achieve competency will vary according to their aptitude and experience. Where a training program is designed for delivery by an RTO, the RTO will specify the length of the training program according to the delivery strategies and/or curriculum resources chosen.

However, for the purposes of the HSC, VET courses must be described in terms of their indicative hours. For this reason, indicative hours for unit credit towards the HSC have been assigned to each unit of competency. It is emphasised that the assignment of indicative hours does not imply that all students will fulfil all requirements of a unit of competency within these hours. RTOs may determine that additional or fewer hours are required for the achievement of particular competencies. However, this does not alter the HSC indicative hours allocated, only the delivery hours.

Students may need to spend additional time practising skills in a work environment and completing projects and assignments, in order to fulfil Training Package assessment requirements.

### **Exclusions**

Where there is significant overlap between an HSC VET course and other HSC VET or general education courses, the Board has an exclusion between the courses. Exclusions are applied at a course level rather than at the unit of competency level.

Students can only undertake the Workplace Communication (120 indicative hours) course or the Workplace Communication (240 indicative hours) course.

Schools should check all course exclusions when determining an appropriate pattern of study for their students.

Course exclusions for Workplace Communication are detailed on the first page of this course description.

### **Recognition of Prior Learning (RPL) and credit transfer within VET courses**

Students who have current knowledge, skills or experience relevant to a VET course may be granted credit towards the course requirements.

Arrangements for RPL and credit transfer within VET courses, including processes, application forms and examples of possible scenarios, are detailed on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/rpl.html](http://www.boardofstudies.nsw.edu.au/voc_ed/rpl.html).

### **School-based apprentices and trainees**

Information regarding provision for school-based apprentices and trainees within the HSC is available on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/apprenticeships-traineeships.html](http://www.boardofstudies.nsw.edu.au/voc_ed/apprenticeships-traineeships.html).

Information on requirements and arrangements for NSW school-based apprenticeships and traineeships is available at [www.training.nsw.gov.au/individuals/apprenticeships\\_traineeships/school\\_based/index.html](http://www.training.nsw.gov.au/individuals/apprenticeships_traineeships/school_based/index.html).

### **Students with special education needs**

Students with special education needs may access a VET course in one of two ways:

- by undertaking the course under regular course arrangements, or
- by undertaking selected units of competency within the course that have been identified through the collaborative curriculum planning process.

For more information, see the [VET Courses and Students with Special Education Needs](#) fact sheet on the Board's website.

### **Students in Years 9 and 10 (Stage 5)**

In certain circumstances students in Years 9 and 10 (Stage 5) may access Stage 6 VET courses. Further information is available on the Board's website at [www.boardofstudies.nsw.edu.au/voc\\_ed/stage-5.html](http://www.boardofstudies.nsw.edu.au/voc_ed/stage-5.html).