

Course Information Sheet

Qualification Code and Title	22247VIC Certificate II in Small Business (Operations/Innovation)
About the course	<p>Within small and family businesses, there is a central emphasis on innovation and the need for flexible and responsive customer service. In addition, with the growth of e-commerce, domestic and global markets, small businesses now rely increasingly upon personnel who are capable of contributing to market research, marketing, business planning, and change as much as business operations.</p> <p>This course will provide you with exposure to these key skills, knowledge and attributes required in small business workplaces.</p>
Units of competency/Modules:	<p>The course requires satisfactory completion of the following units/modules:</p> <p>Core unit:</p> <ul style="list-style-type: none"> BSBWHS201A Contribute to health and safety of self and others VU21419 Contribute to small business operations and innovation VU21420 Develop elementary professional skills for small business environments VU21421 Follow small business policies and procedures VU21422 Undertake basic market research and promotion for a small business product or service VU21423 Contribute to small business planning VU21424 Participate in small business quality and change processes VU21425 Assist with the presentation of public activities and events VU21426 Follow procedures for routine financial activities of a small business <p>Elective units:</p>

	<p>ICAWEB201A Use social media tools for collaboration and engagement</p> <p>BSBPRO301A Recommend products and services</p> <p>SITXCCS303 Provide service to customers</p>
RTO Selection criteria	<p>Course applicants must meet the following selection criteria:</p> <ul style="list-style-type: none"> • satisfactory completion of Year 10 secondary school studies or higher, and • satisfactory completion of a language, literacy and numeracy test.
Course Duration and Schedule	<p>Duration:</p> <p>The course is completed over 2 years / 4 semesters.</p> <p>Schedule:</p> <p>Sessions will occur Monday, Tuesday and Thursday as per the Parade College Timetable.</p>
Location of training	<p>Training will be conducted at Parade College, Preston Campus.</p>
Training and assessment methods	<p>Training methods</p> <p>Training methods include a combination of trainer led presentations and demonstrations, and student practical skills development with trainer coaching and supervision.</p> <p>During the course you will also have the opportunity to apply your small business knowledge and skills via practical projects.</p> <hr/> <p>Assessment methods</p> <p>A range of assessment methods are used throughout the course including workbook activities, written tests and practical skill demonstrations. You will receive detailed assessment information on commencement of each unit.</p>
Course requirements	<p>There are no specialist clothing, equipment or material requirements for this course.</p>

RPL	<p>Recognition of Prior Learning (RPL) recognises the knowledge and skills you have gained through previous informal training, and past work and life experience.</p> <p>If you think that you might be able to apply for RPL, talk to Mr Anthony McKay, Executive Officer - RTO preferably before course commencement.</p>
Learning and Employment Pathways	<p>Learning: After achieving 22247VIC, graduates may undertake a range of business related units and qualifications, including BSB30115 Certificate III in Business.</p> <p>Employment: After achieving 22247VIC, graduates may gain employment in a small business enterprise:</p> <ul style="list-style-type: none"> • Marketing Officer/Assistant • Customer Service • Management assistant • Personal Assistant.
Fees and Charges	<p>For full details of Fees and Charges, please refer to the Fees and Charges section of the website.</p>
Course Contact:	<p>Mr Matt Dunn Course Coordinator and Teacher Telephone contact: 03 - 9468 3300 Email contact: Matt.Dunn@parade.vic.edu.au</p>