Workplace Learning Record

VCE VET Small Business

22480VIC Certificate II in Small Business (Operations/Innovation)

**Student name:**

Authorised and published by the Victorian Curriculum and Assessment Authority
Level 7, 200 Victoria Pde
East Melbourne VIC 3002

© Victorian Curriculum and Assessment Authority 2024

No part of this publication may be reproduced except as specified under the *Copyright Act 1968* or by permission from the VCAA. Excepting third-party elements, schools may use this resource in accordance with the [VCAA educational allowance](https://www.vcaa.vic.edu.au/Footer/Pages/Copyright.aspx). For more information go to <https://www.vcaa.vic.edu.au/Footer/Pages/Copyright.aspx>.

The VCAA provides the only official, up-to-date versions of VCAA publications. Details of updates can be found on the VCAA website at [www.vcaa.vic.edu.au](https://www.vcaa.vic.edu.au/Pages/HomePage.aspx).

This publication may contain copyright material belonging to a third party. Every effort has been made to contact all copyright owners. If you believe that material in this publication is an infringement of your copyright, please email the Copyright Officer vcaa.copyright@edumail.vic.gov.au

Copyright in materials appearing at any sites linked to this document rests with the copyright owner/s of those materials, subject to the Copyright Act. The VCAA recommends you refer to copyright statements at linked sites before using such materials.

The VCAA logo is a registered trademark of the Victorian Curriculum and Assessment Authority.

|  |
| --- |
| Contact us if you need this information in an accessible format - for example, large print or audio.Telephone (03) 9032 1635 or email vcaa.media.publications@edumail.vic.gov.au |

Structured Workplace Learning Recognition

[VCE Structured Workplace Learning Recognition for VET](https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/SWLRforVET/Pages/Index.aspx) provides students with the opportunity to gain credit towards their VCE (including the VCE VM) or VPC by undertaking a Structured Workplace Learning (SWL) placement that is aligned to their VE1 VCE VET program or VE2 School-based Apprenticeship or Traineeship (SBAT).

To receive credit, students are required to demonstrate satisfactory achievement of the outcomes for the relevant unit of the *VCE Structured Workplace Learning Recognition for VET* study design.

Students must maintain a Workplace Learning Record (WLR) for each placement. In the WLR students must reflect on a minimum of six units of competency (UoCs) from their program, including a workplace health and safety (WHS) UoC.

About this workplace learning record

Students undertaking this study must maintain a Workplace Learning Record (WLR) related to the SWL placement for recording, authentication and assessment purposes.

Student reflections on their SWL placement are to be recorded in the three sections of this WLR to document the skills and knowledge learned, employability skills developed, and industry experience gained relating to the VET qualification being undertaken.

Students must undertake a work placement in a different workplace setting or context for each VCE unit and maintain a separate WLR per placement.

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency (UoCs) in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of SWL placement.

|  |  |
| --- | --- |
| **Student Name** |  |
| **School**  |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET certificate?** |
|  |
| **List the other studies that you are undertaking.** |
|  |
| **Explain why you have chosen this overall program.**  |
|  |
| **Outline what interests you about the industry.** |
|  |
| **What is your planned career path or future career aspiration?**  |
|  |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** |
|  |
| **How have you developed these skills?**  |
|  |

Section 2: Learning about VET units of competency in the workplace

This section of the WLR will contain three key questions per unit of competency (UoC) designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients/stakeholders external to the organisation/other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

22480VIC Certificate II in Small Business (Operations/Innovation)

The compulsory UoCs and a selection of electives are listed in the table below. You may list any additional UoC(s) relating to your experiences in the workplace in the table. Indicate the year in which you are undertaking each UoC. You must reflect on a minimum of six UoCs from your program, including a workplace health and safety (WHS) UoC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UoC code | UoC title | Nominal hours | Year | Page |
| **Work, Health and Safety** |
| BSBWHS201 | Contribute to health and safety of self and others | 20 |  | 9 |
| **Compulsory** |
| VU22520 | Contribute to small business operations and innovation | 50 |  | 10 |
| VU22521 | Develop elementary skills for small business environments | 50 |  | 11 |
| VU22522 | Follow small business policies and procedures | 40 |  | 12 |
| VU22523 | Undertake basic market research and promotion for a small business product or service | 60 |  | 13 |
| VU22524 | Participate in small business quality processes | 25 |  | 14 |
| VU22525 | Assist with the presentation of public activities and events | 25 |  | 15 |
| VU22526 | Follow procedures for routine financial activities of a small business | 20 |  | 16 |
| **Elective** |
| BSBCRT301 | Develop and extend critical and creative thinking skills | 40 |  | 17 |
| BSBPRO301 | Recommend products and services | 20 |  | 18 |
| FNSFLT401 | Be MoneySmart through a career in Small Business | 40 |  | 19 |
| ICTWEB201 | Use social media tools for collaboration and engagement | 20 |  | 20 |
| SITXCCS006 | Provide service to customers | 25 |  | 21 |
| VU22527 | Contribute to small business planning | 40 |  | 22 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

BSBWHS201 - Contribute to health and safety of self and others

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the WHS policies and procedures in your workplace? |  |
| Briefly outline what you observed about the designated WHS role within the workplace. |  |
| In your experience, in this workplace, what are the specific WHS issues when responding to incidents? |  |

VU22520 - Contribute to small business operations and innovation

This unit covers the knowledge and skills required to identify the characteristics of small business operations within Australia and to support the operational needs of a specific small business context, under supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What did you learn about the small business goals and objectives at your workplace? |  |
| What current and emerging technologies did you access or observe in your workplace? |  |
| Describe an innovative business idea, concept or process that improves or supports the business operations. |  |

VU22521 - Develop elementary skills for small business environments

This unit describes the skills and knowledge required to develop personal and professional qualities, attributes and attitudes to effectively communicate and contribute to building business relationships within a small business environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the range of communication skills you observed in the workplace. Which one was the most effective? |  |
| Describe a situation in which where you took responsible action to solve a problem and improve the daily operation of the workplace. |  |
| What types of time and work management methods did you use or observe in your workplace? |  |

VU22522 - Follow small business policies and procedures

This unit describes the skills and knowledge required to identify overall organisational structure, policies and workplace procedures in order to follow performance procedures to elementary job role/s level.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What are some of the workplace documents that describe the workplace environment and purpose, such as a mission statement or organisational charts? |  |
| Outline the workplace policies and procedures you applied in the workplace. |  |
| How did you report to your supervisor during your placement? |  |

VU22523 - Undertake basic market research and promotion for a small business product or service

This unit describes the skills and knowledge required to undertake and evaluate basic market research for a selected new or existing small business product or service in order to plan and conduct marketing activities for a target audience at an elementary level.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was market research carried out by your workplace? What information was collected from this research? |  |
| Briefly outline promotional activities that you observed or participated in at your workplace. This may include social media posts and updates. |  |
| What processes did you observe for collecting product and service information? |  |

VU22524 - Participate in small business quality processes

This unit describes the skills and knowledge required to contribute to small business quality culture and outcomes through participating in quality measures, building collaborative workplace relationships, identifying areas for workplace improvements and taking initiative in change processes.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Suggest an option for improving efficiency or effectiveness of a business operation or process in a workplace. (This might be IT-related or an administration issue). |  |
| How might this workplace change occur? |  |
| How would you evaluate the impact of the change in the workplace? |  |

VU22525 - Assist with the presentation of public activities and events

This unit describes the skills and knowledge required to complete a range of tasks under supervision for the set up and operation of activities and events for general, as well as small business, contexts.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the business activities and events that you assisted with or that were conducted in the workplace. |  |
| What resources did you prepare to support the business activity or event? |  |
| What presentation technology was used during the business activity or event? |  |

VU22526 - Follow procedures for routine financial activities of a small business

This unit describes the skills and knowledge required to use the correct hard and soft documents and applications to prepare, process and record routine financial documents in line with small business procedures and compliance obligations.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe some of the typical financial records or documents you prepared or observed being prepared in the workplace? |  |
| What electronic software or online platforms were used for managing financial transactions in the workplace? |  |
| When balancing and calculating financial data, what procedures were followed to rectify an error? |  |

BSBCRT301 - Develop and extend critical and creative thinking skills

This unit describes the performance outcomes, skills and knowledge required to develop the habit of thinking in a more creative way.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe a situation in which a creative thinking technique was used to generate ideas in the workplace. |  |
| What creative thinking processes or resources were used to problem-solve and generate ideas in the workplace? |  |
| How did others evaluate ideas in the workplace? |  |

BSBPRO301 - Recommend products and services

This unit describes the performance outcomes, skills and knowledge required to provide advice and information within an organisation about the development and distribution of its products and services.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What authoritative information sources were used in the workplace? |  |
| What product and services documentation did you access or prepare? |  |
| How was customer feedback received and used in the workplace? |  |

FNSFLT401 - Be MoneySmart through a career in Small Business

This unit describes the performance outcomes, skills and knowledge required to enable a person engaged in a small business to determine the key financial requirements for establishing and maintaining a successful small or micro business.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were some of the typical ongoing costs and running costs of the workplace? |  |
| What was the range of payment options for goods and services in the workplace? |  |
| What was the procedure for resolving customer or client disputes relating to goods and services? |  |

ICTWEB201 - Use social media tools for collaboration and engagement

This unit describes the skills and knowledge required to establish a social networking presence, using social media tools and applications.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What social media platforms does your workplace maintain a presence in? |  |
| What are the benefits to the business of maintaining a social media presence? |  |
| What further social media platforms do you think the business could benefit from? |  |

SITXCCS006 - Provide service to customers

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you communicate with internal and external customers using both verbal and non-verbal communication techniques? |  |
| What methods did you use to establish rapport with customers and identify their needs and expectations? |  |
| How did you handle and resolve customer complaints professionally? |  |

VU22527 - Contribute to small business planning

This unit describes the skills and knowledge required to contribute to small business planning through identifying and evaluating business planning components and processes relevant to a small business context.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What types of business planning documents did you observe being used in the workplace? |  |
| What are some typical entrepreneurial attitudes and behaviours of managers in the workplace? |  |
| What types of Key Performance Indicators (KPIs) would be appropriate for your job role in the workplace? |  |

Comments/observations on any other UoCs not listed

|  |  |
| --- | --- |
| UoCs | Comments/observations |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

|  |
| --- |
|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

|  |
| --- |
|  |

How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

|  |
| --- |
|  |

How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

|  |
| --- |
|  |

How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

|  |
| --- |
|  |

How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

|  |
| --- |
|  |

How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

|  |
| --- |
|  |

How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

|  |
| --- |
|  |

Summary of industry learning

At the conclusion of your SWL for this VET qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

|  |
| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |  |
| --- | --- | --- |
| **Employer/Company/Business name** | **Dates of placement** | **Total hours of placement** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name**

**Date**