Workplace Learning Record

VCE VET Business

BSB20120 Certificate II in Workplace Skills

**Student name:**

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East Melbourne VIC 3002

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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

BSB20120 Certificate II in Workplace Skills

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** |
| BSBWHS211 | Contribute to the health and safety of self and others | 20 |  | 10 |
| **Compulsory** |
| BSBCMM211 | Apply communication skills | 40 |  | 11 |
| BSBOPS201 | Work effectively in business environments | 30 |  | 12 |
| BSBPEF202 | Plan and apply time management | 20 |  | 13 |
| BSBSUS211 | Participate in sustainable work practices | 20 |  | 14 |
| **Elective** |
| BSBCRT201 | Develop and apply thinking and problem solving skills | 30 |  | 15 |
| BSBDAT201 | Collect and record data | 40 |  | 16 |
| BSBFIN301 | Process financial transactions | 30 |  | 17 |
| BSBOPS202 | Engage with customers | 100 |  | 18 |
| BSBOPS203 | Deliver a service to customers | 40 |  | 19 |
| BSBOPS203 | Deliver a service to customers | 40 |  | 20 |
| BSBOPS306 | Record stakeholder interactions | 30 |  | 21 |
| BSBPEF101 | Plan and prepare for work readiness | 20 |  | 22 |
| BSBPEF201 | Support personal wellbeing in the workplace | 50 |  | 23 |
| BSBPEF302 | Develop self-awareness | 30 |  | 24 |
| BSBTEC101 | Operate digital devices | 20 |  | 25 |
| BSBTEC201 | Use business software applications | 60 |  | 26 |
| BSBTEC202 | Use digital technologies to communicate in a work environment | 20 |  | 27 |
| BSBTEC203 | Research using the internet | 30 |  | 28 |
| BSBTWK201 | Work effectively with others | 40 |  | 29 |
| SIRXCEG002 | Assist with customer difficulties | 40 |  | 30 |
| SIRXPDK001 | Advise on products and services | 30 |  | 31 |
|  |  |  |  |  |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

BSBWHS211 - Contribute to the 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 assist in responding to incidents. It covers following work health and safety (WHS) policies, procedures, instructions and requirements; and participating in WHS consultative processes.

The unit applies to those who require a basic knowledge of WHS to carry out own work in a defined context, under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did the workplace ensure that WHS requirements were being met? |  |
| What was the process for reporting incidents and hazards in the workplace? |  |
| Explain how potential WHS issues were recorded in the workplace? |  |

BSBCMM211 - Apply communication skills

This unit describes the skills and knowledge required to apply basic communication skills in the workplace, including identifying, gathering and conveying information along with completing assigned written information.

The unit applies to individuals working under direct supervision, who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name three stakeholders in the organisation (E.g. Suppliers) |  |
| Explain how you used verbal communication within the workplace? |  |
| Identify written information you were required to draft whilst at the workplace? |  |

BSBOPS201 - Work effectively in business environments

This unit describes the skills and knowledge required to work effectively in business environments. It includes identifying and working to organisational standards, managing workload and working as part of a team.

The unit applies to those who work in a broad range of settings. These individuals typically work under some supervision and guidance.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were the relevant duty of care, legal responsibilities and organisational goals and objectives that you were required to follow in the workplace? |  |
| Outline how you worked in a team during your placement. |  |
| What were the workplace expectations in regard to managing the workload? |  |

BSBPEF202 - Plan and apply time management

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

The unit applies to individuals working under direct supervision. These individuals apply basic skills and knowledge in a broad range of work settings.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you organise your work schedule whilst on placement? |  |
| How did you communicate your progress on work tasks to supervisors or colleagues? |  |
| How did you receive feedback for your work? Give an example. |  |

BSBSUS211 - Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support and find opportunities to improve the sustainability of work practices.

The unit applies to those working under supervision or guidance, who are required to follow workplace procedures and instructions. These individual work in an environmentally sustainable manner within score of competency, authority and own level of responsibility.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the workplace environmental and resource efficiency issues you observed? |  |
| What environmental regulations was the workplace required to comply with? |  |
| How could the workplace improve environmental practices and resource efficiency? |  |

BSBCRT201 - Develop and apply thinking and problem solving skills

This unit describes the skills and knowledge required to solve problems, develop questions and respond to feedback on questions on workplace issues.

The unit applies to individuals, often working under supervision or guidance, who may be required to think critically, ask essential questions and consider answers to those questions.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What problem solving techniques did you see being used in the workplace? |  |
| Give two examples of different types of questions used during problem solving, at the workplace? |  |
| What issues may arise during the problem solving process? |  |

BSBDAT201 - Collect and record data

This unit describes the skills and knowledge required to collect and record data according to organisational policies and procedures.

The unit applies to individuals who perform a range of routine tasks, using limited practical skills and fundamental operational knowledge and who work under some supervision and guidance.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What types of data collection methods did you observe at the workplace? |  |
| What specific functions and features of databases were used to complete data collection tasks? |  |
| What were the most common issues when recording data in a database? |  |

BSBFIN301 - Process financial transactions

This unit describes the skills and knowledge to prepare, process and maintain financial transactions and to reconcile outstanding accounts.

It applies to individuals employed in a range of work environments supporting the accounting functions of an organization.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What types of financial records did you observe or prepare, in your workplace? |  |
| What technology was used to maintain the financial records in the workplace? |  |
| In your observations, how did the workplace report or follow up outstanding accounts? |  |

BSBOPS202 - Engage with customers

This unit describes the skills and knowledge required to participate effectively in customer engagement, including complying with organisational requirements and using a variety of communication methods.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you identify and confirm a customers needs and requirements? |  |
| What steps did you take to explain and confirm details of products or services to customers? |  |
| How did you handle customer queries that could not be immediately satisfied? |  |

BSBOPS203 - Deliver a service to customers

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What interpersonal skills did you use with internal and external customers |  |
| How did you learn about the products and services available in the workplace? |  |
| How was feedback and communication between customers and the organisation documented? |  |

BSBOPS203 - Deliver a service to customers

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What interpersonal skills did you use with internal and external customers |  |
| How did you learn about the products and services available in the workplace? |  |
| How was feedback and communication between customers and the organisation documented? |  |

BSBOPS306 - Record stakeholder interactions

This unit describes the skills and knowledge required to create a record of information in a customer management system (CMS) gathered from a stakeholder interaction as a result of an engagement activity.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What activities occurred in the workplace to interact with stakeholders? |  |
| How was information from stakeholder interactions recorded in the workplace? |  |
| What is the purpose of a Content Management System or Customer Relationship Management system? |  |

BSBPEF101 - Plan and prepare for work readiness

This unit describes the skills and knowledge required to identify and document current skills and plan future skills development with support and supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| List some of the drawing techniques, tools and materials used in this workplace? |  |
| Why were these drawing techniques in use and were they effective? |  |
| Give an example from this workplace of an idea that was represented using drawing. |  |

BSBPEF201 - Support personal wellbeing in the workplace

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

The unit applies to those in a range of industry and workplace contexts, who work under direct supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What workplace factors can impact on a persons wellbeing? |  |
| What resources are available within the organisation for addressing/ supporting wellbeing? |  |
| What style of communication and method of communication is appropriate when talking to your supervisor about wellbeing? |  |

BSBPEF302 - Develop self-awareness

The unit describes the skills and knowledge required to improve self-reliance to confidently perform work tasks within the scope of own responsibility. It involves reflecting on personal development and acquiring knowledge of personal strengths and weaknesses through feedback from others. It also involves the development of goals and plans to improve workplace performance.

It applies to those who exercise discretion and judgement and apply a broad range of competencies in various work contexts. These individuals are required to develop and extend their self-reliance, self-esteem and confidence.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What are three attitudes and values demonstrated in the workplace? |  |
| What are three personal strengths of the staff working in the workplace? |  |
| What are two benefits of practicing self-awareness? |  |

BSBTEC101 - Operate digital devices

This unit describes the skills and knowledge required to start up and use a range of basic functions on digital devices.

The unit applies to those who perform a range of routine digital tasks in the various sectors of the business services industry and generally work under direct supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were two basic functions and features of a digital device used at the workplace? |  |
| How was information stored on the digital device at the workplace? |  |
| What was the process for requesting assistance with using a digital device at the workplace? |  |

BSBTEC201 - Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were the main technology and software applications you used in the workplace? |  |
| Give two examples of functions used (in software applications) to format information or data, according to the organisation and task requirements. |  |
| What was the process for naming and storing documents in applications? |  |

BSBTEC202 - Use digital technologies to communicate in a work environment

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What types of digital technology were available in your workplace for sending and receiving digital communications? |  |
| Explain the procedures in the workplace if urgent, confidential, personal or suspicious digital communications were received? |  |
| What was the procedure for storing digital communications and attachments in the workplace? |  |

BSBTEC203 - Research using the internet

This unit describes the skills and knowledge required to plan, conduct and present research using the internet within an organisational context.

The unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of research in a defined context, under direct supervision or with limited individual responsibility.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline two occasions that required researching information using the internet, at the workplace. |  |
| How was information collected and stored using the internet? |  |
| How was research presented in documents at the workplace? |  |

BSBTWK201 - Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you develop effective workplace relationships? |  |
| How did you support team members to ensure that the workplace goals were met? |  |
| In your observations, how were issues, problems and conflict dealt with in the workplace? |  |

SIRXCEG002 - Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How were customer complaints handled in the workplace? |  |
| Give two examples of how you interacted with customers in the workplace? |  |
| What were the reasons for customer complaints, in the workplace? |  |

SIRXPDK001 - Advise on products and services

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How do staff in the workplace access information on products and services? |  |
| What was the process for responding to customer requests, in the workplace? |  |
| Give examples of two different customer enquiries that were observed 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.

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

|  |
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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.

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

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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.

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| --- |
|  |

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**