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22629VIC Certificate II in Small Business Operations and Innovation

Version 1

**This course has been accredited under Part 4.4 of the
*Education and Training Reform Act 2006.***

**Accredited for the period: 1 January 2024 to 31 December
2028**



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Version History:		Date
Version 1	Initial accreditation	August 2023

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Section A – Copyright and course classification information

<p>1. Copyright owner of the course</p>	<p>Copyright of this material is reserved to the Crown in the right of the State of Victoria on behalf of the Department of Jobs, Skills, Industries and Regions (DJSIR) Victoria.</p> <p>© State of Victoria (DJSIR)</p>
<p>2. Address</p>	<p>Deputy CEO Victorian Skills Authority Department of Jobs, Skills, Industries and Regions (DJSIR) GPO Box 4509 MELBOURNE VIC 3001</p> <p>Organisational contact Manager, Training and Learning Products Unit Engagement Branch Victorian Skills Authority Department of Jobs, Skills, Industries and Regions (DJSIR) Email: course.enquiry@djsir.vic.gov.au</p> <p>Day-to-day contact: Curriculum Maintenance Manager (CMM) CMM Business Industries Chisholm Institute 121 Stud Road Dandenong Vic 3175 Telephone: 9238 8501 Email: cmmbi@chisholm.edu.au</p>
<p>3. Type of submission</p>	<p>Reaccreditation of 22480VIC Certificate II in Small Business (Operations/Innovation).</p>
<p>4. Copyright acknowledgement</p>	<p>The following units of competency:</p> <ul style="list-style-type: none"> • BSBCRT311 Apply critical thinking skills in a team environment • BSBMKG434 Promote products and services • BSBOPS203 Deliver a service to customers • BSBPEF202 Plan and apply time management • BSBSTR301 Contribute to continuous improvement • BSBWHS211 Contribute to the health and safety of self and others • BSBXTW301 Work in a team • BSBXCM301 Engage in workplace communication <p>are imported from the BSB Business Services Training Package and administered by the Commonwealth of Australia.</p> <p>© Commonwealth of Australia</p> <p>The following units of competency:</p> <ul style="list-style-type: none"> • FSKLRG008 Use simple strategies for work-related learning



Section A – Copyright and course classification information

	<ul style="list-style-type: none"> • FSKOCM007 Interact effectively with others at work • FSKWTG005 Write simple workplace formatted texts <p>are imported from the FSK Foundation Skills Training Package and administered by the Commonwealth of Australia.</p> <p>© Commonwealth of Australia</p> <p>The following unit of competency:</p> <ul style="list-style-type: none"> • FNSFLT311 Develop and apply knowledge of personal finances <p>is imported from the FNS Financial Services Training Package and administered by the Commonwealth of Australia.</p> <p>© Commonwealth of Australia</p> <p>The following unit of competency:</p> <ul style="list-style-type: none"> • ICTWEB306 Develop web presence using social media <p>is imported from the ICT Information and Communications Technology Training Package and administered by the Commonwealth of Australia.</p> <p>© Commonwealth of Australia</p> <p>The following unit of competency:</p> <ul style="list-style-type: none"> • PSPGEN114 Work effectively with diversity and inclusion. <p>is imported from the PSP Public Sector Training Package and administered by the Commonwealth of Australia.</p> <p>© Commonwealth of Australia</p>
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Section A – Copyright and course classification information

	<p>GPO Box 4509 Melbourne Vic 3001 Email: course.enquiry@djsir.vic.gov.au</p> <p>Copies of this publication can be downloaded free of charge from the Victorian Government website.</p>
6. Course accrediting body	Victorian Registration and Qualifications Authority
7. AVETMISS information	<p>ANZSCO code – Gen 20 Non-industry specific training ASCED Code – 0803 Business and management National course code- 22629VIC</p>
8. Period of accreditation	1st January 2024 to 31st December 2028.



Section B – Course information

1. Nomenclature	Standard 4.1 and 5.8 AQTF 2021 Standards for Accredited Courses
1.1 Name of the qualification	Standard 4.1 for Accredited Courses 22629VIC Certificate II in Small Business Operations and Innovation
1.2 Nominal duration of the course	Standard 5.8 for Accredited Courses 360 – 465 nominal hours
2. Vocational or educational outcomes	Standard 5.1 AQTF 2021 Standards for Accredited Courses
2.1 Outcome(s) of the course	<p>The course is a pre-vocational qualification designed to provide learners with the skills and knowledge to work effectively within small business contexts across a range of industry sectors.</p> <p>This qualification reflects the role of individuals in various entry-level small business job roles to carry out a range of basic service, administrative or operational tasks under supervision.</p> <p>The qualification provides a pathway to entry-level job roles in industry, further education in vocational business courses and a pathway to self-employment for graduates who start their own business.</p>
2.2 Course description	<p>The Certificate II in Small Business Operations and Innovation provides learners with the knowledge and skills required to work effectively in small or micro-businesses across a range of industry sectors.</p> <p>It includes units that address the skills and knowledge to:</p> <ul style="list-style-type: none"> • follow small business routine procedures • work safely • communicate effectively and professionally • support planning, policies, and procedures • contribute to basic marketing, business operations and innovation.
3. Development of the course	Standards 4.1, 5.1, 5.2, 5.3 and 5.4 AQTF 2021 Standards for Accredited Courses



Section B – Course information

3.1 Industry, education, legislative, enterprise or community needs

Standards 4.1, 5.1, 5.2, 5.3 and 5.4 for Accredited Courses

The course is designed to provide a pre-vocational VET pathway for senior secondary school students to pursue a career or further training in small business operations across different industry sectors.

The course provides an additional option in the school curriculum to prepare students for the world of work and meets a need not catered for in National Training Packages.

This course introduces learners to the fundamental skills and knowledge required in small business workplaces. Many schools operate social enterprises or have education partnerships with local small businesses providing authentic opportunities to experience work in small or micro businesses or to assist students in starting their own businesses whilst at school.

The Australian Bureau of Statistics defines a small business as employing fewer than 20 people. Micro businesses are small businesses with 0–4 employees.¹ Small businesses operating with a small team, rely on flexible, innovative, and broadly-skilled personnel.

Small and family businesses have a central emphasis on innovation and the need for flexible and responsive customer service.

This is the fifth reaccreditation of the course having first been accredited in 2004 as 21530VIC Certificate II in Small Business (Operations and Innovation).

Industry outlook

Australian small and medium enterprises (SMEs) represent about 97.5% of the total number of businesses in the country, equating to approximately 2.5 million businesses.² In 2020/2021, SMEs contributed approximately \$425 billion (over 33% of the nation's economy) to the total Gross Domestic Product (GDP).³

In 2020-21, SMEs employed over 5 million people, representing 42% of the private sector workforce. In 2019, SMEs employed the highest number of trainees and apprentices (61% of the total). Based on

¹ <http://asic.gov.au/for-business/your-business/small-business/small-business-overview/small-business-what-is-small-business/>

² Contribution to Australian Business Numbers | ASBFEO accessed 9 November 2022.

³ Key statistics | ASBFEO accessed 9 November 2022.



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predictions made by the Australian government, about 61,000 new apprentices and trainees will be employed in the next year.⁴

As of 30th June 2021, there were 639,425 small businesses in Victoria, representing 27% of all Australian small businesses (compared to 25% of the population that lives in Victoria).⁵

- 78% were based in greater Melbourne
- 21% in regional Victoria
- 1% other.

In 2021-22 there was a 10.9% increase in the number of businesses in Victoria, the largest percentage growth in any state/territory, with an increase of 71,444 to 726,839 in total.⁶

Victorian Course activity

The primary cohort for delivery of this course has been secondary school students as part of the VET Delivered to Secondary Students (VETDSS) arrangements. The Victorian Curriculum and Assessment Authority (VCAA) recognises the previous version of this course (22480VIC) in the VCE VET Small Business approved program, which has credit arrangements for senior secondary school certificates. Data gathered from the mid-cycle review in 2021 strongly supported the reaccreditation of this course. All 14 respondents to the provider survey believed the course met the training needs of the students, and all 64 respondents to the learner survey responded that the course met their training needs.

Victorian Enrolment data

In 2022, six Registered Training Organisations (RTOs) have the 22480VIC course on their scope of registration; three TAFEs, two school-based RTOs, and one private RTO. The RTOs serviced delivery to 609 students based in 35 different schools. VCE VET program enrolments have been consistent over the past five years and are expected to continue.

Table: 22480VIC Student and school enrolments

⁴ Australian small business and family enterprise report for 2022 (smallbusinessloansaustralia.com) accessed 8 November 2022.

⁵ Australia's Small Businesses in Regional or Metropolitan Areas by State and Territory | ASBFEO accessed on 9 November 2022.

⁶ Counts of Australian Businesses, including Entries and Exits, July 2018 - June 2022 | Australian Bureau of Statistics (abs.gov.au) accessed 8 November 2022.



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Year	# Enrolments	# Schools
2018	550	34
2019	681	33
2020	670	39
2021	669	35
2022	609	35

Source: VCCA, 21 October 2022: 2022 data is interim

Consultation and validation

Course consultation and development involved extensive consultation with the PSC, including:

- analysis of the skills and knowledge requirements of the existing course and confirmation and agreement for new and emerging skills needs
- attendance at Project Steering Committee (PSC) meetings to review, discuss and confirm industry requirements of graduates, course content, course units and course structure
- additional PSC out-of-session input via email, telephone consultation, review and feedback on course content drafts
- review and consideration of alternative training package units for inclusion in the core and elective bank.

Industry support for the final redrafted material was confirmed through the endorsement and active participation of the PSC.

Members of the Steering Committee:

- **Mr. Dominic Schipano (Chair)**
National Executive Officer, Communications and Information Technology Training Ltd (CITT) Australia
- **Mr. Anthony (Tony) McKay**
Executive Officer, Parade College (RTO) Bundoora Campus. Manager, Edmund Rice Trade Training Centre
- **Ms. Danielle McAuliffe**
VET Program Manager, Victorian Curriculum and Assessment Authority (VCAA)
- **Mr. Dylan Beverley**
Small Business Owner, VET Trainer and Assessor; Vocational Pathways Certificate (VPC) Teacher, Holmesglen Institute
- **Mr. Grant Downie**
Founder and Principal, Innovaction.
- **Ms. Harriet Sheppard**
Senior Associate, O'Connor Marsden & Associates Pty Ltd (previously CHILDWISE)
- **Mr. Robert Gandolfo**
VET Trainer and Assessor and Teacher and Convenor of Work Learning, Parade College. Electrician and Small Business Owner



Section B – Course information

	<ul style="list-style-type: none"> • Mr. Peter Johnson <i>Principal, Corporate Application Pty Ltd</i> • Ms. Sarah Pavy <i>Principal, Ripponlea Institute (RTO) General Manager Compliance, Learning and Assessment</i> <p>In attendance:</p> <ul style="list-style-type: none"> • Ms. Jennifer Fleischer <i>Course developer, Executive Officer, Curriculum Maintenance Management Service – Business Industries</i> • Ms. Anna Henderson <i>Curriculum developer and Writer, Business Skills Viability.</i> • Ms. Joan Whelan <i>Writer, Business Skills Viability</i> • Ms. Rosalind Robinson <i>Project Administrator, Curriculum Maintenance Management Service – Business Industries.</i> <p>This course:</p> <ul style="list-style-type: none"> • does not duplicate, by title or coverage, the outcomes of an endorsed training package qualification. • is not a subset of a single training package qualification that could be recognised through one or more statements of attainment or a skill set. • does not include units of competency additional to those in a training package qualification that could be recognised through statements of attainment in addition to the qualification. • does not comprise units that duplicate units of competency of a training package qualification.
<p>3.2 Review for reaccreditation</p>	<p>Standards 5.1, 5.2, 5.3 and 5.4 for Accredited Courses</p> <p>Monitoring and evaluation of 22480VIC Certificate II in Small Business (Operations/Innovation) have been conducted in accordance with the Course Documentation Section B.9 <i>Ongoing monitoring and evaluation</i>, and ensuing feedback has been considered in the revised course.</p> <p>Course revision was based on formal and informal data collected from RTO teaching staff, student feedback and experts, and input from the industry Steering Committee stakeholders.</p> <p>22629VIC Certificate II in Small Business Operations and Innovation replaces and is <i>equivalent</i> to 22480VIC Certificate II in Small Business (Operations/Innovation).</p> <p>Please refer to the following Transition Table for transition information.</p>



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Current Code and Title	Superseded Code and Title	Relationship Equivalent, Not Equivalent, no change, new unit, New imported unit, Deleted
22629VIC Certificate II in Small Business Operations and Innovation	22480VIC Certificate II in Small Business (Operations/Innovation)	Equivalent
VU23433 Contribute to small business operations and innovation	VU22520 Contribute to small business operations and innovation	Equivalent
Current Code and Title	Superseded Code and Title	Relationship Equivalent, Not Equivalent, no change, new unit, New imported unit, Deleted
VU23434 Develop fundamental skills for small business environments	VU22521 Develop elementary skills for small business environments	Equivalent
VU23435 Identify small business policies and procedures	VU22522 Identify small business policies and procedures	Equivalent
VU23436 Undertake basic market research and promotion for a small business product or service	VU22523 Undertake basic market research and promotion for a small business product or service	Equivalent
VU23437 Participate in small business quality processes	VU22524 Participate in small business quality processes	Equivalent
VU23438 Contribute to small business planning	VU22527 Contribute to small business planning	Equivalent
VU23439 Follow procedures for routine financial activities of a small business	VU22526 Follow procedures for routine financial activities of a small business	Equivalent



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VU23440 Assist with the presentation of public activities or events	VU22525 Assist with the presentation of public activities or events	Equivalent
BSBWHS211 Contribute to the health and safety of self and others	BSBWHS201 Contribute to health and safety of self and others	Equivalent
BSBPEF202 Plan and apply time management	BSBWOR202 Organise and complete daily work activities	Equivalent
BSBMKG434 Promote products and services	BSBPRO301 Recommend products and services	Not equivalent

Current Code and Title	Superseded Code and Title	Relationship Equivalent, Not Equivalent, no change, new unit, New imported unit, Deleted
BSBOPS203 Deliver a service to customers		New imported unit
BSBCRT311 Apply critical thinking skills in a team environment	BSBCRT301 Develop and extend critical and creative thinking skills	Not equivalent
BSBSTR301 Contribute to continuous improvement	BSBINN201 Contribute to workplace innovation	Not equivalent
	BSBSUS201 Participate in environmentally sustainable work practices	Deleted (not replaced)
BSBXTW301 Work in a team		New imported unit
BSBXCM301 Engage in workplace communication		New imported unit



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FNSFLT311 Develop and apply knowledge of personal finances	FNSFLT301 Be MoneySmart	Equivalent
	FNSFLT401 Be MoneySmart through a career in small business	Deleted
FSKLRG008 Use simple strategies for work-related learning		New imported unit
FSKOCM007 Interact effectively with others at work		New imported unit
FSKWTG005 Write simple workplace formatted texts		New imported unit
ICTWEB306 Develop web presence using social media	ICTWEB201 Use social media for collaboration and engagement	Not equivalent
	SITXCCS006 Provide service to customers	Deleted (not replaced)
Current Code and Title	Superseded Code and Title	Relationship Equivalent, Not Equivalent, no change, new unit, New imported unit, Deleted
PSPGEN114 Work effectively with diversity and inclusion		New imported unit

4. Course outcomes	Standards 5.5, 5.6 and 5.7 AQTF 2021 Standards for Accredited Courses
4.1 Qualification level	<p>Standard 5.5 for Accredited Courses</p> <p>Graduates at this level will have knowledge and skills for work in a defined small business context and/or further learning consistent with the Australian Qualification Framework Second Edition January 2013 (AQF) specification for the Certificate II as follows:</p> <ul style="list-style-type: none"> • Knowledge: Graduates at this level will have basic factual, technical and procedural knowledge of a defined area of work in small business operations of: <ul style="list-style-type: none"> o business systems



4. Course outcomes	Standards 5.5, 5.6 and 5.7 AQTF 2021 Standards for Accredited Courses
	<ul style="list-style-type: none"> o quality control o innovation and handling change o market research and marketing o development of own professional skills o safe and sustainable work practices within small business contexts. <ul style="list-style-type: none"> • Skills: Graduates at this level will have basic cognitive, technical and communication skills to apply appropriate methods, tools, materials and readily available information to: <ul style="list-style-type: none"> o undertake defined activities that utilise a range of skills in a small business environment, including contributing to: <ul style="list-style-type: none"> - small business operations - planning - digital and real-time marketing campaigning - Occupational Health and Safety/Work Health and Safety (OHS/WHS) - routine financial activity - quality processes. o provide solutions to a limited range of predictable problems that arise in the operations and growth of a small business, including: <ul style="list-style-type: none"> - product and service provision - customer service - financial and other record keeping - legal and regulatory compliance. <p>Application of knowledge and skills: Graduates at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts and within narrow parameters, through:</p> <ul style="list-style-type: none"> • contributing to the success of small business ventures as an individual or member of a team • evaluation of own professional skills and creation of professional skills development plan • evaluation of small business examples that contribute to business plan development within specific small business contexts and conditions. <p>Volume of Learning:</p> <p>The volume of learning for a Certificate II is typically 0.5 – 1 year. This will be achieved through supervised teaching, learning and assessment activities together with unsupervised learning activities and may include activities such as work experience and/or industry-based learning, to support the successful achievement of the course outcomes. The school</p>



4. Course outcomes	Standards 5.5, 5.6 and 5.7 AQTF 2021 Standards for Accredited Courses
	student cohort typically completes this course on a part time basis over two years.
4.2 Foundation skills	Standard 5.6 for Accredited Courses Foundation skills applicable to the outcomes of this course are identified in the units of competency.
4.3 Recognition given to the course (if applicable)	Standard 5.7 for Accredited Courses N/A
4.4 Licensing/regulatory requirements (if applicable)	Standard 5.7 for Accredited Courses N/A



5. Course rules	Standards 5.8 and 5.9 AQTF 2021 Standards for Accredited Courses
5.1 Course structure	<p>Standards 5.8 and 5.9 for Accredited Courses</p> <p>To be eligible for the award of (22629VIC) Certificate II in Small Business Operations and Innovation, the learner must successfully complete a total of twelve (12) units comprising:</p> <ul style="list-style-type: none"> • eight (8) Core units • four (4) Elective units. <p>All elective units may be selected from the elective bank below or any current accredited course or training package qualification first packaged at the AQF level II, III or IV. Imported units should not duplicate the outcomes of the core or elective units.</p> <p>Elective units should support and enhance learners' vocational needs.</p>

Unit of competency code	Unit of competency title	Field of Education code (six-digit)	Pre-requisite	Nominal hours
Core units				
VU23433	Contribute to small business operations and innovation	080399	Nil	50
VU23434	Develop fundamental skills for small business environments	080399	Nil	50
VU23435	Identify small business policies and procedures	080399	Nil	40
VU23436	Undertake basic market research and promotion for a small business product or service	080505	Nil	60
VU23437	Participate in small business quality processes	080317	Nil	25
VU23438	Contribute to small business planning	080399	Nil	40
VU23439	Follow procedures for routine financial activities of a small business	080399	Nil	20
BSBWHS211	Contribute to the health and safety of self and others	061301	Nil	20



5. Course rules**Standards 5.8 and 5.9 AQTF 2021 Standards for Accredited Courses****Elective units**

VU23440	Assist with the presentation of public activities or events	080399	Nil	25
BSBCRT311	Apply critical thinking skills in a team environment	120599	Nil	40
BSBMKG434	Promote products and services	080505	Nil	40
BSBOPS203	Deliver a service to customers	080501	Nil	40
BSBPEF202	Plan and apply time management	120505	Nil	20
BSBSTR301	Contribute to continuous improvement	080317	Nil	40
BSBXTW301	Work in a team	120505	Nil	40
BSBXCM301	Engage in workplace communication	120505	Nil	40
ICTWEB306	Develop web presence using social media	080905	Nil	30
FNSFLT311	Develop and apply knowledge of personal finances	081199	Nil	40
FSKLRG008	Use simple strategies for work-related learning	120505	Nil	15
FSKOCM007	Interact effectively with others at work	120505	Nil	10
FSKWTG005	Write simple workplace formatted texts	120505	Nil	10
PSPGEN114	Work effectively with diversity and inclusion	080305	Nil	35
Total nominal hours				360 - 465

Standard 5.11 AQTF 2021 Standards for Accredited Courses**5.2 Entry requirements****Standard 5.11 for Accredited Courses**

Standard 5.11 AQTF 2021 Standards for Accredited Courses

Applicants for the **22629VIC Certificate II in Small Business Operations and Innovation**: As a general guide, learners will be better equipped if they demonstrate capacity in learning, reading, writing, oracy and numeracy competencies to Level 2 of the Australian Core Skills Framework (ACSF). Learners with learning, literacy and numeracy (LLN) skills at a lower level may require additional support.

6. Assessment

Standard 5.12 and 5.14 AQTF 2021 Standards for Accredited Courses

6.1 Assessment strategy

Standard 5.12 for Accredited Courses

All assessments, including Recognition of Prior Learning (RPL), must be compliant with the requirements of:

Standard 1 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guidelines 4.1 and 4.2 of the VRQA Guidelines for VET Providers,

or

Standard 1: Clauses 1.1 and 1.8 of the Standards for Registered Training Organisations (SRTOs) 2015

or

the relevant standards and Guidelines for RTOs at the time of assessment.

These standards assure that the assessment strategies meet the requirements of the course.

Assessment strategies must therefore ensure that:

- all assessments are valid, reliable, flexible and fair
- learners are informed of the context and purpose of the assessment and the assessment process
- feedback is provided to learners about the outcomes of the assessment process and guidance given for future options
- time allowance for completing a task is reasonable and specified to reflect the industry context in which the task occurs.

Assessment strategies should be designed to:

- cover a range of skills and knowledge required to demonstrate achievement of the course aim
- collect evidence on a several occasions to suit a variety of contexts and situations
- be appropriate to the knowledge, skills, methods of delivery and needs and characteristics of learners
- assist assessors in interpreting evidence consistently
- recognise prior learning
- be equitable to all groups of learners.



6. Assessment

Standard 5.12 and 5.14 AQTF 2021 Standards for Accredited Courses

All assessment activities must be consistent with the unit assessment requirements and relate to small business operations and innovation contexts. Holistic assessment reflecting realistic job tasks should be included where relevant.

Suitable assessment methods to consider include:

- work performance: structured observation/ demonstration and questioning using written checklists to collect evidence
- product: with a project plan, process and project final product with questioning
- projects: includes workplace project investigation and report or presentation and questioning using written checklists to collect evidence, (supported with case studies and workplace scenarios)
- portfolio: a collection of evidence such as observation of performance, project product, investigation, presentation and questioning.

Candidates must be assessed against the unit assessment requirements Evidence must be consistent with the unit assessment conditions and may be collected in the workplace or in a simulated work environment. A simulated environment should reflect realistic workplace conditions and equipment consistent with the small business operations and the industry sector.

Assessment strategies for imported units of competency from a training package should be consistent with the unit assessment requirements and information stated in the training package companion guide.

RTOs must ensure that recognition of prior learning (RPL) is offered to all applicants upon enrolment, and any units of competency achieved are recognised as credit.

There are no mandatory requirements for assessment in the workplace in this course.

6.2 Assessor competencies

Standard 5.14 for Accredited Courses

Assessment must be undertaken by a person or persons in accordance with:

Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers,

or

the Standards for Registered Training Organisations 2015 (SRTOs),

or



6. Assessment	Standard 5.12 and 5.14 AQTF 2021 Standards for Accredited Courses
	<p>the relevant standards and Guidelines for RTOs at the time of assessment.</p> <p>Units of competency imported from training packages or accredited courses must reflect the requirements for assessors specified in that training package or accredited course.</p>
7. Delivery	Standards 5.12, 5.13 and 5.14 AQTF 2021 Standards for Accredited Courses
7.1 Delivery modes	<p><i>Standards 5.12 and 5.14 for Accredited Courses</i></p> <p>This qualification aims to develop skills for entry-level jobs or further education. Units of competency may be delivered off or on the job or a combination of both. Where delivery occurs off the job, delivery conditions should reflect realistic workplace situations.</p> <p>Delivery of units of competency imported from Training Packages should be contextualised to the small business operations and innovation industry sector, whilst ensuring that the delivery guidelines are adhered to.</p> <p>The following rules apply for contextualisation:</p> <ul style="list-style-type: none"> • elements and associated performance criteria must not be altered in any way • learning resources and assessment activities may be tailored to the specific needs of the learner group or workplace setting, while maintaining their validity. <p>Delivery of units of competency should take into consideration the individual needs of learners.</p> <p>Modes of delivery may include:</p> <ul style="list-style-type: none"> • scheduled face-to-face group and/or individual sessions • online (asynchronous and/or synchronous) • independent self-paced learning • workplace (delivered in the workplace using a variety of modes) • work placements (time in the workplace to consolidate skills and knowledge) • a combination of the above delivery modes (blended delivery mode). <p>Learners should be supported during engagement activities: online (internet, email and telephone); face-to-face conferencing, and individual mentoring; ad hoc arrangements, and regular progress monitoring, particularly for practical work. Delivery strategies should actively involve</p>



7. Delivery	Standards 5.12, 5.13 and 5.14 AQTF 2021 Standards for Accredited Courses <p>the learner and learning should be experiential, relevant and age appropriate.</p> <p>The course may be delivered part-time or full-time.</p> <p>There are no mandatory workplace delivery or work placement requirements.</p>
7.2 Resources	Standard 5.14 for Accredited Courses <p>General facilities, equipment and other resources required to deliver this course include access to:</p> <ul style="list-style-type: none"> • training facilities and equipment • computers with relevant software, the internet and other technologies consistent with the workplace environment • documentation and equipment commonly used in the small business (operations and innovation) environment • a workplace environment or simulated workplace environment appropriate to the assessment tasks and typical of the industry sector • occupational health and safety facilities and equipment • industry sector occupational health and safety policy, work procedures or instructions • access to relevant legislation, standards and industry codes of practice. <p>Training must be undertaken by a person or persons in accordance with: Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers.</p> <p><i>or</i></p> <p>The Standards for Registered Training Organisations 2015 (SRTOs).</p> <p><i>or</i></p> <p>The relevant standards and Guidelines for RTOs at the time of assessment.</p> <p>The units of competency imported from training packages or accredited courses must reflect the requirements for resources/trainers specified in that training package or accredited course.</p>



8. Pathways and articulation	Standard 5.10 AQTF 2021 Standards for Accredited Courses
	<p>There are no formal articulation arrangements at present.</p> <p>This qualification includes nationally endorsed units of competency from the: BSB Business Services, FNS Financial Services, FSK Foundation Skills, ICT Information and Communications Technology, and the PSP Public Sector Training Packages. Participants who successfully complete any of these units of competency will be able to gain credit for them into other qualifications that require the same units.</p> <p>Graduates of this course may:</p> <ul style="list-style-type: none"> • apply for entry levels job roles in a small business • continue with further education in the same area of study or other vocation. For example, Certificate III or higher-level qualifications in the BSB Business Services Training Package • seek self-employment by starting their own business.
9. Ongoing monitoring and evaluation	Standard 5.15 AQTF 2021 Standards for Accredited Courses
	<p>The Curriculum Maintenance Manager (CMM) Business Industries is responsible for monitoring and evaluating the 22629VIC Certificate II in Small Business Operations and Innovation.</p> <p>The 22629VIC Certificate II in Small Business Operations and Innovation will be reviewed at the mid-point of the accreditation period. Evaluations will involve consultation with:</p> <ul style="list-style-type: none"> • course participants • small business industry representatives • teaching and assessing staff. <p>Any significant changes to the course resulting from course monitoring and evaluation procedures will be reported to the VRQA through a formal amendment process.</p>



Section C – Units of Competency

Following is the list of units of competency in this course that are imported from training packages, and may be downloaded from the National Register [here](#):

- BSBCRT311 Apply critical thinking skills in a team environment
- BSBMKG434 Promote products and services
- BSBOPS203 Deliver a service to customers
- BSBPEF202 Plan and apply time management
- BSBSTR301 Contribute to continuous improvement
- BSBWHS211 Contribute to the health and safety of self and others
- BSBXTW301 Work in a team
- BSBXCM301 Engage in workplace communication
- ICTWEB306 Develop web presence using social media
- FNSFLT311 Develop and apply knowledge of personal finances
- FSKLRG008 Use simple strategies for work-related learning
- FSKOCM007 Interact effectively with others at work
- FSKWTG005 Write simple workplace formatted texts
- PSPGEN114 Work effectively with diversity and inclusion

Following is the list of units of competency that have been developed for this course. The units comply with the current requirements for the AQTF 2021 Standards for Accredited Courses and are listed in Section 5.1 of the course document.

VU23433 Contribute to small business operations and innovation

VU23434 Develop fundamental skills for small business environments

VU23435 Identify small business policies and procedures

VU23436 Undertake basic market research and promotion for a small business product or service

VU23437 Participate in small business quality processes

VU23438 Contribute to small business planning

VU23439 Follow procedures for routine financial activities of a small business

VU23440 Assist with the presentation of public activities or events



UNIT CODE AND TITLE		VU23433 Contribute to small business operations and innovation	
APPLICATION		<p>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.</p> <p>It supports the work of prospective small business personnel who proactively identify, suggest and develop ideas about better ways of doing things at a practical operational level in a specific activity area.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		<p>Performance criteria describe the required performance needed to demonstrate achievement of the element.</p> <p>Assessment of performance is to be consistent with the assessment requirements.</p>	
1	Locate small business operational examples and identify key features, characteristics and trends that impact small business operations	1.1	Locate and outline definitions, examples, and systems of small business operations within Australia
		1.2	Identify and review relevant Occupational Health and Safety/ Workplace Health and Safety (OHS/WHS) and business standards for application to a specific small business context
		1.3	Access examples of small business operations and check their goals and objectives and their strengths and weaknesses in optimising business performance throughout business life cycle phases
		1.4	Outline the impact of government policy, economic trends, and international factors on small business operations
2	Support small business operations through innovative practice	2.1	Identify the values of innovation for a small business operation
		2.2	Generate ideas or approaches to support or improve small business operations
		2.3	Refine ideas with relevant people incorporating ideas for future practices
FOUNDATION SKILLS			
This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.			
Skill		Description	
Reading skills to:		<ul style="list-style-type: none"> interpret information on definitions, characteristics, and trends of small business operations understand the broad economic environment relevant to a small business 	

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VU23433 Contribute to small business operations and innovation

Oral communication skills to:	<ul style="list-style-type: none"> • undertake active listening • question to clarify and confirm understanding about small business characteristics and trends. • use culturally inclusive and appropriate language
Numeracy skills to:	<ul style="list-style-type: none"> • understand economic trends
Technology skills to:	<ul style="list-style-type: none"> • use main features and functions of digital tools and electronic applications required in own role in a range of contexts

UNIT MAPPING INFORMATION	<hr/>		
	Code and Title Current Version	Code and Title Previous Version	Comments
	VU23433 Contribute to small business operations and innovation	VU22520 Contribute to small business operations and innovation	Equivalent

OFFICIAL



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Assessment Requirements

TITLE	Assessment Requirements for VU23433 Contribute to small business operations and innovation
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> • identify and compare two (2) examples of small business operations against the goals and objectives that add value to a specific small business context • generate and review at least one (1) innovative idea designed to support, improve, or grow the small business.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> • basic features and characteristics of small business operations • basic strategies and approaches for innovation and how they may improve small business performance • innovative and creative thinking processes • occupational health and safety/ workplace health and safety (OHS/WHS) relevant to small businesses • general conditions that affect the position of small businesses in Australia, including: <ul style="list-style-type: none"> ○ impact of government economic policy and economic indicators on small business development, growth, and failure rates ○ impact of government policy on employment terms and conditions ○ impact of international trends on small business development and innovation.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • organisational information with examples of small business, government, and industry publications relevant to small business enterprises • internet or other digital tools as required. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



UNIT CODE AND TITLE		VU23434 Develop fundamental skills for small business environments	
APPLICATION		<p>This unit describes the skills and knowledge required to effectively communicate and contribute to building business relationships within a small business environment.</p> <p>It supports individual skill development for prospective personnel in small business environments who are or will be responsible for contributing to collaborative internal and external business relationships through communicating effectively, problem-solving, and realistic management of tasks and priorities.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		<p>Performance criteria describe the required performance needed to demonstrate achievement of the element.</p> <p>Assessment of performance is to be consistent with the assessment requirements.</p>	
1	Identify the skills and attributes required to work effectively in a small business environment	1.1	Identify communication, negotiation, and problem-solving skills relevant to the small business environment
		1.2	Identify ethical codes of conduct, legislative and regulatory standards that are relevant to small business
		1.3	Identify time and work management methods for a fundamental level application to a small business environment
2	Plan individual skill development requirements	2.1	Match personal strengths and weaknesses to career aspirations
		2.2	Identify and prioritise goals for the development of workplace skills
		2.3	Identify and evaluate strategies to build on strengths and address weaknesses to address realistic goals
3	Participate in implementing, monitoring, and reviewing individual skill requirements for a small business environment	3.1	Participate with relevant personnel in implementing and monitoring individual skills development targets in accordance with organisational requirements
		3.2	Participate with relevant personnel in reviewing feedback against planned goals, and lessons learned and incorporate them into future practice

FOUNDATION SKILLS



OFFICIAL

VU23434 Develop fundamental skills for small business environments

This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> • interpret and monitor business target data • interpret information on small business definitions
Technology skills to:	<ul style="list-style-type: none"> • use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange information

UNIT MAPPING INFORMATION

Code and Title Current Version	Code and Title Previous Version	Comments
VU23434 Develop fundamental skills for small business environments	VU22521 Develop elementary skills for small business environments	Equivalent

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Assessment Requirements

TITLE	Assessment Requirements for VU23434 Develop fundamental skills for small business environments
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> participate in one (1) basic skills development plan that addresses individual requirements, realistic goals, and strategies to achieve these goals monitor progress and review two (2) goals, targets or strategies of the skills development plan.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> small business approaches to skills knowledge and ethical codes of conduct requirements fundamental time and work management strategies relevant to a small business environment individual skill development process: <ul style="list-style-type: none"> setting goals and achievable targets and strategies monitoring individual progress reviewing goals for future application.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> organisational information that relates to a skill development process and relevant legislation, regulatory requirements and appropriate policies and documentation samples of organisational policies regarding ethical codes of conduct. internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



UNIT CODE AND TITLE		VU23435 Identify small business policies and procedures	
APPLICATION		<p>This unit describes the skills and knowledge required to identify the overall organisational workplace policies and procedures in order to understand the procedural requirements of entry-level job roles in small business.</p> <p>It supports the work of prospective personnel in small business environments who are or will be responsible for contributing to implementing workplace procedures. This work is underpinned by a general awareness of an organisation's overall structure and policies.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the assessment requirements.	
1	Identify workplace policies, procedures, and operational roles	1.1	Access workplace policies and procedures
		1.2	Outline the roles, responsibilities, and interrelationships of small business personnel to relevant personnel
2	Identify how policies and procedures impact small business personnel and operations	2.1	Outline the operational requirements of small business personnel against workplace policies and procedures to relevant personnel
		2.2	Identify strategies to support workplace policies and procedures
		2.3	Identify performance, monitoring and reporting procedures for roles and responsibilities linked to workplace policies and procedures



FOUNDATION SKILLS

This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret workplace policies and procedures
Oral communication skills to:	<ul style="list-style-type: none"> undertake active listening question to clarify and confirm understanding of business policies and procedures use culturally inclusive and appropriate language
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange information

UNIT MAPPING INFORMATION

Code and Title Current Version	Code and Title Previous Version	Comments
VU23435 Identify small business policies and procedures	VU22522 Identify small business policies and procedures	Equivalent



Assessment Requirements

TITLE	Assessment Requirements for VU23435 Identify small business policies and procedures
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> outline basic information about workplace policies and procedures related to culture and work conditions for one (1) small business.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> workplace policies and requirements, including workplace relations for small business environments procedural requirements for entry-level jobs in small business small business overall structure and policies, culture and work conditions and production/service provision management.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> organisational information related to workplace policies, and samples of induction/orientation information internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



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VU23436 Undertake basic market research and promotion for a small business product or service

UNIT CODE AND TITLE		VU23436 Undertake basic market research and promotion for a small business product or service	
APPLICATION		<p>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 to conduct marketing activities for a target audience at a base level.</p> <p>It supports the work of prospective personnel in small business environments who are or will be contributing to building business reach and improvement through market research and subsequent promotion of products or services to general or specific market segments.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the assessment requirements.	
1	Prepare a basic market research plan for a small business product or service	1.1	Identify general models and definitions of market research and marketing
		1.2	Identify legal, ethical and privacy issues related to conducting basic market research
		1.3	Select new or existing small business product or service for basic market research and promotion in consultation with relevant people
		1.4	Source product or service information and customer profile
		1.5	Select and build suitable market research strategies, including digital marketing, into a basic market research plan in consultation with relevant people
2	Undertake basic market research	2.1	Assist with basic market research activity, incorporating legal, privacy and ethical requirements
		2.2	Record, collate and examine market research results
		2.3	Identify factors that may affect the quality of market research
		2.4	Use feedback from basic market research to address the feasibility of promoting a small business product or service

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3	Promote a small business product or service	3.1	Make necessary improvements to the product or service suggested by market research results in consultation with relevant people
		3.2	Research promotion strategies, including digital promotion; select for suitability to context; and apply relevant strategies in the basic marketing planning
		3.3	Promote a product or service to a target audience in accordance with the basic market research planning
		3.4	Monitor marketing and promotional strategies and record results
		3.5	Review marketing and promotional strategies against the marketing plan and use results to recommend improvements to products, services and/or processes

FOUNDATION SKILLS

This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret market research goals, strategies, monitoring data and product or service information
Writing skills	<ul style="list-style-type: none"> record market research results using the format, accurate spelling and grammar and terminology specific to requirements
Oral communication skills to:	<ul style="list-style-type: none"> undertake active listening question to clarify and confirm understanding about marketing plans use culturally inclusive and appropriate language
Numeracy skills to:	<ul style="list-style-type: none"> interpret marketing statistical data and economic trends
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to research, access, and exchange information

UNIT MAPPING INFORMATION	Code and Title Current Version	Code and Title Previous Version	Comments
	VU23436 Undertake basic market	VU22523 Undertake basic market research and	Equivalent



	research and promotion for a small business product or service	promotion for a small business product or service	
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Assessment Requirements

TITLE	Assessment Requirements for VU23436 Undertake basic market research and promotion for a small business product or service
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> develop and monitor one (1) basic market research activity for a selected product or service that includes digital marketing and informs the promotion of a small business product or service to a target audience undertake basic market research in accordance with the plan on one (1) occasion.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> basic research methods including: <ul style="list-style-type: none"> legal, privacy and ethical issues relevant to marketing models terminology, small business marketing methods basic marketing and promotion terminology and techniques relevant to small business marketing basic digital marketing and promotional strategies appropriate for small business marketing.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> templates or examples of market research plans and marketing plans relevant product or service information examples of basic market research and marketing activities examples of legal, privacy and ethical compliance guidelines relevant to small business enterprises internet or other digital tools.



	<p>Assessor requirements No specialist vocational competency requirements for assessors apply to this unit.</p>
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UNIT CODE AND TITLE		VU23437 Participate in small business quality processes	
APPLICATION		<p>This unit describes the skills and knowledge required to contribute to small business quality culture and outcomes by participating in quality measures, building collaborative workplace relationships, and identifying areas for workplace improvements.</p> <p>It supports the contribution of prospective small business personnel to an organisation's quality efforts, approaches and improvement processes at a base job role level.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the assessment requirements.	
1	Identify basic quality and continuous improvement concepts for small business operations	1.1	Outline the rationale of the general concepts of quality management and continuous improvement
		1.2	Outline the use of the 'get it right the first time' concept for small business operations and procedures
		1.3	Define the role of engagement, job ownership and collaborative relationships in fostering the success of quality measures
2	Seek opportunities to contribute to small business quality practice	2.1	Identify quality documentation and systems relevant to small business context/s and in accordance with relevant legislative and regulatory requirements
		2.2	Identify opportunities to develop collaborative and constructive workplace relationships through open communication and teamwork
		2.3	Follow communication strategies to present a positive organisational image with external customers



FOUNDATION SKILLS

This section describes language, literacy, numeracy and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret information on conditions, organisational policies, and operational approaches to small business quality processes
Oral communication skills to:	<ul style="list-style-type: none"> undertake active listening question to clarify and confirm understanding about small business quality processes use culturally inclusive and appropriate language and engagement techniques
Teamwork skills to:	<ul style="list-style-type: none"> build collaborative workplace relationships.
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange information

UNIT MAPPING INFORMATION

Code and Title Current Version	Code and Title Previous Version	Comments
VU23437 Participate in small business quality processes	VU22524 Participate in small business quality processes	Equivalent



Assessment Requirements

TITLE	Assessment Requirements for VU23437 Participate in small business quality processes
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> • participate in at least one (1) practice to support continuous improvement of a small business quality outcome. the practice must include: <ul style="list-style-type: none"> ○ following quality procedures relevant to a small business context ○ contributing to constructive workplace relationships.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> • relevant quality control and management concepts and implementation processes • general customer service strategies for small business customers and external stakeholders • basic concepts of change management relevant to continuous improvement in small business contexts • relevant legislative and regulatory requirements for small business quality and change processes.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • organisational information on small business goals, strategies or operational plans • examples of small business quality system reference material, manuals or documentation • internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



UNIT CODE AND TITLE		VU23438 Contribute to small business planning	
APPLICATION		<p>This unit describes the skills and knowledge required to contribute to small business planning by identifying and assessing business planning components and processes relevant to a small business context.</p> <p>It supports the work of prospective personnel who are or will be contributing to the achievement of goals and objectives of a small business through participating in business planning processes and reviews.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		<p>Performance criteria describe the required performance needed to demonstrate achievement of the element.</p> <p>Assessment of performance is to be consistent with the assessment requirements.</p>	
1	Investigate the key features and characteristics of small business planning	1.1	Identify the role of planning in driving the success of small business goals and objectives
		1.2	Locate definitions, key components, and examples of small business planning
		1.3	Confirm the interrelationship of small business operations, policies and procedures, market research and marketing with small business planning
		1.4	Identify the role of professionalism, entrepreneurial attitudes, and behaviours in supporting successful small business planning
		1.5	Identify business planning ideals that provide support and assistance to small business
2	Contribute to business planning ideas in a small business context	2.1	Identify informal and formal opportunities to contribute to the business planning processes
		2.2	Identify business requirements impacting planned goals and objectives for a small business context
		2.3	Seek opportunities to improve business planning for a small business context in consultation with relevant people
		2.4	Contribute to small business planning, including any improvements, in consultation with relevant people



FOUNDATION SKILLS

This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret business planning documents
Oral communication skills to:	<ul style="list-style-type: none"> undertake active listening question to clarify and confirm understanding about small business planning use culturally inclusive and appropriate language and engagement techniques
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange planning information

UNIT MAPPING INFORMATION

Code and Title Current Version	Code and Title Previous Version	Comments
VU23438 Contribute to small business planning	VU22527 Contribute to small business planning	Equivalent



Assessment Requirements

TITLE	Assessment Requirements for VU23438 Contribute to small business planning
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> • contribute to one (1) small business plan.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> • research methods to identify basic small business planning components and processes • basic small business operations, policy and procedure development • business requirements, including: <ul style="list-style-type: none"> ○ Key Performance Indicators (KPIs) ○ compliance requirements ○ basic sustainability principles and practices ○ basic legal and regulatory requirements related to small business planning and performance ○ relevant Occupational Health and Safety/Workplace Health and Safety (OHS/WHS) standards/regulations.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • Samples of key business planning documents • Internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



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VU23439 Follow procedures for routine financial activities of a small business

UNIT CODE AND TITLE		VU23439 Follow procedures for routine financial activities of a small business	
APPLICATION		<p>This unit describes the skills and knowledge required to use applications to prepare, process and record routine financial documents in line with small business procedures and compliance obligations.</p> <p>It supports the work of prospective personnel who are or will be responsible for processing and recording routine, day-to-day financial transactions, and activities at a basic level.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the assessment requirements.	
1	Identify small business routine financial procedures	1.1	Identify organisational procedures for processing, recording, and storing day-to-day routine financial transactions
		1.2	Identify documentation relevant to maintaining routine financial transactions
		1.3	Identify relevant small business legislation, regulations, industry standards and audit requirements
2	Prepare and process routine financial activities	2.1	Process, record and balance deposits, withdrawals and card activities using banking documentation in accordance with organisational procedures
		2.2	Process and record petty cash and sales activities in accordance with organisational procedures
		2.3	Prepare and check invoices against source documents and process and record in accordance with organisational procedures
3	Check and record transactions	3.1	Check all financial activities for accuracy and facilitate their review by relevant people
		3.2	File and store final records of all routine financial activities in accordance with organisational procedures

OFFICIAL



OFFICIAL

FOUNDATION SKILLS

This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> interpret routine organisational financial transaction procedures
Writing skills to:	<ul style="list-style-type: none"> use appropriate financial terminology.
Numeracy skills to:	<ul style="list-style-type: none"> create invoices/accounts payable conduct basic calculations check the validity of cheques and vouchers
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange financial information

UNIT MAPPING INFORMATION

Code and Title Current Version	Code and Title Previous Version	Comments
VU23439 Follow procedures for routine financial activities of a small business	VU22526 Follow procedures for routine financial activities of a small business	Equivalent



Assessment Requirements

TITLE	Assessment Requirements for VU23439 Follow procedures for routine financial activities of a small business
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> • process two (2) routine financial activities for a small business context.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> • routine financial transaction and banking procedures for small business contexts, including: <ul style="list-style-type: none"> ○ recording and balancing deposits, withdrawals, sales, and petty cash ○ credit card activities ○ checking invoices against source documents ○ storing and filing • electronic software and online platforms for primary functions and features commonly used within small business operational contexts • basic systems of calculating, balancing and presenting financial records and data • primary organisational requirements for small business financial activities.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • samples of small business financial activities, records, procedures, and guidelines • small business information about legislation, regulations and standards related to financial activities • internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>



UNIT CODE AND TITLE		VU23440 Assist with the presentation of public activities or events	
APPLICATION		<p>This unit describes the skills and knowledge required to complete a range of tasks under supervision for setting up and operating activities or events in a small business context.</p> <p>It supports the work of prospective small businesses and other personnel involved in contributing to the planning, execution and review of promotional and other public events and activities.</p> <p><i>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</i></p>	
ELEMENTS		PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.		Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the assessment requirements.	
1	Contribute to identifying opportunities for new activities or events	1.1	Identify and refine ideas and opportunities for new activities or events in consultation with relevant people
		1.2	Align proposed new activity or event ideas to organisational requirements
		1.3	Identify emergency procedures for inclusion in activity or event planning
2	Set up a small activity or event	2.1	Clarify and confirm details of activity or event, necessary resources, roles and responsibilities and timelines with relevant people
		2.2	Obtain and set up facilities, equipment, and support materials, as agreed and in accordance with the activity or event plan
		2.3	Incorporate arrangements for contingency requirements and emergency procedures
3	Assist with the presentation and review of the activity or event	3.1	Follow agreed plans for the activity or event, including procedures for meeting and greeting participants
		3.2	Make necessary adjustments to plans, in consultation with relevant people and without compromising the activity or event
		3.3	Monitor audience response and seek feedback from contributors, participants, and stakeholders



		3.4	Review the set-up process and presentation against planned goals, documented results and use findings to inform future presentations										
<p>FOUNDATION SKILLS</p> <p>This section describes language, literacy, numeracy, and employment skills that are essential to performance and are not explicitly expressed in the performance criteria of this unit of competency.</p> <table border="1"> <thead> <tr> <th>Skill</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Reading skills to:</td> <td> <ul style="list-style-type: none"> interpret activity or event goals, strategies, and monitoring data </td> </tr> <tr> <td>Oral communication skills to:</td> <td> <ul style="list-style-type: none"> undertake active listening consult with relevant people question to clarify and confirm understanding about the activity or event presentation use culturally inclusive and appropriate language and presentation techniques </td> </tr> <tr> <td>Numeracy skills to:</td> <td> <ul style="list-style-type: none"> conduct scheduling, count the numbers of participants, and assist with pricing </td> </tr> <tr> <td>Technology skills to:</td> <td> <ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange presentation information </td> </tr> </tbody> </table>				Skill	Description	Reading skills to:	<ul style="list-style-type: none"> interpret activity or event goals, strategies, and monitoring data 	Oral communication skills to:	<ul style="list-style-type: none"> undertake active listening consult with relevant people question to clarify and confirm understanding about the activity or event presentation use culturally inclusive and appropriate language and presentation techniques 	Numeracy skills to:	<ul style="list-style-type: none"> conduct scheduling, count the numbers of participants, and assist with pricing 	Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools and electronic applications required in own role in a range of contexts to access and exchange presentation information
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Assessment Requirements

TITLE	Assessment Requirements for VU23440 Assist with the presentation of public activities or events
PERFORMANCE EVIDENCE	<p>The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit.</p> <p>In doing so, the candidate must:</p> <ul style="list-style-type: none"> • assist with developing ideas and plans for one (1) public activity or event in line with organisational requirements • assist with the presentation and review of one (1) public activity or event in line with organisational requirements.
KNOWLEDGE EVIDENCE	<p>The candidate must be able to demonstrate the essential knowledge required to effectively perform the task outlined in the elements and performance criteria of this unit, manage the task, and manage contingencies in the context of the work role.</p> <p>This includes knowledge of:</p> <ul style="list-style-type: none"> • activity and event management practice • cultural protocols relevant to public activities or events • activity/event planning organisational requirements: <ul style="list-style-type: none"> ○ relevant Occupational Health and Safety/Workplace Health and safety (OHS/WHS) standards/regulations ○ set up of facilities and equipment ○ contingency requirements ○ emergency procedures relevant to the presentation of public activities or events.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in an environment that accurately represents small business workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • organisational plans, policies and procedures, and samples of event plans, procedures manuals, and event presentation instructions • example of an activity or event plan • internet or other digital tools. <p>Assessor requirements</p> <p>No specialist vocational competency requirements for assessors apply to this unit.</p>

