

BSB20120

Certificate II in Workplace Skills

Course Guide

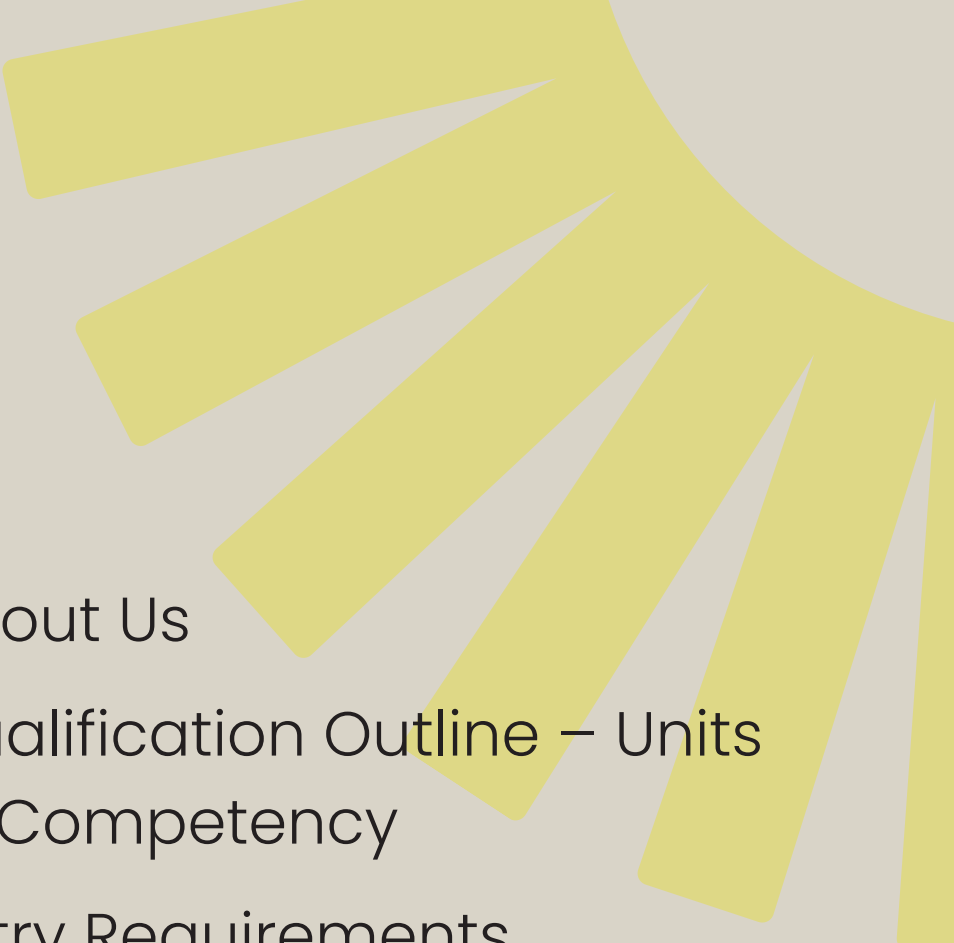


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RTO 88148

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About us

The Centre of Professional Learning and Education (Cple) (RTO 88148) is registered with the Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications within the areas of Early Childhood Education & Care and Business.

We were honoured to be named ACT Small Training Provider of the Year 2025 at the ACT Training Awards. This was a recognition of our commitment to flexible, supportive, and modern learning that helps students succeed. We also won ACT Large Employer of the Year five years in a row, further recognising our commitment.

Our passionate team holds relevant industry experience, qualifications and are committed to supporting students throughout their enrolment to successfully achieve their qualification.

Our quality-based approach to delivering VET qualifications consists of a range of teaching and learning strategies such as the provision of face-to-face study support, online learning, virtual support and hands-on experience in the work environment.

The professional learning and training programs delivered by Cple are designed to build and enhance the skills and knowledge of our students to promote best practice in the workplace. We look forward to the possibility of supporting you in achieving your learning goals and furthering your career opportunities.



Qualification outline

The **BSB20120 Certificate II in Workplace Skills** will provide you with a set of transferable skills that will be valued in any workplace. This qualification will suit you if you are new to the workforce, have not entered the workforce, or are seeking to expand your general workplace skills.

Via the completion of this qualification, you will develop a working knowledge of office software and business technology, workplace health and safety, customer service, workplace communication, inclusive work practices, time management and more.

The knowledge gained from this qualification will provide you with a set of skills that will be valuable for a variety of roles that require technology and communication skills. Whether you're already working, or just starting out in your career, this qualification will provide you with a solid foundation to develop your skills and boost your employability.

Units within the qualification

You must be assessed as competent in a total of **10 units** to be awarded the BSB20120 Certificate II in Workplace Skills: 5 core units and 5 elective units. Consistent with the qualification packaging rules, the units listed below will be delivered in this qualification:

Core units

- **BSBCMM211** Apply communication skills
- **BSBOPS201** Work effectively in business environments
- **BSBPEF202** Plan and apply time management
- **BSBSUS211** Participate in sustainable work practices
- **BSBWHS211** Contribute to the health and safety of self and others

Elective Units

- **BSBCRT201** Develop and apply thinking and problem-solving skills
- **BSBOPS203** Deliver a service to customers
- **BSBPEF201** Support personal wellbeing in the workplace
- **BSBTEC201** Use business software applications
- **BSBTEC202** Use digital technologies to communicate in a work environment

Interested in further study after the Certificate II?

The BSB20120 Certificate II in Workplace Skills also provides an excellent pathway opportunity into the BSB30120 Certificate III in Business for those wishing to further expand their skills and knowledge. Students who complete the BSB20120 Certificate II in Workplace Skills with Cple, will be able to receive credit transfer for two units of competency in the BSB30120 Certificate III in Business with Cple, thus immediately reducing the student workload



Entry Requirements

There are no formal entry requirements for this qualification. However, you will need to have the following attributes and resources to study this qualification with us:

Computer & digital requirements

You must have personal access to:

- A digital device such as a computer or laptop with webcam capabilities to participate in assessments via virtual role plays via MS Teams.
- A working Internet connection.
- Speakers or headphones to watch and listen to webinars and videos provided as part of the learning materials in our Learning Management System 'Canvas.'
- Business software applications such as Word, Excel and PowerPoint or equivalent.
- An active email account for the sake of communication and scheduling.

NOTE: These requirements are essential to engage in this qualification. Cple will not provide these for you during your enrolment with us.

Work placement/experience

You do not require any work experience or employment prior to enrolling in this qualification, nor is this a requirement while you are completing the qualification. The assessments have been structured in a manner that your skills and knowledge will be demonstrated via role plays with your Assessor and peers, and through written responses to assessment criteria.

Foundation, language, literacy and numeracy skills

To allow for successful completion of the qualification, you must hold skills sets which enable the completion of the following tasks applicable to the qualification. Foundation skill requirements are contained within the BSB Interpretation Manual and based on the units Cple offer within this qualification, are as such:

NOTE: You will be supported to develop the below foundation skills during the course of your enrolment in the qualification.

Learning

- Develop skills required to carry out own role by seeking and acting on feedback.

Reading

- Review and interpret textual information for communication needs and organisational procedures, including documentation and policy documents.
- Analyse product and service details to provide customer advice effectively and accurately.
- Recognise and understand job roles and requirements by interpreting textual information from various sources.
- Identify and interpret concise information related to Workplace Health and Safety (WHS) and incidents for compliance and safety measures.

Writing

- Drafts simple texts with correct grammar, spelling, and punctuation as per organisational standards.
- Proofreads own work to ensure accuracy and compliance with organisational requirements.
- Completes necessary documentation accurately and concisely, adhering to organisational formats.
- Records and communicates key information effectively, adjusting language and structure to suit the audience and context.

Numeracy

- Interprets numerical information related to timeframes.
- Calculates basic metric measurements to determine resource usage.

Oral Communication

- Utilises listening and questioning to gather specific information and ensure comprehension.
- Clarifies job role requirements and organisational responsibilities through effective communication.
- Fosters an inclusive work environment through courteous communication and non-discriminatory language.
- Tailors information and advice to suit the audience's needs, using appropriate structure and language.
- Actively participates in discussions, employing clear language and adapting communication style to the audience and context.

Teamwork

- Collaborates with others to achieve shared goals in the immediate work context.
- Engages in discussions using accepted practices to exchange ideas effectively.
- Recognises and addresses differences in others, implementing basic strategies to manage reactions.
- Utilises communication strategies to complete work tasks, seek advice when needed, establish connections, build rapport, and develop professional relationships, adjusting personal communication style to accommodate others' opinions, values, and needs.

Self-management

- Follows clearly defined instructions, seeking assistance when necessary, while adhering to organisational policies and procedures related to own work role.
- Understands and adheres to legal and regulatory responsibilities related to own work.

Enterprise and initiative

- Adheres to clear instructions within designated responsibilities, seeking clarification when necessary.
- Recognises and embraces responsibility within established work frameworks and organisational expectations.
- Complies with organizational policies and procedures, identifies opportunities for enhancing work practices, and implements actions accordingly, including analyzing current practices for improvement.

Planning and organising

- Formulates a plan for utilising gathered information effectively.
- Adheres to defined instructions and sequences, monitoring personal progress and seeking help as needed.
- Follows organisational procedures pertinent to own role, prioritises tasks, and completes them within designated timeframes while employing analytical skills to support personal well-being.

Problem solving

- Uses problem-solving skills to address a range of issues, seeking advice of others, where necessary. Technology
- Selects and uses appropriate digital tools, including relevant functions, to complete work tasks and access information.

Navigate the world of work

- Follows WHS legislative requirements under supervision and with assistance.
- Follows protocols and procedures relating to own role.
- Seeks assistance from others when WHS issues are beyond scope of immediate responsibilities.

Get the work done

- Plans, organises and implements routine tasks in order to optimise health and safety.
- Selects and implements actions from predetermined procedures.

Initiative and enterprise

- Asks questions and listens to gain information and confirm understanding.

The Pre-Enrolment Skills Assessment is a tool used by Cple (RTO 88148) to assess your language, literacy, numeracy, and digital capability skills. It evaluates the following areas in alignment with the Australian Core Skills Framework (ACSF) and the Australian Digital Capability Framework (ADCF): Learning, Reading, Writing, Oral Communication, Numeracy, and Digital Capability. RTOs are required to conduct initial skills assessments for all students in accordance with the Standards for Registered Training Organisations 2025. All students are required to complete this pre-enrolment skills assessment prior to entry into a course. The purpose of this assessment is to determine whether you may require additional support to complete the course successfully. This way, we can tell you prior to your enrolment if we are able to provide the level of support you require or if you might need to seek support from external agencies. When you book in for your Pre-enrolment Session, you will be able to download a practice assessment. This will allow you to practice the assessment before attending the session. If your ACSF or ADCF levels are not able to be supported by Cple, we will refer you to external support prior to enrolment with us. Cple recognise that whilst effective training and assessment processes will occur during your enrolment with us, tutoring services are outside of the scope of our qualifications.



USI

Unique Student Identifier

Students undertaking nationally recognised training are required to have a Unique Student Identifier (USI) on enrolment and supply this to Cple for the sake of compliance. The USI is a reference number made up of ten numbers and letters. You will need a USI in order to enrol and receive your qualification or statement of attainment. For further information please visit the USI website <http://usi.gov.au>

Delivery Mode

This qualification is delivered through a blended delivery mode.

Learning and assessment materials will be on offer to you in our online Learner Management System, Canvas, alongside the provision of face-to-face support sessions for those who wish to attend. Sessions are held both during the day and in the evenings to cater for people's diverse work schedules. Speak with Cple for information regarding dates and locations.

You will get access to a supportive trainer who will guide you through the units you need to complete and answer any questions you have. Phone, email, virtual meetings through MS Teams and opportunities for face-to-face discussions all form part of the support you will be offered.

Learning will involve engagement with interactive learning materials, the provision of readings, pre-recorded webinars and videos which support additional learning.

Each Canvas 'course' is a unit of competency which contains the learning and assessment materials to engage in the content and complete the assessment requirements associated with each. You will engage with 13 online 'courses' for the completion of this qualification. Units are delivered separately and not via a clustered format.

Practical assessments will be completed via simulated work conditions through the use of role plays, case studies and access to the simulated business environment on Canvas.

There are no set work placement requirements for this qualification.



Learning duration | 18 months

(flexible depending on individual study model)

You will be encouraged to complete the assessment within each unit of competency in this qualification within a six-week timeframe, for scheduling purposes. This results in the duration of your studies being equivalent to 18 months in length with inclusion of study breaks.

You may, however, be able to complete the requirements in a shorter time frame depending on your learning style, experience, LLN levels and previous study prior to enrolling in the qualification. Enrolment should not exceed a 24-month period unless extenuating circumstances are involved.

As this qualification is delivered within a rolling intake framework, students can commence and exit this qualification at will. There is no set cohort. Upon enrolment into this qualification, you will have a personalised schedule designed for you which is set to a 6-week completion of each unit that you need to complete based on your enrolment application paperwork and previous completed study where applicable. This personalised schedule may be extended depending on the student's circumstances; for example, a school-based trainee may be provided additional weeks for each unit.

Recognition Pathways | Recognition of Prior Learning and Credit Transfer

Cple recognises the skills and knowledge that you may have gained through previous studies, workplace, and life experience. Based on such, you may be entitled to gain recognition of prior learning (RPL) before or after commencement in this qualification and may be exempt from completing one or more units via the traditional training and assessment methods.

If you believe you already have the skills and knowledge required to demonstrate competency, you can request a copy of our Recognition of Prior Learning (RPL) application form. RPL is based on a portfolio and interview approach, where you will accept the main responsibility for identifying, gathering, and submitting evidence about your achievements in the competencies.

The RPL process may also involve a practical demonstration for the purpose of assessment as well as confirmation of knowledge via competency conversations and the completion of workplace observation reports.

If you have previously completed equivalent units of competency within this qualification through training with Cple or other RTO's, you are encouraged to submit certified copies of statement of attainments that attest to this fact. Upon the authentication with the issuing RTO and access to your transcript via the USI portal, credit transfers will be given to applicable units with an individualised study plan developed for you with consideration to the recognition given.

Assessment

A range of assessment methods are used during engagement with this qualification including:

- Written questions and answers
- Projects
- Collation of portfolios of evidence
- Live and recorded role plays

Each unit is assessed both in theory and practice. This means that you will need to complete both the theoretical assessment as well as a practical assessment in the simulated environment (for example, through engagement in role plays with your Assessor and peers).

Every assessment task must be marked as satisfactory for overall competency to be achieved. No formal recognition can be awarded for partial completion of the unit e.g., just completing one assessment task but not the others. Assessment materials are on offer in our online LMS Canvas.



Assessment types

Assessment Task One: Assessment task one in each unit of competency within this qualification contains questions and case studies that will allow you to apply your understanding of the requirements learned and taught in the engagement with the learning materials contained in each unit. These assessments are designed to validate your knowledge alongside the Elements, Performance Criteria, Performance and Knowledge Evidence within the unit of competency. They are open book assessments, and you are required to complete all questions and case studies to pass the assessment.

Assessment Tasks Two and onwards: The completion of these assessment items requires completion of skills-based requirements of the unit of competency. They will allow you to implement the learning you have engaged in for the sake of mastering practical requirements of the unit. They may also involve simulated assessment through the implementation of role plays with either a Cple assessor or a peer.

Reasonable Adjustment: Assessment activities can be amended where reasonable adjustments are required. Cple Trainer & Assessors will consider your needs and make appropriate adjustments to the training environment and assessment, wherever feasible and practicable in line with training package requirements.

Reassessment & resubmission

You will have up to three attempts to complete each assessment task satisfactorily. If after the third attempt, you have not completed a task satisfactorily, your Cple Trainer & Assessor will make alternative arrangements for assessment, which may involve additional training and time to consolidate your skills and knowledge.

If you are required to resubmit an assessment, you may be required to:

- Resubmit incorrect answers to questions (such as written tasks and case studies).
- Resubmit part or all of a project, depending on how the error impacts on the total outcome of the task.
- Redo a role play with peers after being provided with appropriate feedback about your original performance.
- Be provided with feedback about your performance in a role play and then be required to complete the role play within a future meeting with your CPLE trainer & assessor.
- Be observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.
- Be given 7 days in which to resubmit incorrect responses to written tasks, projects and so on.

You will receive formal and informal feedback throughout your enrolment via:

- Oral feedback during face-to-face study support sessions, phone conversations and online meetings.
- Written feedback on summative assessments submitted in Canvas.
- Written feedback and guidance provided via email correspondence.
- Documented feedback in the assessment record tool for each assessment task within each module. These are completed by trainer/ assessors and uploaded into Canvas.

Qualification Structure

You will be required to achieve competency in all 10 units to complete this qualification and be issued with a **BSB20120 Certificate II in Workplace Skills**.

Units will be delivered to you in the following order. You will not be issued a new unit until the unit you are enrolled within, has been completed in full.

Contribute to the health and safety of self and others

BSBWHS211 Release 1 **CORE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Assess Risk, Inspect Equipment and Consult with Colleagues** This task has two parts:
 - **Part A** Identify workplace hazards in a simulated office space and complete the Risk Management Register
 - **Part B** Participate in an online workplace meeting to report and discuss your findings from Part A.

Work effectively in business environments

BSBOPS201 Release 1 **CORE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Plan to Meet Role Objectives** This task will require you to interpret the task requirements outlined in a position description and confirm these tasks with a supervisor via a role play meeting. This task consists of two parts:
 - **Part A** – Identify role priorities
 - **Part B** – Confirm role priorities.
- **Assessment Task Three: Company Awards Night** This task will require you to complete multiple work tasks related to preparing a company awards night. This task consists of four parts:
 - **Part A** Identify tasks
 - **Part B** Assess the workload
 - **Part C** Meet with Sally
 - **Part D** Complete the assigned tasks

Support personal wellbeing in the workplace

BSBPEF201 Release 1 **ELECTIVE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Personal Wellbeing Self-Assessment** This task consists of three parts:
 - **Part A** Self-assessment and communication plan
 - **Part B** Meeting to discuss personal wellbeing
 - **Part C** Wellbeing resources

Apply communication skills

BSBCMM211 Release 1 **CORE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Establish Task Details and Create Draft Documents** This task consists of five parts:
 - **Part A** Identify the task you need to complete.
 - **Part B** Role Play – seek details and advice for the task you need to complete.
 - **Part C** Create three draft documents.
 - **Part D** Role Play – seek feedback on the completed draft documents.
 - **Part E** Role Play – seek feedback on your communication skills.

Develop and apply thinking and problem solving skills

BSBCRT201 Release 1 **ELECTIVE**

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

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Case Study and Reflective Task** This task consists of two parts:
 - **Part A** Case Study for Sunny Side Café
 - **Part B** Reflective Task Questions

Plan and apply time management

BSBPEF202 Release 1 **CORE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Identify Goals and Implement Work Schedule** This task consists of two parts:
 - **Part A** Identify Work Tasks and Plan to Manage Schedule
 - **Part B** Discuss Work Goals and Plans
- **Assessment Task Three: Review and Revise Time Management** This task consists of two parts:
 - **Part A** Review Work Against Timelines and Instructions
 - **Part B** Review Work Goals and Plans and update Workplan

Use business software applications

BSBTEC201 Release 1 **ELECTIVE**

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

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Ergonomic Workstation and Using Software** For this task, students will need to engage in an online meeting with their assessor. During the meeting, they will follow the task instructions to demonstrate their ability to use three different business software applications

Participate in sustainable work practices

BSBSUS211 Release 1 **CORE**

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

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Sustainable Workplace** For this task, students will engage in a Sustainability Audit of a work environment. Based on this audit, they will then develop a Sustainability Improvement Plan.

Deliver a service to customers

BSBOPS203 Release 1 **ELECTIVE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Provide Service to Three Customers** This task contains four parts:
 - **Parts A-C** Investigating, responding and engaging with three customers.
 - **Part D** Reviewing and responding to customer feedback.

Use digital technologies to communicate in a work environment

BSBTEC202 Release 1 **ELECTIVE**

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.

Assessment requirements for this unit:

- **Assessment Task One: Written Questions**
Students must correctly answer all questions in this task to show that they understand the knowledge required of this unit/topic.
- **Assessment Task Two: Digital Communication** For this task, students will engage in an online meeting with their assessor. During the meeting, they will be required to complete a series of actions involving the use of two digital communication platforms; emails and instant messaging.



Fees and Funding Eligibility

Cple offer multiple funding options dependent on the student's eligibility, and the current ACT and Australian Government funding availability. These options include:

- Fee-for-service
- User Choice Funding
- Skilled Capital Funding.

Information regarding each of the above options is outlined below.

Fee for Service

qualification cost

Fee for Service (FFS) is a payment model that is not linked to any Government funding and therefore is non-subsidised training. If you are not eligible for User Choice or Skilled Capital funding, full fees will be charged. On enrolment, you will be issued with student administration fees. Further fees charged will continue throughout your enrolment and will vary depending on previous qualifications and/or units of competency you have completed.

The fees charged are based on a unit of competency rate. Fees will be charged to you upon commencement of a unit with full payment expected prior to results being processed by Cple. Students eligible to receive a credit transfer outcome are not charged for the eligible units of competency.

Please refer to the Cple website and Student Handbook for further information around our Fee Policy.

Student Administration Fee	\$100
Unit of Competency Fees	
BSBCMM211 Apply communication skills	
BSBOPS201 Work effectively in business environments	
BSBPEF202 Plan and apply time management	
BSBSUS211 Participate in sustainable work practices	
BSBWHS211 Contribute to the health and safety of self and others	\$200
BSBCRT201 Develop and apply thinking and problem solving skills	per unit
BSBOPS203 Deliver a service to customers	(x 10 units)
BSBPEF201 Support personal wellbeing in the workplace	
BSBTEC201 Use business software applications	
BSBTEC202 Use digital technologies to communicate in a work environment	
TOTAL COST (including administration fee)	\$2,100
ADDITIONAL FEES Recognition of Prior Learning	\$300 per unit

If you choose to apply for RPL, you will be provided with an RPL kit that you will be required to use. The kit will assist you in collecting all of the evidence you will need to provide us in order for your RPL application to be assessed. This will determine if you meet the eligibility to receive RPL for your chosen qualification. A trainer & assessor will also be available to assist you in the process

User Choice Funding

Australian Apprenticeships

The term 'Australian Apprenticeships' include apprenticeships and traineeships and combine time at work along with off-the-job training, and can be full-time, part-time, or school-based. Australian Apprenticeships lead to a nationally recognised qualification and provide Australian apprentices and/or trainees with the necessary job experience to pursue the career they want. Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments.

User Choice student administration fee | \$350

This fee covers all Cple training and assessment services as the rest of the fees are covered via User Choice funding by the ACT and Australian Governments.

User Choice eligibility

To be eligible for an ACT training contract under User Choice funding arrangements, you must:

- Work in the ACT, and
- Be at least 15 years of age, and
- Be an Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, OR an eligible visa holder, and
- Receive remuneration for your work, and
- Complete a minimum of 15 hours combined work and training per week, and
- Undertake an approved Australian Apprenticeships qualification with an approved registered training organisation, as listed on the ACT Qualifications Register, and
- Have the required supervision in the workplace for an Australian Apprentice.

In addition to the above, to be eligible for an ACT training contract an Australian School-based Apprentice must:

- Be enrolled in a school under legislation that covers education in the relevant state/territory.
- Combine part time work with an employer and structured industry-approved training whilst attending school.
- Continue employment and on/off-the-job training throughout the year including school holidays.

Traineeship incentives may be applicable, subject to availability and eligibility. Access the Skills Canberra website for further information:

<https://www.act.gov.au/skills/students/australian-apprenticeships>

If you are not eligible for an ACT training contract or are seeking a different training pathway, you may be eligible for Skilled Capital funding

Skilled Capital Funding

Skilled Capital* is an ACT Government funded training initiative offering a comprehensive range of services and subsidies to provide Canberrans the support they need to complete the training that is right for them. Skilled Capital offers an opportunity for the Canberra community to access quality training and fill critical skills needs areas.

NOTE: Skilled Capital subsidised funding is released by the ACT Government with allocations to qualifications and the number of student places varying each year. Please speak with the Cple team regarding availability of this type of funding for the sake of access and enrolment.

Skilled Capital student administration fee | \$150

This fee covers all Cple training and assessment services as the rest of the fees are covered via Skilled Capital Funding by the ACT Government.

Skilled Capital eligibility

To be eligible for Skilled Capital funding, you must, at the time of enrolment, be:

- An Australian citizen, permanent resident, or New Zealand passport holder resident for more than 6 months, or
- An eligible visa holder, and
- Living or working in the ACT, and
- At least 17 years of age, and
- Not enrolled in or attending secondary school or college except where the student:
 - is undertaking a course of study leading to completion of year 12 in an alternative program



* "Skilled Capital is an ACT Government funded training initiative."

Fees Concessions and Waivers

Available for Skilled Capital and User Choice Funding ONLY

You may be eligible for a fee concession. Concessions only apply to students enrolled under User Choice and Skilled Capital funding. Fee for Service students are not eligible for fee waivers or concession. Fee concessions may be available if at the start of training, you:

- hold a current Health Care Card or Pension Card, or
- can prove genuine hardship.

If you are eligible for a concession, you may not have to pay part or all of your student administration fee. To assess your Fee Waiver eligibility, you will be required to provide Cple with a copy with one of the above concession cards, or proof of hardship during the pre-enrolment process. Cple will then apply on your behalf to Skills Canberra who will advise of the concession amount to be applied (if applicable). If you would like further information regarding fee concessions and waivers, including genuine hardship, please contact Cple.

Payment Plans

Student Administration Fee payment plans are available to cater to varying financial situations. There are multiple options depending on which funding arrangement you are enrolling under. You will be required to select and sign a payment plan during the enrolment process. Payments are completed through direct debit from a credit card or bank account.

Payment plan options are as such:

Fee for Service Payment Plans Student Administration Fee	OPTION 1: Upfront payment \$100.00
	OPTION 2: Two \$50.00 payments over 2 fortnights
User Choice Payment Plans Student Administration Fee	OPTION 1: Upfront payment \$350.00
	OPTION 2: Two \$175.00 payments over 2 fortnights
	OPTION 3: Five \$70.00 payments over 5 fortnights
Skilled Capital Payment Plans Student Administration Fee	OPTION 1: Upfront payment \$150.00
	OPTION 2: Two \$75.00 payments over 2 fortnights

FAQS

Who will be my trainer and assessor?

At the start of your enrolment, you will be assigned a Trainer & Assessor who will be responsible for supporting you through the qualification, along with marking your assessments. This Trainer & Assessor will get to know your learning needs and will endeavour to ensure you are successful in completing your qualification.

Cple employs knowledgeable, skilled and experienced Trainers & Assessors. As a minimum, they will have:

- Vocational competencies at least to the level being delivered and assessed;
- Current industry skills directly relevant to the training and assessment provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

Cple requires our Trainer & Assessors to maintain current industry skills. For you, this means your training and assessment is delivered by people who are themselves competent, highly qualified and hold proficient skills as they have worked extensively in the relevant industry/sector. Cple ensures that our Trainer & Assessors are regularly exposed to industry workplaces through participation in workplace tasks and engage in regular professional development.

Do you have specific intakes or start dates?

This qualification is facilitated via a rolling intake which means that you can enrol into this qualification at any time. Upon enrolment, you will have a schedule designed for you which is set to the completion timeframe requirements of the units you need to complete based on your enrolment application paperwork.

How do I enrol?

Prior to formal enrolment, you will be required to attend a Pre-enrolment Session that covers qualification, assessment and funding information for the sake of making an informed decision regarding enrolment. A series of eligibility checks will also be completed to ensure that you meet the entry requirements of the qualification. Enrolment checks consist of the:

- Completion of a Pre-enrolment Skills Assessment
- Completion of all enrolment documents
- Submission and verification of ID documents
- Confirmation of employment (if enrolling under User Choice Funding)
- Submission and authentication of relevant transcripts for credit transfer and/or recognition of prior learning

Once all required steps are completed, enrolment is organised depending on the funding type you choose to access. Processes may involve:

- Arranging a sign up with the Australian Network Provider for registration of your User Choice contract.
- Applying for Government funding • Developing an individualised study schedule which maps out your training and assessment pathway and timeline
- Liaising with your employer for the sake of negotiating your training plan (if enrolling under User Choice funding)
- Conducting an Employer Resource Assessment to ensure that your workplace has sufficient resources and supervision arrangements to support you in this qualification (if enrolling under User Choice funding)
- Setting up your access in our Online Learning System (Canvas) and entering your personal details into our Student Management System.

How long does the enrolment process take?

The enrolment process can vary depending on the funding arrangement in which you enrol. General time frames vary between 2 to 8 weeks for approval of funded training contracts. Eligible students will be contacted by Cple when enrolment is confirmed.

What is the pre-enrolment skills assessment?

The Pre-Enrolment Skills Assessment is a tool used by Cple (RTO 88148) to assess your language, literacy, numeracy, and digital capability skills. It evaluates the following areas in alignment with the **Australian Core Skills Framework (ACSF)** and the **Australian Digital Capability Framework (ADCF)**: Learning, Reading, Writing, Oral Communication, Numeracy, and Digital Capability. In accordance with the Standards for RTOs 2025, all students are required to complete this pre-enrolment skills assessment prior to entry into a course. This enables Cple to determine whether you may require additional support to complete the course successfully. If your ACSF or ADCF levels are not able to be supported by Cple, we will refer you to external support prior to enrolment with us. Cple recognise that whilst effective training and assessment processes will occur during your enrolment with us, tutoring services are outside of the scope of our qualifications. Support networks we will refer you to include but are not limited to:

- **Navitas English Canberra**: offer free LLN development classes for eligible candidates.
- **CIT**: CIT offer various courses which will develop reading and writing skills.
- **The Reading and Writing hotline**: is a resource that offers support in developing LLN skills in all areas.
- **BBC Skillswise**: is a website whereby you can engage in activities for the sake of practising and developing your LLN skills.
- **Be Connected**: an Australian Government initiative designed to increase the online skills of Australians.

How will I receive my learning materials and submit my assessments?

Cple use an online system called Canvas to deliver our training and assessment materials to you. Canvas will allow you to access all of your learning and assessment materials. It will also allow you to submit your assessments and access results. Cple will provide you with a link which will take you to the Canvas Student Guides that provide information on how Canvas works.

For best performance, Canvas should be used on the current versions of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

Canvas supports the current and first previous major releases of the following browsers:

- Chrome 94 and 95
- Firefox 92 and 93 (Extended Releases are not supported*)
- Edge 94 and 95
- Respondus Lockdown Browser (supporting the latest system requirements)
- Safari 14 and 15 (Macintosh only)

You should contact CPLE if you are experiencing difficulties using Canvas.

What support is provided if I need help?

You will be allocated a Cple Trainer & Assessor who will be able to assist you at any stage of your qualification. Your Trainer & Assessor will provide you with their contact details (phone and email) and will visit you regularly in your approved workplace, or if you're not working, they'll organise one on-one meetings. They will also be the individual responsible for marking your assessments as you progress through the qualification.

If you are attending face-to-face study sessions, your questions will be answered immediately. Alternatively, you can request a virtual Microsoft Teams meeting with your assigned Trainer & Assessor to discuss any questions you have

I need to give proof of my enrolment to my workplace. How do I provide this?

When you enrol, Cple will confirm your enrolment by providing you with a letter. You do not have to request this as it will be emailed to you automatically. Alternatively, if you are enrolled under User Choice or Skills Capital Funding, your signed training plan (which will also be emailed to you) will be sufficient. If you require evidence for your workplace at any stage during your enrolment, please contact Cple administration: cple@commsatwork.org or 02 6293 6220.

I am studying with another RTO/Tafe but want to change to CPLE. Can I do this?

Yes, this is a possibility. If you provide Cple with a certified transcript of what you have completed with the other RTO/TAFE, we will assess your progress and provide you with information regarding costs and processes involved if you are to enrol with us. If you have units which directly relate to those within this qualification, we will be able to offer you credit transfer for these units. You can then complete the remaining units in this qualification with Cple.

I'm interested in User Choice funding but I do not have current employment. How do I find employment?

You will need to source your own employment and discuss User Choice Funding (a traineeship) with the employer. Cple can assist you to provide the relevant information to your potential employer. The following job search engines can direct you to workplace vacancies within the business area:

- Seek: <https://www.seek.com.au/>
- Indeed: <https://au.indeed.com/>
- Career One: <https://www.careerone.com.au/>
- Jora: <https://au.jora.com/>
- JobSearch: <https://www.jobsearch.com.au/>

Are my fees refundable?

Student Administration fees are non-refundable and will be charged in all cases, even if there is no completion of a qualification. Any request for refunds of charges outside of the student administration fees must be made in writing via email to cple@commsatwork.org. You will be required to complete a Refund Request Form and should state your reasons for requesting the refund and attach any relevant documentary evidence such as a medical certificate. You will be advised of the outcome of your request for a refund in writing within 10 days and all refunds will be processed within 28 days of the date advising you of the outcome of your request. Please refer to our Student Handbook for further information on our Fee Policy.

What is RPL?

Recognised Prior Learning (RPL) is a process where you can use your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. When you apply for RPL, you are essentially saying 'I already know all about this unit so I don't need training'. RPL is an assessment process only and no training is provided. Please note, RPL is not a quick process. You will be required to collate and coordinate evidence to show that you have sufficient, valid and current knowledge and skills equivalent to the qualification you are enrolled in. Your skills will be assessed against industry standards. This is done by a Cple Trainer & Assessor.

Please refer to our Student Handbook for further information on RPL.

What do Cple expect from me?

To ensure you gain the maximum benefit from us, it is your responsibility to read through the qualification information and understand the rights and responsibilities of enrolment supplied by Cple. Cple provides an adult learning environment and expects you to initiate and engage in your own learning journey. This includes:

- Engaging in online meetings with your Trainer & Assessor and/or attending face-to-face study support sessions
- Keeping in regular contact with your Trainer & Assessor by asking questions and responding to emails
- Meeting due dates and submitting assessments which are well researched and professionally presented
- Engaging in safe and respectful practices and communications with all involved in your studies
- Listening and positively responding to feedback given for the sake of professional development and growth
- Engaging in research, being curious and operating with a growth mind set
- Being a self-motivated learner.

Prior to enrolment with Cple, you will be asked to read and sign a Terms and Conditions of Enrolment Agreement. Cple reserves the right to terminate your enrolment in this qualification if you fail to follow these terms and conditions, reasonable directions, and/or policies and procedures in accordance with the legal obligations of your enrolment.

What should you expect from Cple?

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), Cple have an obligation to ensure the quality and support we provide you through our administration and training services, meets the requirements of the Standards for RTO's 2025 which form part of the VET Quality Framework.

To ensure compliance is upheld in the delivery of your training and assessment, internal policies, procedures and systems guide our operations. As part of our registration, Cple are expected to participate in audit processes with our State Training Authority, Skills Canberra (STA) and ASQA upon request. In addition, we must ensure that any third parties who have any involvement in your training and assessment, agree to a third-party arrangement with Cple and will comply with training requirements accordingly. If at any time you feel that we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy.

What is nationally recognised training?

A nationally recognised qualification is part of the Australian Qualifications Framework (AQF). The AQF includes specific standards for qualifications at different levels. By studying a nationally recognised qualification such as this one, your qualification will be recognised by industry across Australia. For further information you can visit www.training.gov.au

What is vocational education and training?

Vocational education and training (VET) enables students to gain the specific skills and knowledge through a nationally recognised qualification for a specific workforce. VET is an opportunity for people to join a specific workforce, change careers, re-join the workforce or gain additional skills for their existing career.

Who is Skills Canberra?

Skills Canberra is responsible and accountable for the provision of strategic advice and overall management of vocational education and training (VET) in the ACT. Skills Canberra also manages Commonwealth and ACT funding directed to VET programs in the ACT.

Where can I access Cple policies and procedures?

Policies and procedures in relation to training and assessment delivered by Cple can be accessed from the Cple website

What is Avetars?

Australian apprentices and Skilled Capital students, employers, RTOs, ANPs, and schools all have access to the ACT Vocational Education and Training Administration Records System (AVETARS). You can carry out a number of functions in the system ranging from nominating a qualification for delivery, claiming a completion payment, and initiating and approving training contract variations. Upon enrolment, you will receive a user guide for AVETARS as this portal will be used during your enrolment, and if at any stage there is a change related to your funding/training contract.

What is an Australian Network Provider (ANP)?

Apprenticeship Network Providers are contracted by the Australian Government to offer a free service to apprentices, trainees and employers to assist them with the sign-up, administration and management of apprenticeships and traineeships. As of the 1st July 2024 there are two ANP providers in the ACT: Mas National and MEGT Australia. If enrolling into this qualification under User Choice Funding, Cple will speak with you regarding the sign-up process with the ANP

Do you have a question you can't find an answer to?

For general enquiries, feel free to contact Cple:

☎ (02) 6293 6220

✉ enquiries@cple.com.au



cple.

cple.com.au