

Year 11 BSB30120 Certificate III in Business

Work rate calendar (WRC) 2026

Term 1

All students are expected to participate in all online lessons and complete all assessment as outlined in this **Work rate calendar**.

Teachers may adjust topics, class work, assessment and submission dates. Adjustments will be communicated via QLearn or during lessons.

Assessment

Supervised assessment	Summative exams are to be supervised by the student's official exam supervisor.
Non-supervised assessment	Students must sign a declaration of academic integrity.

Week	Dates	Unit	Topic	Class work / Assessment to be submitted
1	26 Jan – 30 Jan	BSBPEF301 Organise personal work priorities	Monday 26 January — Australia Day Holiday	IVET enrolment Complete and submit IVET enrolment
			Tuesday 27 January – Welcome calls for students: Prep – Year 12	
			Wednesday 28 January – Learning for success: Prep – Year 12	
			Course orientation	
			Complete IVET enrolment as directed by trainer	
			Introduction; 1 Organise and complete own work schedule	
			Student resource, pages 2 – 8	
2	2 Feb – 6 Feb		1 Organise and complete own work schedule; 2 Develop personal work plans	In-class training activities As directed by teacher
			Student resource pages 9 – 25	
			Assessment Task 1	
			Commence AT1 – Knowledge Questions	
3	9 Feb – 13 Feb		Wednesday 11 February — Brainstorm Productions theatre performances: Years 10–12 (optional)	In-class training activities As directed by teacher
			Friday 13 February — Senior orientation day: Years 10–12	
			2 Develop personal work plans; 3 Evaluate own work performance	
			Student resource pages 14 – 20	
			Assessment Task 2	
			Commence AT2 - Project	
4	16 Feb – 20 Feb		3 Evaluate own work performance	In-class training activities As directed by teacher
			Student resource pages 17 – 25	
			Assessment Task 3	
			Commence AT3 - Project	
5	23 Feb – 27 Feb		4 Personal skill development and learning	In-class training activities As directed by teacher
			Student resource pages 26 – 36	
			Assessment Tasks 1, 2 and 3	
			AT1 – Knowledge Questions	
			AT2 – Project	
			AT3 – Project	
6	2 Mar – 6 Mar	BSBWHS311 Assist with maintaining workplace safety	1 Introduction; 2 Legislation	In-class training activities As directed by teacher
			Student resource pages 3 – 8	
			Assessment Task 1	
			Commence AT1 – Questions	
7	9 Mar – 13 Mar		3 Safe work Australia and WHS legislation; 4 Other relevant legislation	In-class training activities As directed by teacher
			Student resource pages 8 – 13	
			5 WHS hierarchy; 6 Hazards and risks	
8	16 Mar – 20 Mar		Student resource pages 14 – 20	In-class training activities As directed by teacher
			Assessment Task 2	
			Commence AT2 - Project	
9	23 Mar – 27 Mar		7 Organisation policies and procedures; 8 WHS consultation	In-class training activities As directed by teacher
			Student resource pages 20 – 25	
			Assessment Task 3	
			Commence AT3 – Observation/demonstration	

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10	30 Mar – 3 Apr	BSB/WHS311	Exams: Year 11 Monday 30 March – Thursday 2 April Thursday 2 April — Fun run day: Prep – Year 12 9 WHS training Student resource pages 26 - 28 Friday 3 April — Good Friday	In-class training activities As directed by teacher
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LEGEND	Class work — send-in	Summative assessment	Exam block	School events	Public holidays	Student free day
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Term 2

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Assessment

Supervised assessment	Summative exams are to be supervised by the student's official exam supervisor.
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Week	Dates	Unit	Topic	Class work / Assessment to be submitted
1	20 Apr – 24 Apr	BSBWH311 Engage in workplace communication	Assessment Tasks 1, 2 and 3 AT1 – Questions AT2 – Project AT3 – Observation/demonstration	BSBWHS311 AT1 BSBWHS311 AT2 BSBWHS311 AT3 Due Friday 24 April 5:00 pm
2	27 Apr – 1 May		1 Introduction; 2 Methods of communicating; 3 Verbal communication; 4 Written communication Student resource pages 3 – 8	In-class training activities As directed by teacher
3	4 May – 8 May		Monday 4 May — Labour Day 1 Introduction; 2 Methods of communicating; 3 Verbal communication; 4 Written communication Student resource pages 9 – 12	In-class training activities As directed by teacher
4	11 May – 15 May		5 Electronic communication; 6 Communication styles; 7 Organisational requirements for communication Student resource pages 13 – 17	In-class training activities As directed by teacher
5	18 May – 22 May		8 Overcoming challenges to communicate; 9 Legislative requirements for communication Student resource pages 18 - 21	In-class training activities As directed by teacher
6	25 May – 29 May		10 Planning your communication; 11 Dealing with workplace conflict; 12 Unethical or inappropriate communication Student resource pages 22 – 26 Assessment Tasks 1, 2 and 3 AT1 – Questions AT2 – Project AT3 – Observation/demonstration	In-class training activities As directed by teacher BSBXCM301 AT1 BSBXCM301 AT2 BSBXCM301 AT3 Due Friday 29 May 5:00 pm
7	1 Jun – 5 Jun		1 Introduction; 2 Identify customer needs Student resource pages 3 – 11 Assessment Task 1 Commence AT1 – Written Questions	In-class training activities As directed by teacher
8	8 Jun – 12 Jun		3 Assess for urgency; 4 Affective communication; 5 Customer service limitations; 6 Deliver a service to customers Student resource pages 12 – 22 Assessment Task 2 Commence AT2 – Projects 1 and 2	In-class training activities As directed by teacher
9	15 Jun – 19 Jun		Monday 15 June – Thursday 18 June — School camp: Year 11 7 Organisational policies and procedures; 8 Rapport; 9 Complaints Student resource pages 22 – 27	In-class training activities As directed by teacher
10	22 Jun – 26 Jun		Wednesday 24 June — Move it day: Prep – Year 12 10 Specific needs; 11 Evaluate customer service delivery Student resource pages 38 – 34 Assessment Task 3 Commence AT3 – Role plays 1 and 2	In-class training activities As directed by teacher

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Term 3

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Assessment

Supervised assessment	Summative exams are to be supervised by the student's official exam supervisor.
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Week	Dates	Unit	Topic	Class work / Assessment to be submitted
1	13 Jul – 17 Jul	BSBOPS304 Deliver and monitor a service to customers BSBTWK301 Use inclusive work practices	11 Evaluate a customer service delivery; 12 Creating a customer service report Student resource pages 35 – 39	In-class training activities As directed by teacher
2	20 Jul – 24 Jul		Review of topic Revisit all Learning Activities and Checkpoints Assessment Tasks 1, 2 and 3 AT1 – Written Questions AT2 – Projects 1 and 2 AT3 – Role plays 1 and 2	In-class training activities As directed by teacher BSBOPS304 AT1 BSBOPS304 AT2 BSBOPS304 AT3 Due Friday 24 July 5:00 pm
3	27 Jul – 31 Jul		Resubmissions/competency conversations/observations Catch up on outstanding assessment tasks for BSBPEF301, BSBWHS311, BSBXCM301, BSBOPS304	Resubmissions/competency conversations/observations
4	3 Aug – 7 Aug		1 Introduction; 2 Diversity in Australia; 3 What is diversity?; 4 Cultural differences Student resource pages 3 - 7	In-class training activities As directed by teacher
5	10 Aug – 14 Aug		Wednesday 12 August — Royal Queensland Show (Ekka) Holiday 5 Equal opportunity and anti-discrimination Student resource pages 8 – 11 Assessment Task 1 Commerce AT1 – Written Questions	In-class training activities As directed by teacher
6	17 Aug – 21 Aug		6 Accommodating diversity; 7 Working effectively with individual differences; 8 Valuing diversity with customers and clients Student resource pages 13 – 15 Assessment Task 2 Commerce AT2 - Project	In-class training activities As directed by teacher
7	24 Aug – 28 Aug		9 Cross cultural misunderstandings; 10 Dealing with misunderstandings Student resource pages 16 – 18 Assessment Task 3 Commerce AT3 – Observation/demonstration	In-class training activities As directed by teacher
8	31 Aug – 4 Sep		Friday 4 September — Student free day 11 Accommodating people with disabilities; 12 The benefits of a diverse workplace; 13 Promoting your business as an inclusive workplace Student resource pages 19 – 22 Assessment Tasks 1, 2 and 3 AT1 – Written Questions AT2 – Project AT3 – Observation/demonstration	In-class training activities As directed by teacher BSBTWK301 AT1 BSBTWK301 AT2 BSBTWK301 AT3 Due Friday 4 September 5:00 pm

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9	7 Sep – 11 Sep	BSBTEC201 Use business software applications	Select and prepare to use technology Introduction; setting up and adjusting your workstation; work health and safety Select and prepare to use technology Identifying the task purpose, audience and presentation requirements	In-class training activities As directed by teacher
10	14 Sep – 18 Sep		Exams: Year 11 Monday 14 September – Thursday 17 September Friday 18 September — Connect day at Movie World: Years 11–12 Select and prepare to use technology Identifying the task purpose, audience and presentation requirements	In-class training activities As directed by teacher

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Term 4

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Assessment

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Week	Dates	Unit	Topic
1	5 Oct – 9 Oct	BSBTTEC201 Use business software applications	Monday 5 October — King's Birthday Holiday Input or process information or data Navigating and organising a file or application environment: entering information or data; formatting information or data Assessment Task 1 Commerce AT1 – Knowledge Questions
2	12 Oct – 16 Oct		Input or process information or data Organisational requirements; Checking your work; Help functions; Identifying and responding to faults
3	19 Oct – 23 Oct		Input and process information or data; Finalise and store document Consulting with policies and procedures; Editing and updating stored information
4	26 Oct – 30 Oct		Finalise and store document Editing and updating stored information: saving your work; closing and exiting documents; copying files on the computer and external drives
5	2 Nov – 6 Nov		Assessment Task 2 Commerce AT2 – Observation/demonstration
6	9 Nov – 13 Nov		Assessment Task 3 Commerce AT3 – Project and Observation/demonstration
7	16 Nov – 20 Nov		Assessment Tasks 1, 2 and 3 AT1 – Knowledge Questions AT2 – Observation/demonstration AT3 – Project and Observation/demonstration
8	23 Nov – 27 Nov		Exams: Year 11 Monday 23 November – Thursday 26 November Resubmissions/competency conversations/observations Catch up on outstanding assessment tasks for BSBPEF301, BSBWHS311, BSBTWK301 and BSBTEC201 Friday 27 November — Last day: Years 10–11
9	30 Nov – 4 Dec		
10	7 Dec – 11 Dec		

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