

# 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				
<b>Supervised assessment</b>		Summative exams are to be supervised by the student's official exam supervisor.		
<b>Non-supervised assessment</b>		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	<b>IVET enrolment</b>
			Tuesday 27 January – Welcome calls for students: Prep – Year 12 Wednesday 28 January – Learning for success: Prep – Year 12	Complete and submit IVET enrolment
			<b>Course orientation</b> Complete IVET enrolment as directed by trainer	
			<b>Introduction; 1 Organise and complete own work schedule</b> Student resource, pages 2 – 8	
2	2 Feb – 6 Feb		<b>1 Organise and complete own work schedule; 2 Develop personal work plans</b> Student resource pages 9 – 25	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Task 1</b> Commence AT1 – Knowledge Questions	
3	9 Feb – 13 Feb		Wednesday 11 February — Brainstorm Productions theatre performances: Years 10–12 (optional) Friday 13 February — Senior orientation day: Years 10–12	<b>In-class training activities</b> As directed by teacher
			<b>2 Develop personal work plans; 3 Evaluate own work performance</b> Student resource pages 14 – 20	
			<b>Assessment Task 2</b> Commence AT2 - Project	
4	16 Feb – 20 Feb		<b>3 Evaluate own work performance</b> Student resource pages 17 – 25	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Task 3</b> Commence AT3 - Project	
5	23 Feb – 27 Feb	BSBWHS311 Assist with maintaining workplace safety	<b>4 Personal skill development and learning</b> Student resource pages 26 – 36	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Tasks 1, 2 and 3</b> AT1 – Knowledge Questions AT2 – Project AT3 – Project	<b>BSBPEF301 AT1</b> <b>BSBPEF301 AT2</b> <b>BSBPEF301AT3</b> Due Friday 27 Feb 5:00 pm
6	2 Mar – 6 Mar		<b>1 Introduction; 2 Legislation</b> Student resource pages 3 – 8	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Task 1</b> Commence AT1 – Questions	
7	9 Mar – 13 Mar		<b>3 Safe work Australia and WHS legislation; 4 Other relevant legislation</b> Student resource pages 8 – 13	<b>In-class training activities</b> As directed by teacher
8	16 Mar – 20 Mar		<b>5 WHS hierarchy; 6 Hazards and risks</b> Student resource pages 14 – 20	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Task 2</b> Commence AT2 - Project	
9	23 Mar – 27 Mar		<b>7 Organisation policies and procedures; 8 WHS consultation</b> Student resource pages 20 – 25	<b>In-class training activities</b> As directed by teacher
			<b>Assessment Task 3</b> Commence AT3 – Observation/demonstration	

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<b>LEGEND</b>	Class work — send-in	Summative assessment	Exam block	School events	Public holidays	Student free day
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10	30 Mar – 3 Apr	BSBWHS311	<b>Exams: Year 11</b>	<b>In-class training activities</b> As directed by teacher
			Monday 30 March – Thursday 2 April	
			Thursday 2 April — Fun run day: Prep – Year 12	
			<b>9 WHS training</b>	
			Student resource pages 26 - 28	
			Friday 3 April — Good Friday	

# Year 11 BSB30120 Certificate III in Business

## Work rate calendar (WRC) 2026

## Term 2

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Assessment				
<b>Supervised assessment</b>		Summative exams are to be supervised by the student's official exam supervisor.		
<b>Non-supervised assessment</b>		Students must sign a declaration of academic integrity.		
Week	Dates	Unit	Topic	Class work / Assessment to be submitted
1	20 Apr – 24 Apr	BSBWHS311  BSBXCM301 Engage in workplace communication  BSBOPS304 Deliver and monitor a service to customers	<b>Assessment Tasks 1, 2 and 3</b> AT1 – Questions AT2 – Project AT3 – Observation/demonstration	<b>BSBWHS311 AT1</b> <b>BSBWHS311 AT2</b> <b>BSBWHS311 AT3</b> Due Friday 24 April 5:00 pm
2	27 Apr – 1 May		<b>1 Introduction; 2 Methods of communicating; 3 Verbal communication; 4 Written communication</b> Student resource pages 3 – 8	<b>In-class training activities</b> As directed by teacher
3	4 May – 8 May		<b>Monday 4 May — Labour Day</b> <b>1 Introduction; 2 Methods of communicating; 3 Verbal communication; 4 Written communication</b> Student resource pages 9 – 12	<b>In-class training activities</b> As directed by teacher
4	11 May – 15 May		<b>5 Electronic communication; 6 Communication styles; 7 Organisational requirements for communication</b> Student resource pages 13 – 17	<b>In-class training activities</b> As directed by teacher
5	18 May – 22 May		<b>8 Overcoming challenges to communicate; 9 Legislative requirements for communication</b> Student resource pages 18 - 21	<b>In-class training activities</b> As directed by teacher
6	25 May – 29 May		<b>10 Planning your communication; 11 Dealing with workplace conflict; 12 Unethical or inappropriate communication</b> Student resource pages 22 – 26 <b>Assessment Tasks 1, 2 and 3</b> AT1 – Questions AT2 – Project AT3 – Observation/demonstration	<b>In-class training activities</b> As directed by teacher <b>BSBXCM301 AT1</b> <b>BSBXCM301 AT2</b> <b>BSBXCM301 AT3</b> Due Friday 29 May 5:00 pm
7	1 Jun – 5 Jun		<b>1 Introduction; 2 Identify customer needs</b> Student resource pages 3 – 11 <b>Assessment Task 1</b> Commence AT1 – Written Questions	<b>In-class training activities</b> As directed by teacher
8	8 Jun – 12 Jun		<b>3 Assess for urgency; 4 Affective communication; 5 Customer service limitations; 6 Deliver a service to customers</b> Student resource pages 12 – 22 <b>Assessment Task 2</b> Commence AT2 – Projects 1 and 2	<b>In-class training activities</b> As directed by teacher
9	15 Jun – 19 Jun		<b>Monday 15 June – Thursday 18 June — School camp: Year 11</b> <b>7 Organisational policies and procedures; 8 Rapport; 9 Complaints</b> Student resource pages 22 – 27	<b>In-class training activities</b> As directed by teacher
10	22 Jun – 26 Jun		<b>Wednesday 24 June — Move it day: Prep – Year 12</b> <b>10 Specific needs; 11 Evaluate customer service delivery</b> Student resource pages 38 – 34 <b>Assessment Task 3</b> Commence AT3 – Role plays 1 and 2	<b>In-class training activities</b> As directed by teacher

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<b>LEGEND</b>	<b>Class work — send-in</b>	<b>Summative assessment</b>	<b>Exam block</b>	<b>School events</b>	<b>Public holidays</b>	<b>Student free day</b>
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# Year 11 BSB30120 Certificate III in Business

## Work rate calendar (WRC) 2026

## Term 3

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				
<b>Supervised assessment</b>		Summative exams are to be supervised by the student's official exam supervisor.		
<b>Non-supervised assessment</b>		Students must sign a declaration of academic integrity.		
Week	Dates	Unit	Topic	Class work / Assessment to be submitted
1	13 Jul – 17 Jul	BSBOPS304 Deliver and monitor a service to customers	<b>11 Evaluate a customer service delivery; 12 Creating a customer service report</b> Student resource pages 35 – 39	<b>In-class training activities</b> As directed by teacher
2	20 Jul – 24 Jul		<b>Review of topic</b> Revisit all Learning Activities and Checkpoints <b>Assessment Tasks 1, 2 and 3</b> AT1 – Written Questions AT2 – Projects 1 and 2 AT3 – Role plays 1 and 2	<b>In-class training activities</b> As directed by teacher <b>BSBOPS304 AT1</b> <b>BSBOPS304 AT2</b> <b>BSBOPS304 AT3</b> Due Friday 24 July 5:00 pm
3	27 Jul – 31 Jul		<b>Resubmissions/competency conversations/observations</b> Catch up on outstanding assessment tasks for BSBPEF301, BSBWHS311, BSBXCM301, BSBOPS304	<b>Resubmissions/competency conversations/observations</b>
4	3 Aug – 7 Aug	BSBTWK301 Use inclusive work practices	<b>1 Introduction; 2 Diversity in Australia; 3 What is diversity?; 4 Cultural differences</b> Student resource pages 3 – 7	<b>In-class training activities</b> As directed by teacher
5	10 Aug – 14 Aug		Wednesday 12 August — Royal Queensland Show (Ekka) Holiday <b>5 Equal opportunity and anti-discrimination</b> Student resource pages 8 – 11 <b>Assessment Task 1</b> Commence AT1 – Written Questions	<b>In-class training activities</b> As directed by teacher
6	17 Aug – 21 Aug		<b>6 Accommodating diversity; 7 Working effectively with individual differences; 8 Valuing diversity with customers and client5s</b> Student resource pages 13 – 15 <b>Assessment Task 2</b> Commence AT2 - Project	<b>In-class training activities</b> As directed by teacher
7	24 Aug – 28 Aug		<b>9 Cross cultural misunderstandings; 10 Dealing with misunderstandings</b> Student resource pages 16 – 18 <b>Assessment Task 3</b> Commence AT3 – Observation/demonstration	<b>In-class training activities</b> As directed by teacher
8	31 Aug – 4 Sep		Friday 4 September — Student free day <b>11 Accommodating people with disabilities; 12 The benefits of a diverse workplace; 13 Promoting your business as an inclusive workplace</b> Student resource pages 19 – 22 <b>Assessment Tasks 1, 2 and 3</b> AT1 – Written Questions AT2 – Project AT3 – Observation/demonstration	<b>In-class training activities</b> As directed by teacher <b>BSBTWK301 AT1</b> <b>BSBTWK301 AT2</b> <b>BSBTWK301 AT3</b> Due Friday 4 September 5:00 pm

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

# Year 11 BSB30120 Certificate III in Business

## Work rate calendar (WRC) 2026

## Term 4

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

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### 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	5 Oct – 9 Oct	BSBTEC201 Use business software applications	Monday 5 October — King's Birthday Holiday	<b>In-class training activities</b>
			<b>Input or process information or data</b> Navigating and organising a file or application environment: entering information or data; formatting information or data	As directed by teacher
			<b>Assessment Task 1</b> Commence AT1 – Knowledge Questions	
2	12 Oct – 16 Oct		<b>Input or process information or data</b> Organisational requirements; Checking your work; Help functions; Identifying and responding to faults	<b>In-class training activities</b> As directed by teacher
3	19 Oct – 23 Oct		<b>Input and process information or data; Finalise and store document</b> Consulting with policies and procedures; Editing and updating stored information	<b>In-class training activities</b> As directed by teacher
4	26 Oct – 30 Oct		<b>Finalise and store document</b> Editing and updating stored information: saving your work; closing and exiting documents; copying files on the computer and external drives	<b>In-class training activities</b> As directed by teacher
5	2 Nov – 6 Nov		<b>Assessment Task 2</b> Commence AT2 – Observation/demonstration	
6	9 Nov – 13 Nov		<b>Assessment Task 3</b> Commence AT3 – Project and Observation/demonstration	
7	16 Nov – 20 Nov		<b>Assessment Tasks 1, 2 and 3</b> AT1 – Knowledge Questions AT2 – Observation/demonstration AT3 – Project and Observation/demonstration	<b>BSBTWK301 AT1</b> <b>BSBTWK301 AT2</b> <b>BSBTWK301 AT3</b> Due Friday 20 November 5:00 pm
8	23 Nov – 27 Nov		<b>Exams: Year 11</b> Monday 23 November – Thursday 26 November <b>Resubmissions/competency conversations/observations</b> Catch up on outstanding assessment tasks for BSBPEF301, BSBWHS311, BSBTWK301 and BSBTEC201 Friday 27 November — Last day: Years 10–11	<b>Resubmissions/competency conversations/observations</b>
9	30 Nov – 4 Dec			
10	7 Dec – 11 Dec			