Year 12
Certificate II in Business

Work Rate Calendar - Term 1 2017

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</table>
| 1    | 23 Jan - 27 Jan | Orientation | Course orientation:  
- BSDE VET Orientation  
- Units of Competency for Semester 3  
- Review of progress to date  | Quarantine Periods (17/01 – 20/01)  
Thursday 26th – Australia Day Public Holiday |
| 2    | 30 Jan - 3 Feb | Workplace communication:  
- The importance of communication  
- Applicable legislation  
- Forms of communication  
  - Verbal, Non-verbal & Written  
- Communication equipment  | Training Activity 3.1  
Training Activity 3.2  
Training Activity 3.3 |
| 3    | 6 Feb - 10 Feb | Verbal communication:  
- Examples in the workplace  
- Listening skills & Speaking skills  
- Questioning: Open, Closed & Reflective  
- Determining customers’ needs  
- Using the telephone  | Training Activity 3.4  
Goal Setting due 13/2 |
| 4    | 13 Feb - 17 Feb | Non-verbal communication:  
- Body language  
- Presenting a professional image  
  - Greeting customers  
  - Personal dress and presentation  | Training Activity 3.5  
Training Activity 3.6 |
| 5    | 20 Feb - 24 Feb | Written communication:  
- Examples in the workplace  
- Writing concisely  
- Preparing drafts  
- Checking writing  | Working on AI 3 Folio Task 1  
Working on AI 3 Response to questions PART A & B |
| 6    | 27 Feb - 3 Mar | Written communication:  
- Organisational requirements of:  
  - Business letters, Faxes & Memos  | Working on AI 3 Folio Task 1  
Submit AI 3 Response to questions PART A |
| 7    | 6 Mar - 10 Mar | AI 3 Folio of Documents  
AI 3 Response to questions  | Working on AI 3 Folio Task 1  
Submit AI 3 Response to questions PART A |
| 8    | 13 Mar - 17 Mar | AI 3 Folio of Documents  
AI 3 Response to questions  | Working on AI 3 Folio Task 1  
Submit AI 3 Response to questions PART A |
| 9    | 20 Mar - 24 Mar | AI 3 Folio of Documents  
AI 3 Response to questions  | Submit AI 3 Folio Task 1  
Submit AI 3 Response to questions PART B |
| 10   | 27 Mar - 31 Mar | Resubmissions/Competency Conversations  
Opportunities for Work placement/Competency demonstration | Resubmissions |

Public Holidays: Australia Day - Thursday 26th January; Good Friday - Friday 14th April
School Holidays: Friday 31st March – Monday 17th April
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| 1    | Tuesday 18 Apr - 21 Apr | Email communication:  
- Organisational requirements
- Writing concisely
- Checking for accuracy and attachments  | **Easter Monday Public Holiday (17/4)** | Training Activity 3.7 |
| 2    | 24 Apr - 28 Apr | Email communication:  
- Email security
- Managing email  | **Tuesday 25th April Anzac Day**  
**Parent Teacher Interviews (Thu 27/4)** | Training Activity 3.8 |
| 3    | 1 May - 5 May | Collaborating online:  
- Examples of online collaboration in the workplace
- Netiquette  | **Monday 1st May Day Public Holiday**  
P-12: Cross Country (Friday 5/5) | Training Activity 3.9 |
| 4    | 8 May - 12 May | **AI 3 Folio of Documents**  
**AI 3 Response to questions**  
**Senior Camp (Mon 8/5 – Friday 12/5)** | Submit AI 3 Folio Task 2  
Submit AI 3 Response to questions PART C |
| 5    | 15 May - 19 May | Customer service:  
- Characteristics of good customer service
- Assessing urgency/timelines
- Dealing with problems and delays
- Enhancing customer service  | **Thursday 18th May QCS Workshop** | Training Activity 3.10 |
| 6    | 22 May - 26 May | Customer feedback:  
- Seeking, Recording and Acting on feedback
- Handling complaints  |  | Training Activity 3.11 |
| 7    | 29 May - 2 June | **AI 3 Folio of Documents**  
**AI 3 Response to questions**  
**Exam block year 11/12 starts – (Thu 1/6 – Wed 7/6)** | Submit AI 3 Folio Task 3 |
| 8    | 5 June - 9 Jun | Workplace information:  
- Type of information  
  - Hard copy
  - Digital (soft copy)  
- Information security  | **Exam block year 11/12 starts – (Thu 1/6 – Wed 7/6)**  
**QCS Practice (8th – 9th June)** | Training Activity 3.12 |
| 9    | 12 Jun - 16 Jun | Workplace information:  
- Organisational requirements
- Creating, Modifying and Using files  |  | Training Activity 3.13 |
| 10   | 19 Jun - 23 Jun | Workplace information:  
- Maintaining information systems  
  - Inactive files
  - Archiving and Culling files  
- Indexing systems  |  | Training Activity 3.14 |

Public Holidays: Easter Monday 17th April, Tuesday 25th April Anzac Day, Monday 1st Labour Day Public Holiday

School Holidays: Saturday 24 June – Sunday 9th July
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<th>Class work</th>
<th>Task</th>
<th>Assessment</th>
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</table>
| 1    | 10 Jul - 14 Jul | AI 3 Folio of Documents  
AI 3 Response to questions | Working on AI 3 Folio Task 4  
Working on AI 3 Response to questions PART D & E | Send in |      | Summative Assessment |
| 2    | 17 Jul - 21 Jul | AI 3 Folio of Documents  
AI 3 Response to questions  
BSDE Mid-Year Snr Sec Orientation Day (Friday 21/7) | Working on AI 3 Folio Task 4  
Submit AI 3 Response to questions PART D | Send in |      | Summative Assessment |
| 3    | 24 Jul - 28 Jul | AI 3 Folio of Documents  
AI 3 Response to questions  
Parent Teacher Interviews (25/7)  
NAIDOC DAY (Thu 27/7)  
Student engagement pre extracurricular days (Mon 24/7 – Tues 25/7)  
Athletics Carnival (Fri 28/7) | Submit AI 3 Folio Task 4  
Submit AI 3 Response to questions PART E | Send in |      | Summative Assessment |
| 4    | 31 July - 4 Aug | Resubmissions/Competency Conversations  
Opportunities for Work placement/Competency demonstration | Resubmissions | Send in |      | Summative Assessment |
| 5    | 7 Aug - 11 Aug | Introduction to spreadsheets:  
Uses for spreadsheets in the workplace: Financial data, Rosters/timesheets, Lists  
Revision of WHS - ergonomics  
Revision of energy and resource conservation  
Structure of a spreadsheet  
AH Style Guide, P&P  
Create simple spreadsheets | Training Activity 4.1 includes AI4 competency Qs part A | Send in |      | Summative Assessment |
| 6    | 14 Aug - 18 Aug | Analysing notes to create spreadsheet  
Continuing to develop spreadsheets  
Preparing for AI4-1 Folio part A | Training Activity 4.2 includes AI4 competency Qs part B | Send in |      | Summative Assessment |
| 7    | 21 Aug - 25 Aug | Summative assessment:  
AI4-1 Folio part A - creation of table and formatting  
AI4-2 Obs part A - video creation of formatting and formula work | Summative assessment:  
AI4-1 Folio part A - creation of table and formatting  
AI4-2 Obs part A - video creation of formatting and formula work | Send in |      | Summative Assessment |
| 8    | 28 Aug - 1 Sep  | Charts: Chart types, Creating charts, Formatting, Printing  
Preparing for AI4-1 Folio part B | Training Activity 4.3 includes AI4-3 competency Qs part C | Send in |      | Summative Assessment |
| 9    | 4 Sep - 8 Sep  | Summative assessment:  
AI4-1 Folio part B - creation charts  
AI4-2 Obs part B - video creation of creating charts | Summative assessment AI4 Folio part B | Send in |      | Summative Assessment |
| 10   | 11 Sep - 15 Sep | Resubmissions/Competency Conversations  
Opportunities for Work placement/Competency demonstration | Resubmissions | Send in |      | Summative Assessment |

Public Holidays: Royal Queensland Show - Wednesday 16th August (Brisbane)
School Holidays: Saturday 16th September – Monday 2nd October
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<td>Tuesday 3 Oct</td>
<td>Resubmissions/Competency Conversations</td>
<td>Resubmissions/Competency Conversations Opportunities for Work placement/Competency demonstration</td>
<td>Resubmissions</td>
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<tr>
<td></td>
<td>- 6 Oct</td>
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<td><strong>Queen’s Birthday Holiday Monday 2nd</strong></td>
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<td>2</td>
<td>9 Oct - 13 Oct</td>
<td>Resubmissions/Competency Conversations</td>
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<td><strong>Student Free Day Mon 16th</strong></td>
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<td>3</td>
<td>16 Oct - 20 Oct</td>
<td>Resubmissions/Competency Conversations</td>
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<td><strong>Preparing for work:</strong></td>
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<td>• Reflecting on the skills and competencies you’ve gained</td>
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<td>• Looking for a job</td>
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<tr>
<td>4</td>
<td>23 Oct - 27 Oct</td>
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<td><strong>Monday → Friday: Yr 12 Exam Block</strong></td>
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<td>5</td>
<td>30 Oct - 3 Nov</td>
<td>Preparing for work:</td>
<td>Preparing for work:</td>
<td>Nothing to submit</td>
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<td></td>
<td>• Reflecting on the skills and competencies you’ve gained</td>
<td>• Preparing your resume</td>
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<td>6</td>
<td>6 Nov - 10 Nov</td>
<td>Post-qualification</td>
<td>Preparing for work:</td>
<td>Nothing to submit</td>
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<td></td>
<td>• Reflecting on the skills and competencies you’ve gained</td>
<td>• Preparing your resume</td>
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<td>7</td>
<td>13 Nov - 17 Nov</td>
<td>Alternate program – Year 12</td>
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<td>Nothing to submit</td>
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<td><strong>Senior Formal – Friday 17/11 (Awards day 18/11)</strong></td>
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<td><strong>Year 12 finish Friday 17 November</strong></td>
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<td><strong>Friday 25th November – Year 10/11 finish</strong></td>
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Public Holidays: Labour Day - Monday 3rd October, Student Free Day - Monday 17th October
School Holidays: Saturday 9th December – Monday 22nd January 2017