

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Communicate in the workplace - BSBCMM201A

Target groups: Those wishing to gain skills and qualifications focused on generic areas of employment in a business environment such as organisation and communication skills, service delivery, mail handling and workplace safety. They would be desirous of gaining qualifications to perform workplace activities under direct or regular supervision and may be reinforcing and/or enhancing an existing employment position. Workers in this field may be employed in a diverse range of businesses of various sizes.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Project work	Develop ability to collect information from appropriate sources, communicate ideas and information appropriately and use effective listening and speaking skills.	Access to appropriate documentation and resources normally used in the workplace
	Develop skills in presentation of written information and ideas in clear and concise language and according to organisational standards, drafting and presenting correspondence within designated timelines.	
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

ASSESSMENT

Strategies	Performance Indicators	Resources
Project work	Demonstrate ability to collect information from appropriate sources, communicate ideas and information appropriately and use effective listening and speaking skills.	Access to appropriate documentation and resources normally used in the workplace
Oral/Written	Demonstrate skills in presentation of written communication and messages in a clear, concise and correct manner, and using a method appropriate to the audience. Correspondence is drafted and presented relevant to request and within designated timelines.	
Observation in the workplace or in a simulated workplace	All elements	Access to appropriate workplace where

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and under the normal range of workplace conditions		assessment can take place or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.
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List any special requirements / issues / amendments for any particular target group.