

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Work effectively in a business environment – BSBIND201A

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
Present outline of concepts and aims in establishing effective workplace strategies.	Develop understanding of responsibilities of both the employer and employee responsibilities in the workplace.	Module details in student's workbook for discussion
Role-play	Enhancement of skills needed in effective operation within the business workplace	
Case study	Determination of the most appropriate methodologies and strategies to adopt for effective business responses	Videos Appropriate case study scenarios
Exercises aimed at planning for employment in the business workplace	Development and / or selection of appropriate workplace responsiveness.	
On-line		

ASSESSMENT

Strategies	Performance Indicators	Resources
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	Demonstrate ability to identify, locate and express the organisation's requirements including goals and values.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting.
	Demonstrate understanding of responsibilities of both the employer and employee responsibilities in the workplace.	
Oral/ Written	Demonstrate that workplace procedures for upholding employee and employer rights and responsibilities can be identified and clearly explained.	
	Show the development and setting of own future career plans and goals.	

List any special requirements / issues / amendments for any particular target group.