

## **PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE**

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Process and maintain workplace information - BSBINM201A

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**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Discussion of roles and responsibilities	Develop ability to collect information in a timely manner, making effective use of available business equipment/technology. Includes adherence to organisational requirements relating to security and confidentiality.	Access to relevant procedural documentation and equipment normally used in the workplace.
Practical exercise	Develop ability to process workplace information in accordance with defined timeframes, guidelines and procedures.	Access to appropriate documentation, equipment and resources normally used in the workplace
	Develop ability to maintain Information and filing systems in accordance with organisational requirements including correct handling of inactive or dead files, establishment of new files and updating of reference and index systems.	
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**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Practical exercise	Demonstrate application of organisational policies and procedures for collecting and processing workplace information, making effective use of available business equipment/technology. Includes adherence to organisational requirements relating to security and confidentiality.	Access to appropriate documentation, equipment and resources normally used in the workplace

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Project work	Demonstrate ability to accurately process workplace information in accordance with defined timeframes, guidelines and procedures.	
Practical exercise	Develop ability to maintain Information and filing systems in accordance with organisational requirements including correct storage and classification of documents and updating of reference and index systems.	
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	All elements	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

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