

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Communicate electronically - BSBITU203A

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
Discussion of OHS requirements	Develop understanding and application of safe work practices in equipment use and energy and resource conservation techniques	Access to relevant legislation and workplace procedure
Discussion/ Practical exercise	Develop understanding of the organisational and task requirements in relation to document style, purpose, audience and presentation.	Access to resources and equipment normally used in the workplace.
Project work	Develop ability to produce documents that includes the following skills: <ul style="list-style-type: none"> ▪ Entering of text ▪ Use of software functions to ensure consistency of design ▪ Formatted in accordance with organisational requirements. ▪ Correct storage ▪ Accurate printing Includes the ability to access appropriate assistance and produce documents within Australian standards for speed and accuracy.	
Work placement and/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,

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ASSESSMENT

Strategies	Performance Indicators	Resources
Case study	Demonstrate understanding and application of safe work practices in equipment use and energy and resource conservation techniques	Appropriate case study scenarios
Practical exercise	Demonstrate knowledge of simple word processing functions and understanding of the organisational and task standard requirements in relation to document style, layout, purpose, audience and presentation.	Access to resources and equipment normally used in the workplace.
Project work	Demonstrate application of simple document design principles. Demonstrate the ability to access appropriate assistance and produce documents within Australian standards for speed and accuracy.	
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.

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