

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

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Organise and complete daily work activities – BSBWOR202A

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	Development of skills in organisation of work schedule including negotiation of work goals and plans reflecting responsibilities and accountabilities of the organisation and ability to prioritise workload.	Module details in student's workbook for discussion
Exercises aimed at planning for employment in the business workplace	Develop ability to complete work tasks within designated timelines and in accordance with organisational requirements, seeking assistance from supervisors and/or colleagues when difficulties arise and efficient and effective use of business technology to complete work tasks.	
Case study	Develop ability to monitor and adjust work according to feedback, identify and plan opportunities for improvement in liaison with colleagues.	Appropriate case study scenarios
On-line		

### **ASSESSMENT**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	Demonstrate skills in organisation and completion of own work schedule and activities, negotiation of work goals and plans reflecting responsibilities and accountabilities of the organisation.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting.
	Demonstrate ability to complete work tasks within designated timelines and in accordance with organisational requirements, making efficient and effective use of business technology to complete work tasks.	
Practical exercise	Demonstrate ability to seek and act on feedback from clients and colleagues and adjust work accordingly. Identify and plan	

Corangamite District Adult Education Group Inc.

VERSION 1, 1 JUNE 2008

BSBWOR202A BUS II

Page 1 of 2

---

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

	opportunities for improvement in liaison with colleagues.	
--	---	--

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