

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Work effectively with others - BSBWOR203A

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
Role-play	Develop ability to undertake responsibilities and duties in a positive manner, seeking assistance and constructive feedback and respecting differences in personal values and beliefs to maintain effective workplace relationships.	Access to resources and equipment normally used in the workplace.
Discussion of roles and responsibilities of work group members	Develop ability to contribute to workgroup activities by supporting team members, sharing information and identifying opportunities for improvement.	
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
Oral/Written	Demonstrate ability to seek and act on assistance and constructive feedback from clients and colleagues, respecting differences in personal values and beliefs to maintain effective workplace relationships.	Access to appropriate documentation and resources normally used in the workplace
	Demonstrate ability to provide support to team members to ensure goals are met, sharing information appropriately and accessing learning opportunities to extend own personal work competencies to	

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	enhance team goals and outcomes.	
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.