

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate II in Business – BSB20107

Use business technology - BSBWOR204A

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
Case study	Develop ability to select and use appropriate technology and software applications according to organisational requirements. Develop skills needed to adjust workspace, furniture and equipment to suit the requirements of the user.	Appropriate case study scenarios
Practical exercise	Develop ability to process and organise data according to task and organisational requirements, making appropriate use of input devices and data storage applications	Access to appropriate documentation and resources normally used in the workplace
	Develop skills in maintaining technology and equipment in accordance with manufacturer's instructions and organisational requirements, including accurately identifying and acting on equipment faults.	
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
Practical exercise	Demonstrate ability to select and use appropriate technology and software applications to produce workplace documents according to organisational requirements. Demonstrate knowledge and use of Occupational Health and Safety procedures for set up of workstation	Access to appropriate documentation, equipment and resources normally used in the workplace

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	and operation of equipment.	
Project work	Demonstrate ability to process and organise data according to task and organisational requirements, making appropriate use of technology in access, retrieval and storage of required data.	Access to appropriate documentation and resources normally used in the workplace
Practical exercise	Demonstrate skills in maintaining technology and equipment in accordance with manufacturer's instructions and organisational requirements.	
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.