

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate III in Business Administration– BSB30407

Participate in OHS processes - BSBOHS201A

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 workplace procedures	Develop understanding of, and ability to follow, workplace procedures for hazard identification and reporting, risk control and incident reporting and recording.	Access to relevant procedural documentation and standards
Role play / Case study	Develop ability to raise Occupational Health and Safety issues with designated personnel and contribute to participative arrangements for OHS management within organisational procedures and scope of responsibilities.	
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
Role play / Case study	Demonstrate understanding of, and ability to follow, workplace procedures for hazard identification and reporting to designated personnel, risk control and incident reporting and recording.	Access to resources and equipment normally used in the workplace. Access to relevant procedural documentation and standards
	Demonstrate ability to raise Occupational Health and Safety issues with designated personnel and communicate hazards and risks in the workplace. Contribute to the	

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	management of Occupational Health and Safety of the workplace at level of own responsibility.	
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.