

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate III in Business Administration – BSB30407

Produce business documents – BSBITU306A

Target groups: Those wishing to gain skills and qualifications focused on the specialist administration domain of employment in a business environment such as text production, creation and use of databases, ledger maintenance, effective workplace relationships. 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 utilise appropriate technology and software applications to produce business documents according to organisational requirements. Includes adjustment of workspace, furniture and equipment to suit user and OHS requirements.	Access to case appropriate task scenarios and organisational requirements
Practical exercise	Develop skills in document design using a range of functions and input devices.	Access to functions and devices normally used in the workplace
	Develop ability to produce document, check and store according to organisational requirements.	
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 apply appropriate technology and software applications to produce business documents, demonstrating use of a minimum of three software applications. Includes application of OHS procedures for set up of workstation and operation of computer.	Access to appropriate workplace equipment and OHS procedures.
Project work	Demonstrate skills in document design using a range of functions and input devices to enhance the presentation and readability of	

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	the document.	
	Demonstrate ability to produce and check document, and select and use data storage options to store according to 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. Access to resources and equipment normally used in the workplace.

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