
PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate III in Business – BSB30107

Process customer complaints - BSBCMM301A

Target groups: Those wishing to gain skills and qualifications needed for employment in a business environment. Fields covered include those common to many business qualifications as well as some elements from the specialist domains of administration and frontline management. 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 Role play	Develop ability to assess information on products and services for accuracy and relevance, collect information efficiently and use appropriate interpersonal skills to access relevant information	
Practical exercise	Develop skills needed to effectively organise information in a format suitable to organisational requirements, using business equipment/technology to maintain information in accordance with organisational requirements	Access to relevant organisational requirements and protocols
Role play	Develop ability to seek feedback to ensure relevance of information, modifying collection processes to meet future information needs.	
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.

ASSESSMENT

Strategies	Performance Indicators	Resources
Oral/Written	Demonstrate ability to provide accurate information for defined purposes, checking and reviewing data for relevance and accuracy.	Access to appropriate documentation and resources normally used in the workplace
Project work	Demonstrate skills needed to present information and data clearly, maintaining and handling data and documents systematically and using business equipment/technology to manage information.	
Case study	Demonstrate ability to identify and comply with organisational requirements, seek feedback to ensure relevance of	

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	information and modify collection processes to meet future information needs.	
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.