

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Business Services Training Package – BSB07

Certificate III in Business – BSB30107

BSBPRO301A - Recommend products and services

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
Discussion of information sources and related documentation Research activities	Develop and maintain knowledge of products and services and ability to actively research industry products and services using available product and service documentation.	Access to relevant documentation /information
Role play	Develop ability to recommend products and services in line with organisational requirements and relevant to client needs.	
Case study Estimation and evaluation activities	Develop ability to advise on promotional activities using verifiable evidence, estimating impact of promotional activities, conforming to budget resources and evaluating for future promotional activities.	Appropriate case study scenarios
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 knowledge of products and services and ability to actively research market availability of products and services using available product and service documentation.	Access to relevant documentation /information
Written assignment	Demonstrate ability to prepare and structure advice on products and services, conducting meetings and presentations in line with organisational requirements and relevant to client needs.	

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Project Work Written assignment	Demonstrate ability to advise on promotional activities by analysing sales and product development data assessing and reporting on customer satisfaction, and evaluating for future promotional activities.	
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.