

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Training Package – TAA04

Certificate IV in Training and Assessment – TAA40104

Work effectively in vocational education and training - TAAENV401B

Target groups: This unit specifies the competency required to work effectively in the policy and operating environment of the vocational education and training sector. It addresses the impact of the policy and operating environment of vocational education and training on work performance in a training and/or assessment organisation.
The competency specified in this unit is typically required by those involved directly or indirectly in the provision of training/ assessment services in a training and/or assessment organisation.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Present framework of concepts and aims.	Develop knowledge of vocational education and training policy frameworks, key organisations and sources of information and ability to work within the vocational education and training policy framework.	Learning options from facilitator's guide for discussion
Discussion Case study	Enhance understanding of ethical and legal responsibilities, quality assurance strategies, processes, policies and procedures to enable work within the training and/or assessment organisation.	Learning options from facilitator's guide for discussion Appropriate case study scenarios
Role play	Develop ability to apply communication strategies in actively seeking feedback and advice on work quality from colleagues and clients.	
	Develop planning and collaboration skills to manage work and work relationships	
Discussion	Develop ability to effectively identify and meet the needs of clients and evaluate client satisfaction using effective communication strategies in a client-focused approach to work.	
Work placement and/or simulation	All elements	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.
On-line		

ASSESSMENT

Strategies	Performance Indicators	Resources
Portfolio	Demonstrate knowledge of vocational education and training policy frameworks, key organisations and sources of information and ability to work within the vocational education and training policy framework.	Resource manual
	Document application of the organisation's quality	Access to

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	framework into work practices	organisational, vocational education and training documentation
	Demonstrate and document development and implementation of communication strategies in actively seeking feedback and advice on work quality from colleagues and clients.	
Practical exercise	Demonstrate planning and collaboration skills to manage work and work relationships	Resource manual
	Document ability to effectively identify and meet the needs of clients and evaluate client satisfaction using effective communication strategies.	
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:

Prerequisite units: *None*

Recommended prior or co-learning units: *None*