

# Course outline

*BSB20115 Certificate II in Business*

*BSB30115 Certificate III in Business*



Welcome to Australian Pacific College and to your Business course. We hope you enjoy your time at Australian Pacific College and that you find the course a useful program for your professional development in the field of Business. In this booklet you will find information about our two entry level business courses- Certificate II in Business and Certificate III in Business.

## Certificate II in Business

### Aims

This qualification aims to provide skills for entry level jobs within an office environment.

### Job roles

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Job Roles for this qualification include:

- Administration Assistant,
- Clerical Worker,
- Data Entry Operator,
- Information Desk Clerk,
- Office Junior,
- Receptionist.

### Duration

The course consists of one term of 12 weeks in length. There are 12 competencies, which are grouped into 4 subjects and you must pass all competencies/subjects to get your qualification.

It is recommended that you attend all classes in order to increase your chances of successfully completing all the assessments. If you successfully complete the course, you will be presented with a Certificate II in Business.

### Entry Requirements

Current entry requirement for all students:

- Successful completion of Australian Year 10 or equivalent

International students must fulfil an additional entry requirement as follows:

- IELTS 4.5 or equivalent

### Materials

The required texts for this course are the Australian Pacific College workbooks. You should bring your workbooks to all lessons. These workbooks are provided to you free of charge in a pdf version that you can download to your mobile device. Alternatively you may choose to purchase a hard copy from Student Services.

## Course Structure

The course is delivered in four subjects. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

TERM	SUBJECT	COMPETENCIES
1	Workplace Communication	BSBCMM201 Communicate in the workplace BSBINN201 Contribute to workplace innovation BSBITU203 Communicate electronically BSBINM202 Handle mail
1	Working Effectively	BSBCUS201 Deliver a service to customers BSBWOR203 Work effectively with others BSBIND201 Work effectively in a business environment BSBDIV301 Work effectively with diversity
1	Workplace Administration	BSBWOR301 Organise personal work priorities and development BSBWOR202 Organise and complete daily work activities BSBINM201 Process and maintain workplace information
1	Basic WHS	BSBWHS201 Contribute to health and safety of self and others

## Assessment Schedule

Information about your assessments is included in the Student Workbooks for each subject. This information explains the assessment requirements and what you need to do to complete the assessments. Assessments should be submitted on the due date. Your trainer will give you more comprehensive information about each assessment task. Generally assessments are due in the lecture in sessions 4 and 6.

All assessments should have an assessment cover sheet. Please complete all parts of the assessment cover sheet and sign the declaration that it is all your own work i.e. that you have not plagiarised by copying from the internet or other sources. Assessment cover sheets can be obtained at Student Services or Reception.

## Assessment Performance Criteria

You will be assessed according to the criteria on the following pages. You have to be competent in each unit of competency to achieve your qualification.

Note: Please refer to individual assessment sheets or ask your teacher for further information on the units of competency and performance criteria.

UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBCCMM201 Communicate in the workplace	1. Gather, convey and receive information and ideas	1.1 Collect information to achieve work responsibilities from appropriate sources 1.2 Use method/s and/or equipment to communicate appropriate ideas and information to the audience 1.3 Use effective listening and speaking skills in verbal communication 1.4 Seek input from internal and external sources to develop and refine new ideas and approaches 1.5 Respond to instructions or enquiries promptly and in accordance with organisational requirements
	2. Complete workplace documentation and correspondence	2.1 Present written information and ideas in clear and concise language to ensure the intended meaning of correspondence is understood by recipient 2.2 Draft and present correspondence within designated time lines 2.3 Ensure presentation of written information meets organisational standards of style, format and accuracy 2.4 Complete workplace forms and documentation in a clear, concise and easy to read format
	3. Communicate in a way that responds positively to individual differences	3.1 Value all individuals and treat them with respect, courtesy and sensitivity 3.2 Take into consideration cultural differences in all verbal and non-verbal communication 3.3 Use communication to develop and maintain positive relationships, mutual trust and confidence 3.4 Make efforts to use basic strategies to overcome language barriers 3.5 Ensure that behaviour is consistent with legislative requirements, enterprise guidelines and/or social protocols
BSBINN201 Contribute to workplace innovation	1. Identify opportunities to do things better	1.1 Be aware of own role in workplace innovation 1.2 Pro-actively identify opportunities for improvement in own area of work 1.3 Gather and review information which may be relevant to ideas and which might assist in gaining support for ideas
	2. Discuss and develop ideas with others	2.1 Identify people who could provide input into ideas for improvements 2.2 Select the best way of approaching people to begin sharing ideas 2.3 Seek feedback on improvement of ideas, and discuss and develop options and possible variations 2.4 Review and select ideas for follow-up based on feedback and further review
	3. Address the practicalities of change	3.1 Take action to implement routine changes in consultation with others and within scope of own responsibility 3.2 Identify and articulate issues and practical processes for implementing proposed ideas 3.3 Present ideas and practical suggestions to the appropriate people about how improvements could be made
BSBITU203 Communicate electronically	1. Implement procedures to send and receive electronic mail	1.1 Log in to software for sending and receiving email in accordance with organisational requirements 1.2 Check outgoing email for accuracy and ensure any required attachments are prepared, in accordance with organisational and service provider requirements 1.3 Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate actions 1.4 Deal with returned email in accordance with organisational policies and procedures
	2. Manage electronic mail	2.1 Set security levels and/or filters for incoming email in accordance with organisational requirements 2.2 Create and maintain individual mailboxes in accordance with organisational requirements 2.3 Store email and/or attachments in accordance with organisational requirements 2.4 Empty inboxes and archive or permanently delete in accordance with organisational requirements 2.5 Prepare and maintain electronic mailing lists in accordance with organisational requirements
	3. Collaborate online	3.1 Identify software to be used in collaboration 3.2 Ensure online collaboration is undertaken in accordance with organisational policy, procedures and net etiquette (netiquette) 3.3 Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette
BSBINM202 Handle mail	1. Receive and distribute incoming mail	1.1 Ensure that incoming mail is checked and registered in accordance with organisational policies and procedures 1.2 Identify titles and locations of company personnel and departments 1.3 Identify and distribute urgent and confidential mail in accordance with organisational requirements 1.4 Sort and despatch mail to nominated person/location in accordance with organisational requirements 1.5 Record and/or report damaged, suspicious or missing items and take appropriate action in accordance with organisational policies and procedures
	2. Collect and despatch outgoing mail	2.1 Collect, check and sort outgoing mail to ensure all items are correctly prepared for despatch in accordance with organisational policies and procedures 2.2 Record and process outgoing mail for despatch in accordance with organisational requirements 2.3 Despatch mail to meet designated time lines
	3. Organise urgent and same day deliveries	3.1 Evaluate delivery options and select best option 3.2 Prepare items for urgent delivery in accordance with organisational requirements and carrier specifications 3.3. Organise lodgement or pick up of emergency deliveries and follow-up if necessary
BSBCUS201 Deliver a service to customers	1. Establish contact with customers	1.1 Acknowledge and greet customer in a professional, courteous and concise manner according to organisational requirements 1.2 Maintain personal dress and presentation in line with organisational requirements 1.3 Communicate using appropriate interpersonal skills to facilitate accurate and relevant exchange of information 1.4 Maintain sensitivity to customer specific needs and any cultural, family and individual differences 1.5 Establish rapport/relationship with customer and express a genuine interest in customer needs/requirements
	2. Identify customer needs	2.1 Use appropriate questioning and active listening to determine customer needs 2.2 Assess customer needs for urgency to identify priorities for service delivery 2.3 Provide customer with information about available options for meeting customer needs and assist customer to identify preferred option/s 2.4 Identify personal limitations in addressing customer needs and seek assistance from designated persons where required
	3. Deliver service to customers	3.1 Provide prompt customer service to meet identified needs according to organisational requirements 3.2 Provide information regarding problems and delays, and follow-up within appropriate timeframes as necessary 3.3 Communicate with customers in a clear, concise and courteous manner 3.4 Identify opportunities to enhance the quality of service and products, and take action to improve the service whenever possible
	4. Process customer feedback	4.1 Promptly recognise customer feedback and handle sensitively according to organisational requirements 4.2 Accurately record any feedback and communication between customers and the organisation according to organisational standards, policies and procedures 4.3 Identify any unmet customer needs and discuss suitability of other products/services 4.4 Support customers to make contact with other services according to organisational policies and procedures

UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBWOR203 Work effectively with others	1. Develop effective workplace relationships	1.1 Identify own responsibilities and duties in relation to workgroup members and undertake activities in a manner that promotes cooperation and good relationships 1.2 Take time and resource constraints into account in fulfilling work requirements of self and others 1.3 Encourage, acknowledge and act upon constructive feedback provided by others in the workgroup
	2. Contribute to workgroup activities	2.1 Provide support to team members to ensure workgroup goals are met 2.2 Contribute constructively to workgroup goals and tasks according to organisational requirements 2.3 Share information relevant to work with workgroup to ensure designated goals are met 2.4 Identify and plan strategies/opportunities for improvement of workgroup in liaison with workgroup
	3. Deal effectively with issues, problems and conflict	3.1 Respect differences in personal values and beliefs and their importance in the development of relationships 3.2 Identify any linguistic and cultural differences in communication styles and respond appropriately 3.3 Identify issues, problems and conflict encountered in the workplace 3.4 Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person
BSBIND201 Work effectively in a business environment	1. Work within organisational requirements	1.1 Identify and read organisation's requirements and responsibilities and seek advice from appropriate persons, where necessary 1.2 Develop and utilise a current working knowledge and understanding of employee and employer rights and responsibilities 1.3 Comply with relevant duty of care, legal responsibilities and organisational goals and objectives 1.4 Identify roles and responsibilities of colleagues and immediate supervisors 1.5 Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels 1.6 Identify, recognise and follow behaviour that contributes to a safe work environment
	2. Work in a team	2.1 Display courteous and helpful manners at all times 2.2 Complete allocated tasks as required 2.3 Seek assistance when difficulties arise 2.4 Use questioning techniques to clarify instructions or responsibilities 2.5 Identify and display a non-discriminatory attitude in all contacts with staff, management or clients
	3. Develop effective work habits	3.1 Identify work and personal priorities and achieve a balance between competing priorities 3.2 Apply time management strategies to work duties 3.3 Observe appropriate dress and behaviour as required by the workplace, job role or customer contact
BSBDIV301 Work effectively with diversity	1. Recognise individual differences and respond appropriately	1.1 Recognise and respect individual differences in colleagues, clients and customers 1.2 Respond to differences sensitively 1.3 Ensure behaviour is consistent with legislative requirements and enterprise guidelines 1.4 Accommodate diversity using appropriate verbal and non-verbal communication
	2. Work effectively with individual differences	2.1 Recognise and document knowledge, skills and experience of others in relation to team objectives 2.2 Encourage colleagues to utilise and share their specific qualities, skills or backgrounds with other team members and clients in order to enhance work outcomes 2.3 Ensure relations with customers and clients demonstrate that diversity is valued by the business
BSBWOR301 Organise personal work priorities and development	1. Organise and complete own work schedule	1.1 Ensure that work goals, objectives or KPIs are understood, negotiated and agreed in accordance with organisational requirements 1.2 Assess and prioritise workload to ensure tasks are completed within identified timeframes 1.3 Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans 1.4 Use business technology efficiently and effectively to manage and monitor scheduling and completion of tasks
	2. Monitor own work performance	2.1 Accurately monitor and adjust personal work performance through self-assessment to ensure achievement of tasks and compliance with legislation and work processes or KPIs 2.2 Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirements 2.3 Routinely identify and report on variations in the quality of and products and services according to organisational requirements 2.4 Identify signs of stress and effects on personal wellbeing 2.5 Identify sources of stress and access appropriate supports and resolution strategies
	3. Coordinate personal skill development and learning	3.1 Identify personal learning and professional development needs and skill gaps using self-assessment and advice from colleagues and clients in relation to role and organisational requirements 3.2 Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel 3.3 Access, complete and record professional development opportunities to facilitate continuous learning and career development Incorporate formal and informal feedback into review of further learning needs
BSBWOR202 Organise and complete daily work activities	1. Organise work schedule	1.1 Negotiate and agree upon work goals and plans with assistance from appropriate persons 1.2 Develop an understanding of the relationship between individual work goals and plans, and organisational goals and plans 1.3 Plan and prioritise workload within allocated timeframes
	2. Complete work tasks	2.1 Complete tasks within designated time lines and in accordance with organisational requirements and instructions 2.2 Use effective questioning to seek assistance from colleagues when difficulties arise in achieving allocated tasks 2.3 Identify factors affecting work requirements and take appropriate action 2.4 Use business technology efficiently and effectively to complete work tasks 2.5 Communicate progress of task to supervisor or colleagues as required
	3. Review work performance	3.1 Seek feedback on work performance from supervisors or colleagues 3.2 Monitor and adjust work according to feedback obtained through supervision and comparison with established team and organisational standards 3.3 Identify and plan opportunities for improvement in liaison with colleagues
BSBINM201 Process and maintain	1. Collect information	1.1 Collect information in a timely manner and ensure that it is relevant to organisational needs 1.2 Use business equipment/technology available in the work area to effectively obtain information 1.3 Apply organisational requirements relating to security and confidentiality in handling information



UNIT	ELEMENT	PERFORMANCE CRITERIA
workplace information	2. Process workplace information	2.1 Use business equipment/technology to process information in accordance with organisational requirements 2.2 Process information in accordance with defined timeframes, guidelines and procedures 2.3 Update, modify and file information in accordance with organisational requirements 2.4 Collate and despatch information in accordance with specified timeframes and organisational requirements
	3. Maintain information systems	3.1 Maintain information and filing systems in accordance with organisational requirements 3.2 Identify, remove and/or relocate inactive or dead files in accordance with organisational requirements 3.3 Establish and assemble new files in accordance with organisational requirements 3.4 Update reference and index systems in accordance with organisational requirements
BSBWHS201 Contribute to health and safety of self and others	1. Work safely	1.1 Follow provided safety procedures and instructions when conducting work 1.2 Carry out pre-start systems and equipment checks according to workplace procedures 1.3 Follow workplace procedures for responding to emergency incidents
	2. Implement work safety requirements	2.1 Identify designated persons for reporting queries and concerns about safety in the workplace 2.2 Identify existing and potential hazards in the workplace, report them to designated persons, and record them according to workplace procedures 2.3 Identify and implement WHS procedures and work instructions 2.4 Identify and report emergency incidents and injuries to designated persons according to workplace procedures 2.5 Identify WHS duty holders in own work area and their duties
	3. Participate in WHS consultative processes	3.1 Contribute to workplace meetings, inspections and other WHS consultative activities 3.2 Raise WHS issues with designated persons according to organisational procedures 3.3 Take actions to eliminate workplace hazards and reduce risks

## Employability Skills

### Communication

- communicating verbally with clients and colleagues
- drafting routine correspondence that meets the organisational standards of style, format and accuracy

### Teamwork

- working in a team environment to promote team commitment and cooperation

### Problem solving

- choosing appropriate methods for communication and transferring information
- dealing with client enquiries and complaints

### Initiative and enterprise

- raising occupational health and safety issues with designated personnel

### Planning and organising

- planning and organising own work schedule for the day
- planning the layout of simple documents using appropriate software

### Self-management

- dealing sensitively with client needs and cultural, family and individual differences
- obtaining feedback on work performance and identifying opportunities for improvement

### Learning

- encouraging, acknowledging and acting on constructive feedback from team members
- using manuals, training booklets and online help to overcome difficulties

### Technology

- selecting, maintaining and using business technology appropriate to the task

# Certificate III in Business

## Aims

This qualification aims to provide general skills for jobs within an office or business environment.

## Job roles

This qualification reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

This qualification is suitable for students seeking employment as

- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Payroll Officer
- Typist
- Word Processing Operator

## Duration

The course consists of two terms, each of 9 weeks in length. There are 12 competencies which are grouped into 6 subjects. You must pass all competencies to get your qualification.

It is recommended that you attend all classes in order to increase your chances of successfully completing all the assessments. If you successfully complete the course, you will be presented with a Certificate III in Business.

## Entry Requirements

Current entry requirement for all students:

- Successful completion of Australian Year 10 or equivalent

International students must fulfil additional entry requirement as follow:

- IELTS 5.5 or equivalent (with a minimum of 5.0 in the writing module)

## Materials

The required texts for this course are the Australian Pacific College workbooks. You should bring your workbooks to all lessons. These workbooks are provided to you free of charge in a pdf version that you can download to your mobile device. Alternatively you may choose to purchase a hard copy from Student Services.

## Course Structure

The course is delivered in six subjects. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

Term	Subject	Competencies
1	Advanced Team work	BSBINN301 Promote innovation in a team environment BSBDIV301 Work effectively with diversity
1	Effective Writing	BSBWRT301 Write simple documents BSBWRT401 Write complex documents
1	Fundamentals of WHS	BSBWHS301 Apply knowledge of WHS legislation in the workplace
2	Resource management	BSBADM311 Maintain business resources BSBADM409 Coordinate business resources BSBPUR301 Purchase goods and services BSBSUS301 Implement and monitor environmentally sustainable work practices
2	Customer Service	BSBCMM301 Process customer complaints BSBCUS301 Deliver and monitor a service to customers
2	Basic Bookkeeping	BSBFIA301 Maintain financial records

## Assessment Schedule

Information about your assessments is included in the Student Workbooks for each subject. This information explains the assessment requirements and what you need to do to complete the assessments. Assessments should be submitted on the due date. Your trainer will give you more comprehensive information about each assessment task. Generally assessments are due in the lecture in weeks 5 and 8.

All assessments should have an assessment cover sheet. Please complete all parts of the assessment cover sheet and sign the declaration that it is all your own work i.e. that you have not plagiarised by copying from the internet or other sources. Assessment cover sheets can be obtained at Student Services or Reception.

## Assessment Performance Criteria

You will be assessed according to the criteria on the following pages. You have to be competent in each unit of competency to achieve your qualification.

Note: Please refer to individual assessment sheets or ask your teacher for further information on the units of competency and performance criteria.

UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBINN301 Promote innovation in a team environment	1. Create opportunities to maximise innovation within the team	1.1 Evaluate and reflect on what the team needs and wants to achieve 1.2 Check out information about current or potential team members' work in the context of developing a more innovative team 1.3 Bring people into the team or make suggestions for team members based on what needs to be achieved and the potential for cross-fertilising ideas 1.4 Acknowledge, respect and discuss the different ways that different people may contribute to building or enhancing the team
	2. Organise and agree effective ways of working	2.1 Jointly establish ground rules for how the team will operate 2.2 Agree and communicate responsibilities in ways that encourage and reinforce team-based innovation 2.3 Agree and share tasks and activities to ensure the best use of skills and abilities within the team 2.4 Plan and schedule activities to allow time for thinking, challenging and collaboration 2.5 Establish personal reward and stimulation as an integral part of the team's way of working
	3. Support and guide colleagues	3.1 Model behaviour that supports innovation 3.2 Seek external stimuli and ideas to feed into team activities 3.3 Pro-actively share information, knowledge and experiences with other team members 3.4 Challenge and test ideas within the team in a positive and collaborative way 3.5 Pro-actively discuss and explore ideas with other team members on an ongoing basis
	4. Reflect on how the team is working	4.1 De-brief and reflect on activities and on opportunities for improvement and innovation 4.2 Gather and use feedback from within and outside the team to generate discussion and debate 4.3 Discuss the challenges of being innovative in a constructive and open way 4.4 Take ideas for improvement, build them into future activities and communicate key issues to relevant colleagues 4.5 Identify, promote and celebrate successes and examples of successful innovation



UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBDIV301 Work effectively with diversity	1. Recognise individual differences and respond appropriately	1.1 Recognise and respect individual differences in colleagues, clients and customers 1.2 Respond to differences sensitively 1.3 Ensure behaviour is consistent with legislative requirements and enterprise guidelines 1.4 Accommodate diversity using appropriate verbal and non-verbal communication
	2. Work effectively with individual differences	2.1 Recognise and document knowledge, skills and experience of others in relation to team objectives 2.2 Encourage colleagues to utilise and share their specific qualities, skills or backgrounds with other team members and clients in order to enhance work outcomes 2.3 Ensure relations with customers and clients demonstrate that diversity is valued by the business
BSBWRT301 Write simple documents	1. Plan document	1.1 Determine audience and purpose for the document 1.2 Determine format and structure 1.3 Establish key points for inclusion 1.4 Identify organisational requirements 1.5 Establish method of communication 1.6 Establish means of communication
	2. Draft document	2.1 Develop draft document to communicate key points 2.2 Obtain and include any required additional information
	3. Review document	3.1 Check draft for suitability of tone for audience, purpose, format and communication style 3.2 Check draft for readability, grammar, spelling, and sentence and paragraph construction 3.3 Check draft for sequencing and structure 3.4 Check draft to ensure it meets organisational requirements 3.5 Ensure draft is proofread, where appropriate, by supervisor or colleague
	4. Write final document	4.1 Make and proofread necessary changes 4.2 Ensure document is sent to intended recipient 4.3 File copy of document in accordance with organisational policies and procedures
BSBWRT401 Write complex documents	1. Plan documents	1.1 Determine the purposes of documents 1.2 Choose appropriate formats for documents 1.3 Establish means of communication 1.4 Determine requirements of documents 1.5 Determine categories and logical sequences of data, information and knowledge to achieve document objectives 1.6 Develop overview of structure and content of documents
	2. Draft text	2.1 Review and organise available data, information and knowledge according to proposed structure and content 2.2 Ensure data, information and knowledge is aggregated, interpreted and summarised to prepare text that satisfies document purposes and objectives 2.3 Include graphics as appropriate 2.4 Identify gaps in required data and information, and collect additional material from relevant enterprise personnel 2.5 Draft text according to document requirements and genre 2.6 Use language appropriate to the audience
	3. Prepare final text	3.1 Review draft text to ensure document objectives are achieved and requirements are met 3.2 Check grammar, spelling and style for accuracy and punctuation 3.3 Ensure draft text is approved by relevant enterprise personnel 3.4 Process text amendments as required
	4. Produce document	4.1 Choose basic design elements for documents appropriate to audience and purpose 4.2 Use word processing software to apply basic design elements to text 4.3 Check documents to ensure all requirements are met
BSBCMM301 Process customer complaints	1. Respond to complaints	1.1 Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice 1.2 Obtain, document and review reports relating to customer complaints 1.3 Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes 1.4 Negotiate resolution of the complaint and obtain agreement where possible 1.5 Maintain a register of complaints/disputes 1.6 Inform customer of the outcome of the investigation
	2. Refer complaints	2.1 Identify complaints that require referral to other personnel or external bodies 2.2 Make referrals to appropriate personnel for follow-up in accordance with individual level of responsibility 2.3 Forward all documents and investigation reports 2.4 Follow-up appropriate personnel to gain prompt decisions
	3. Exercise judgement to resolve customer service issues	3.1 Identify implications of issues for customer and organisation 3.2 Analyse, explain and negotiate appropriate options for resolution with customer 3.3 Propose viable options in accordance with appropriate legislative requirements and enterprise policies 3.4 Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel

UNIT	ELEMENT	PERFORMANCE CRITERIA
BSBCUS301 Deliver and monitor a service to customers	1. Identify customer needs	1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations 1.2 Assess customer needs for urgency to determine priorities for service delivery according to organisational requirements 1.3 Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options 1.4 Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals
	2. Deliver a service to customers	2.1 Provide prompt service to customers to meet identified needs in accordance with organisational requirements 2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery 2.3 Sensitively and courteously handle customer complaints in accordance with organisational requirements 2.4 Provide assistance or respond to customers with specific needs according to organisational requirements 2.5 Identify and use available opportunities to promote and enhance services and products to customers
	3. Monitor and report on service delivery	3.1 Regularly review customer satisfaction with service delivery using verifiable evidence according to organisational requirements 3.2 Identify opportunities to enhance the quality of service and products, and pursue within organisational requirements 3.3. Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements 3.4 Regularly seek customer feedback and use to improve the provision of products and services 3.5 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery
BSBADM311 Maintain business resources	1. Advise on resource requirements	1.1 Calculate estimates of future and present business resource needs in accordance with organisational requirements 1.2 Ensure advice is clear, concise and relevant to achievement of organisational requirements 1.3 Provide information on the most economical and effective choice of equipment, materials and suppliers 1.4 Identify resource shortages and possible impact on operations
	2. Monitor resource usage and maintenance	2.1 Ensure resource handling is in accordance with established organisational requirements including occupational health and safety requirements 2.2 Use business technology to monitor and identify the effective use of resources 2.3 Use consultation with individuals and teams to facilitate effective decision making on the appropriate allocation of resources 2.4 Identify and adhere to relevant policies regarding resource use in the performance of operational tasks 2.5 Routinely monitor and compare resource usage with estimated requirements in budget plans
	3. Acquire resources	3.1 Ensure acquisition and storage of resources is in accordance with organisational requirements, is cost effective and consistent with organisational timelines 3.2 Acquire resources within available time lines to meet identified requirements 3.3 Review resource acquisition processes to identify improvements in future resource acquisitions
BSBADM409 Coordinate business resources	1. Determine resource requirements	1.1 Determine resource requirements in accordance with business and operational plans, and organisational requirements 1.2 Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements 1.3 Ensure resource expenditure is realistic and makes efficient use of available budget resources 1.4 Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology
	2. Acquire and allocate resources	2.1 Acquire physical resources and services in accordance with organisational requirements 2.2 Check resources to ensure quality and quantity, in line with service agreements 2.3 Allocate resources promptly to enable achievement of workgroup objectives 2.4 Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills
	3. Monitor and report on resource usage	3.1 Measure effectiveness of resource planning, and assess against actual costs, identified shortfalls and surpluses 3.2 Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans 3.3 Identify improvements in resource planning through consultation and feedback, and implement in accordance with organisational requirements 3.4 Maintain records concerning equipment and resource purchases, in accordance with organisational requirements
BSBPUR301 Purchase goods and services	1. Understand purchasing and own requirements	1.1 Read, understand and clarify organisation's purchasing strategies as required 1.2 Determine own role and limits of authority in consultation with relevant personnel
	2. Make purchases	2.1 Receive purchase specifications from relevant personnel and clarify as required 2.2 Select purchasing methods most appropriate to particular purchases within limits of own role 2.3 Obtain approvals for purchases as required 2.4 Obtain quotations from suppliers as required 2.5 Select suppliers, place orders and make purchases

UNIT	ELEMENT	PERFORMANCE CRITERIA
	3. Receive purchases	<p>3.1 Receive goods or make arrangements to receive services</p> <p>3.2 Advise relevant personnel of receipt of purchase</p> <p>3.3 Ensure goods received are checked for compliance with specifications</p> <p>3.4 Take action to resolve non-compliance with specifications</p> <p>3.5 Facilitate registration of new assets</p> <p>3.6 File and store purchase records</p>
BSBSUS301 Implement and monitor environmentally sustainable work practices	1. Investigate current practices in relation to resource usage	<p>1.1 Identify environmental regulations applying to the enterprise</p> <p>1.2 Analyse procedures for assessing compliance with environmental/sustainability regulations</p> <p>1.3 Collect information on environmental and resource efficiency systems and procedures, and provide to the work group where appropriate</p> <p>1.4 Collect, analyse and organise information from a range of sources to provide information/advice and tools/resources for improvement opportunities</p> <p>1.5 Measure and document current resource usage of members of the work group</p> <p>1.6 Analyse and document current purchasing strategies</p> <p>1.7 Analyse current work processes to access information and data to assist in identifying areas for improvement</p>
	2. Set targets for improvements	<p>2.1 Seek input from stakeholders, key personnel and specialists</p> <p>2.2 Access external sources of information and data as required</p> <p>2.3 Evaluate alternative solutions to workplace environmental issues</p> <p>2.4 Set efficiency targets</p>
	3. Implement performance improvement strategies	<p>3.1 Source and use appropriate techniques and tools to assist in achieving efficiency targets</p> <p>3.2 Apply continuous improvement strategies to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management</p> <p>3.3 Implement and integrate environmental and resource efficiency improvement plans for own work group with other operational activities</p> <p>3.4 Supervise and support team members to identify possible areas for improved practices and resource efficiency in work area</p> <p>3.5 Seek suggestions and ideas about environmental and resource efficiency management from stakeholders and act upon where appropriate</p> <p>3.6 Implement costing strategies to fully value environmental assets</p>
	4. Monitor performance	<p>4.1 Use and/or develop evaluation and monitoring, tools and technology</p> <p>4.2 Document and communicate outcomes to report on efficiency targets to key personnel and stakeholders</p> <p>4.3 Evaluate strategies and improvement plans</p> <p>4.4 Set new efficiency targets, and investigate and apply new tools and strategies</p> <p>4.5 Promote successful strategies and reward participants where possible</p>
BSBWHS301 Apply knowledge of WHS legislation in the workplace	1. Determine the legal framework of WHS in the workplace	<p>1.1 Identify and access current WHS legislation, codes, standards, policies and procedures impacting on the workplace, occupation and industry</p> <p>1.2 Apply knowledge of the relationship between WHS legislation, codes, and standards to assist in identifying WHS legal requirements in the workplace</p> <p>1.3 Identify duty of care arrangements</p> <p>1.4 Identify legal obligations and duties for consultation with and training of employees, safety representatives and others</p> <p>1.5 Identify consequences of non-compliance with WHS legislation, codes, standards and workplace policies and procedures</p>
	2. Apply knowledge of WHS legislation, policies and procedures in the workplace	<p>2.1 Contribute to monitoring compliance with WHS legislation</p> <p>2.2 Contribute to ensuring that work is undertaken in a safe manner in accordance with relevant WHS legislation, codes, standards and workplace policies and procedures</p> <p>2.3 Identify and take appropriate action on non-compliance with WHS legislation, codes, standards, policies and procedures to contribute to achieving compliance</p> <p>2.4 Recognise limits of own expertise and legal responsibilities, and access appropriate sources of expertise as required</p>
	3. Maintain knowledge of WHS legislation, industry and organisational requirements	<p>3.1 Utilise sources to access current information covering applicable legislation and guidelines relating to workplace WHS requirements</p> <p>3.2 Regularly update and communicate information on workplace WHS legislation, codes, standards, policies and procedures relevant to self and other employees</p>
BSBFIA301 Maintain financial records	1. Maintain daily financial records	<p>1.1 Correctly maintain daily financial records and in accordance with organisational requirements for accounting purposes</p> <p>1.2 Identify and rectify or refer discrepancies or errors in documentation or transactions to designated persons in accordance with organisational requirements</p> <p>1.3 Accurately credit and debit transactions and promptly enter into journals in accordance with organisational requirements</p>
	2. Maintain general ledger	<p>2.1 Maintain general ledger in accordance with organisational requirements</p> <p>2.2 Post transactions into general ledger in accordance with organisational reporting requirements</p> <p>2.3 Reconcile systems for accounts payable and receivable with general ledger</p> <p>2.4 Accurately prepare trial balance from general ledger in accordance with organisational requirements</p>
	3. Monitor cash control	<p>3.1 Ensure cash flow is accurately accounted for in accordance with organisational requirements</p> <p>3.2 Make and receive payments in accordance with organisational requirements</p> <p>3.3 Collect or follow-up outstanding accounts within designated time lines</p> <p>3.4 Check payment documentation for accuracy of information and despatch to creditors within designated time line</p>

## Employability Skills

### Communication

- communicating verbally with others in negotiation, training and questioning
- writing a range of simple documentation and communications

### Teamwork

- completing individual tasks to support team goals
- conveying workplace procedures and work instructions to team members

### Problem solving

- resolving issues and conflicts with team members
- using manuals and other documentation to overcome problems with information technology or other office equipment

### Initiative and enterprise

- demonstrating individual responsibility for completing tasks
- suggesting improvements to support the development of improved work practices and team effectiveness

### Planning and organising

- contributing to planning processes with team members to meet expected outcomes
- gathering, organising and applying workplace information for the organisation's work processes and information systems

### Self-management

- identifying development needs and seeking training to fill needs
- monitoring and recording the performance of own work area

### Learning

- developing a comprehensive knowledge and understanding of products and services
- identifying priorities and pursuing personal work goals in accordance with organisational objectives

### Technology

- using information communication technology to communicate with team members or clients
- using word processing packages, spreadsheets and/or databases to produce written correspondence and reports