BUSINESS, MANAGEMENT & ACCOUNTING

BSB20120

Certificate II in Workplace Skills

BSB30120

Certificate III in Business

This Course Outline applies to Young Rabbit Pty Ltd (ABN: 28 003 381 182 RTO number: 90396) trading as Australian Pacific College CRICOS Provider: 01331F

Welcome to Australian Pacific College and to your Business courses. We hope you enjoy your time at Australian Pacific College and that you find your 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 Workplace Skills and Certificate III in Business.

BSB20120 Certificate II in Workplace Skills

Aims

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Job Roles

This qualification provides a pathway to work in a variety of entry-level business services job roles, including:

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

Duration

The expected duration for the Certificate II in Workplace Skills is two 9-week terms. Students who are identified as having difficulties in completing the course in the required duration may be able to extend their course as per APC's Intervention Policy. NOTE: Due to College closure over the Christmas/New Year period the maximum course length for students studying at this time is 25 weeks.

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Entry requirements

ACADEMIC -

Successful completion of Australian Year 9 or equivalent.

For more information please visit our website apc.edu.au.

ENGLISH LANGUAGE PROFICIENCY -

- General English – Pre-intermediate Level; or
- Equivalent English Proficiency Skills test result as per the attached comparison table.

Materials

The required texts for this course are the Australian Pacific College workbooks. You have access to your workbooks for all classes. These workbooks are provided to you free of charge in a pdf version in myAPC.hub and you can download them to your device.

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Course structure

The course is delivered in 6 subjects made up of 10 Units of Competency. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

Subject code and name	Unit of Competency
A20816 Sustainable and Safe Work Practices	BSBSUS211 Participate in sustainable work practices
	BSBWHS211 Contribute to the health and safety of self and others
A20820 Develop Self-awareness	BSBPEF302 Develop self-awareness
A20818 Self-management	BSBPEF202 Plan and apply time management
	BSBOPS201 Work effectively in business environments
A20819 Customer Service 1	BSBOPS203 Deliver a service to customers
	BSBCRT201 Develop and apply thinking and problem-solving skills
A20817 Workplace Teamwork 1	BSBTWK201 Work effectively with others
	BSBCMM211 Apply communication skills
A20821 Technology in Business 1	BSBTEC202 Use digital technologies to communicate in a work environment

Assessment Schedule

Information about your assessments is included in the Student Workbooks and Assessments 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.

You are required to complete all parts of the assessment and tick the declaration that it is all your own work i.e., that you have not plagiarised by copying from the internet or other sources. You are required 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 the Elements (Elements describe the essential outcomes) and Performance Criteria (Performance Criteria describe the performance needed to demonstrate achievement of the element) as listed below:

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Unit Overview

BSBSUS211 Participate in sustainable work practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Measure sustainable work practices	1.1 Identify sustainable work practices in own work role 1.2 Measure current usage of resources in own work role 1.3 Record and file resource usage documents 1.4 Identify resource inefficiencies from gathered information
2. Support sustainable work practices	2.1 Identify and comply with workplace sustainability procedures 2.2 Identify workplace environmental hazards according to environmental regulations and standards 2.3 Report any breaches and potential breaches to organisational personnel
3. Seek opportunities to improve sustainable work practices	3.1 Identify areas of improvement to work practices in own work area 3.2 Consult with colleagues and management to assess potential to improve sustainability of identified work practices 3.3 Make suggestions for improvements to workplace practices in own work area

BSBWHS211 Contribute to the health and safety of self and others

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Operate safely in own work environment	1.1 Identify organisational WHS policies and procedures that apply to own work setting 1.2 Carry out work tasks according to WHS instructions 1.3 Carry out pre-start systems and equipment checks under supervision and according to organisational policies and procedures 1.4 Participate in responding to incidents according to organisational policies and procedures
2. Operate safely within requirements of own role	2.1 Identify individuals and/or parties to whom queries and concerns about safety in the workplace should be directed 2.2 Identify existing and potential hazards relating to own role, and record and report them according to organisational policies and procedures 2.3 Identify and contribute to implementing WHS instructions and organisational policies and procedures specific to own work area 2.4 Identify and report incidents and injuries to required personnel according to organisational policies and procedures
3. Participate in WHS consultative processes	3.1 Contribute to workplace meetings, inspections, and other WHS consultative activities 3.2 Identify existing and potential WHS hazards and report them to designated persons according to organisational policies and procedures 3.3 Participate in actions to minimise or eliminate workplace hazards and to reduce risks

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BSBPEF302 Develop self-awareness

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Evaluate attitudes and values	1.1 Identify and assess differences between a personal attitude and value 1.2 Identify and document role of attitudes and values within the workplace 1.3 Evaluate and record relationship between attitudes and values
2. Assess own skills	2.1 Identify impacts of personal adaptability and flexibility for achieving organisational goals 2.2 Analyse role of personal motivation and self-awareness in achieving own goals and organisational goals 2.3 Review and document role of commitment and resilience in the workplace
3. Apply self-awareness in the workplace	3.1 Review personal strengths and weaknesses and their implications for self-awareness 3.2 Create an action plan to develop self-awareness 3.3 Communicate action plan to relevant personnel and seek feedback 3.4 Revise and implement plan with guidance from relevant personnel
4. Develop strategies for ongoing improvement	4.1 Evaluate own ability to improve workplace performance 4.2 Develop strategies to meet opportunities for ongoing personal development 4.3 Monitor and revise action plan

BSBPEF202 Plan and apply time management

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Organise work schedule	1.1 Discuss and agree on work goals and plans with assistance from relevant personnel 1.2 Identify relationship between own work goals and plans, and organisational goals and plans 1.3 Research time management techniques and strategies 1.4 Plan and prioritise work tasks within allocated timeframes
2. Complete work tasks	2.1 Perform tasks according to designated timelines and instructions 2.2 Seek assistance from colleagues when difficulties arise in achieving allocated tasks 2.3 Identify factors affecting work plan 2.4 Communicate progress on work plan to relevant personnel according to organisational policies and procedures
3. Review work performance	3.1 Seek feedback on time management from relevant personnel 3.2 Record changes to time management approach according to task instructions 3.3 Identify and plan opportunities for improvement in discussion with colleagues

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BSBOPS201 Work effectively in business environments

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify the business context	1.1 Identify organisational requirements and responsibilities and confirm understanding with relevant personnel 1.2 Identify legal rights and responsibilities of employees and employers 1.3 Identify requirements for duty of care and organisational objectives, standards and values 1.4 Identify and distinguish between roles and responsibilities of staff within organisational structure 1.5 Identify own role and task requirements within a team
2. Work in a team	2.1 Identify and follow requirements for a safe work environment 2.2 Communicate and collaborate with relevant personnel in a courteous and non-discriminatory manner 2.3 Complete allocated tasks according to organisational requirements 2.4 Use questioning techniques to clarify instructions and responsibilities 2.5 Seek assistance when difficulties arise and escalate issues to team leaders, as required
3. Develop effective work habits	3.1 Identify work and personal priorities 3.2 Apply time management strategies to work duties 3.3 Communicate workload issues to team leaders in a timely manner 3.4 Seek and act upon feedback from relevant personnel

BSBOPS203 Deliver a service to customers

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish contact with customers	1.1 Greet customers according to organisational requirements 1.2 Share relevant information with customers 1.3 Identify and respond to specific customer requirements 1.4 Express interest in customer needs and develop rapport with customer
2. Identify customer needs	2.1 Ask questions to identify customer needs 2.2 Assess customer needs for urgency and identify priorities for service delivery 2.3 Provide customer with information about available options 2.4 Assess limitations in addressing customer needs and seek assistance from designated persons, where required
3. Provide service to customers	3.1 Confirm details of service and delivery with customer according to organisational requirements 3.2 Convey information regarding problems and delays, and follow-up within appropriate timeframes, where required 3.3 Identify opportunities to enhance the quality of service and products, and take action to improve the service

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ELEMENT	PERFORMANCE CRITERIA
4. Process customer feedback	4.1 Seek customer feedback and handle according to organisational and legislative requirements
	4.2 Record feedback and communication between customer and the organisation according to organisational requirements
	4.3 Identify any unmet customer needs and discuss suitability of alternative products or services
	4.4 Encourage customers to maintain contact with organisation for future needs

BSBCRT201 Develop and apply thinking and problem-solving skills

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Investigate problem solving	1.1 Identify key features and role of problem solving in the workplace
	1.2 Identify different types of questions and styles of questioning
	1.3 Identify basic problem solving techniques
	1.4 Collaborate with relevant stakeholders and share ideas on different types of questions, styles of questioning and applicable problem solving techniques
	1.5 Identify challenges in the types of questions, styles of questioning and basic problem solving techniques
2. Prepare and ask questions	2.1 Select a basic workplace issue within job role to be resolved
	2.2 Identify ways to structure questions on identified issue in consultation with relevant stakeholders
	2.3 Develop questions to consolidate knowledge of selected issue
	2.4 Ask prepared questions to relevant personnel
3. Solve basic workplace issues	3.1 Document responses to questions asked according to organisational requirements
	3.2 Clarify responses given with further questions and comments
	3.3 Apply basic problem solving techniques and document responses to workplace issue
4. Seek feedback on questions and problem solving	4.1 Consult with relevant stakeholders and identify improvements for problem solving process
	4.2 Seek feedback on questions, questioning style and problem solving technique from relevant personnel

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BSBTWK201 Work effectively with others

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop effective workplace relationships	1.1 Identify individual responsibilities in relation to workgroup members 1.2 Clarify individual and workgroup responsibilities with work team 1.3 Participate in informal meetings and information sharing with workgroup 1.4 Request and apply feedback from supervisor on individual practices
2. Improve workgroup processes	2.1 Support team members to meet workgroup goals 2.2 Contribute to workgroup goals and tasks according to organisational requirements 2.3 Share work-related information with workgroup according to organisational policies and procedures 2.4 Plan strategies for team performance improvement with workgroup
3. Resolve issues, problems and conflict	3.1 Identify advantages of differences in values and beliefs between workgroup members 3.2 Respond to any linguistic and cultural differences in communication styles according to legislation, organisational policies and procedures and ethical standards 3.3 Identify potential workgroup issues, problems and conflicts encountered in the workplace 3.4 Seek assistance from supervisor to address problems and conflicts that arise 3.5 Suggest possible ways of dealing with identified workplace issues

BSBCMM211 Apply communication skills

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify communication requirements	1.1 Identify work task 1.2 Identify communication channels in the organisation 1.3 Identify relevant stakeholders 1.4 Seek advice from supervisor on communication methods
2. Communicate using verbal and non-verbal communication skills	2.1 Plan verbal communication 2.2 Use verbal communication to communicate with stakeholders 2.3 Use non-verbal behaviour to communicate with stakeholders 2.4 Seek and respond to feedback on communication
3. Draft written communications	3.1 Identify formats for written information according to organisational policies and procedures 3.2 Draft written information and submit to supervisor for approval 3.3 Seek and respond to feedback on written communication

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BSBTEC202 Use digital technologies to communicate in a work environment

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify purpose and methods of digital communication	1.1 Identify purpose for communication, intended audience and content of proposed communication
	1.2 Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel, where required
	1.3 Select most appropriate application for communication according to available resources and relevant organisational policies and procedures
2. Implement procedures to send and receive digital communications	2.1 Access application for sending and receiving digital communications according to organisational policies and procedures
	2.2 Create outgoing digital communication, check for accuracy and ensure that any required attachments are included according to application requirements and organisational policies and procedures
	2.3 Identify urgent, confidential, personal, suspicious or dangerous digital communication and take appropriate action, clarify with relevant stakeholder, where required
	2.4 Access and identify most appropriate action in response to incoming digital communications, according to organisational policies and procedures
3. Assist with managing digital communications	3.1 Follow established security levels and filters for incoming digital communications according to organisational policies and procedures
	3.2 Assist relevant personnel to create plan for monitoring and maintaining digital communications across multiple applications according to organisational policies and procedures
	3.3 Store digital communications and attachments according to organisational policies and procedures
	3.4 Archive or permanently delete digital communications according to organisational policies and procedures
	3.5 Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation

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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

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BSB30120 Certificate III in Business

Aims

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Job Roles

This qualification provides a pathway to work in a variety of business services job roles, including:

- Administration Assistant,
- Office Assistant,
- Customer Service Advisor,
- Data Entry Operator,
- General Clerk,
- Receptionist.

Duration

The expected duration for the Certificate III in Business is two 9-week terms. Students who are identified as having difficulties in completing the course in the required duration may be able to extend their course as per APC's Intervention Policy. NOTE: Due to College closure over the Christmas/New Year period the maximum course length for students studying at this time is 25 weeks.

Entry requirements

ACADEMIC -

Successful completion of Australian Year 9 or equivalent.

For more information please visit our website apc.edu.au.

ENGLISH LANGUAGE PROFICIENCY -

- General English – Intermediate Level; or
- Equivalent English Proficiency Skills test result as per the attached comparison table.

Materials

The required texts for this course are the Australian Pacific College workbooks. You have access to your workbooks for all classes. These workbooks are provided to you free of charge in a pdf version in myAPC.hub and you can download them to your device.

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Course structure

The course is delivered in 6 subjects made up of 13 Units of Competency. These are delivered as shown below. You will receive a timetable that indicates the times of your scheduled lectures and tutorials.

Subject code and name	Unit of Competency
A20810 Advanced Sustainable Work Practices	BSBTWK301 Use inclusive work practices
	BSBSUS211 Participate in sustainable work practices
	BSBPEF301 Organise personal work priorities
A20811 Wellbeing and Safety	BSBWHS311 Assist with maintaining workplace safety
	BSBPEF201 Support personal wellbeing in the workplace
A20812 Workplace Teamwork 2	BSBCRT311 Apply critical thinking skills in a team environment
	BSBXCM301 Engage in workplace communication
A20813 Customer Service 2	BSBOPS305 Process customer complaints
	BSBOPS304 Deliver and monitor a service to customers
A20814 Finance in Business	BSBFIN302 Maintain financial records
	BSBFIN301 Process financial transactions
A20815 Technology in Business 2	BSBWRT311 Write simple documents
	BSBTEC404 Use digital technologies to collaborate in a work environment

Assessment Schedule

Information about your assessments is included in the Student Workbooks and Assessments 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.

You are required to complete all parts of the assessment and tick the declaration that it is all your own work i.e., that you have not plagiarised by copying from the internet or other sources. You are required 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 the Elements (Elements describe the essential outcomes) and Performance Criteria (Performance Criteria describe the performance needed to demonstrate achievement of the element) as listed below:

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Unit Overview

BSBTWK301 Use inclusive work practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish practices that support individual differences in the workplace	1.1 Identify individual differences in colleagues, clients and customers 1.2 Identify organisational policies and procedures relating to inclusive work practices 1.3 Assist relevant personnel in developing plan for incorporating inclusive practices in work tasks
2. Work effectively with individual differences	2.1 Document developed knowledge, skills and experience 2.2 Support colleagues and share specific skills with other team members and clients 2.3 Identify and implement inclusive work practices to demonstrate value of diversity in the workplace 2.4 Modify verbal and non-verbal communication to accommodate individual differences
3. Assess use of inclusive practices	3.1 Seek feedback on inclusive practices from supervisor 3.2 Evaluate feedback and identify opportunities for improvement 3.3 Incorporate feedback and make improvements to work practices according to legislative requirements and enterprise guidelines

BSBSUS211 Participate in sustainable work practices

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Measure sustainable work practices	1.1 Identify sustainable work practices in own work role 1.2 Measure current usage of resources in own work role 1.3 Record and file resource usage documents 1.4 Identify resource inefficiencies from gathered information
2. Support sustainable work practices	2.1 Identify and comply with workplace sustainability procedures 2.2 Identify workplace environmental hazards according to environmental regulations and standards 2.3 Report any breaches and potential breaches to organisational personnel
3. Seek opportunities to improve sustainable work practices	3.1 Identify areas of improvement to work practices in own work area 3.2 Consult with colleagues and management to assess potential to improve sustainability of identified work practices 3.3 Make suggestions for improvements to workplace practices in own work area

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BSBPEF301 Organise personal work priorities

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Organise and complete own work schedule	1.1 Develop work goals and key performance indicators (KPIs) according to task and organisational requirements 1.2 Prioritise workload according to task timeframes 1.3 Identify factors affecting achievement of work objectives 1.4 Develop personal work plans
2. Evaluate own work performance	2.1 Identify variations between expected and actual work performance according to task requirements and KPIs 2.2 Report variations to relevant personnel 2.3 Seek feedback from relevant personnel for solutions to minimise variations in expected and actual work outputs 2.4 Research sources of stress and access appropriate supports according to organisational policies and procedures
3. Coordinate personal skill development and learning	3.1 Identify personal and professional development needs for job role 3.2 Identify opportunities to undertake personal skill development activities in consultation with supervisor 3.3 Access professional development opportunities 3.4 Record professional development undertaken for continuous learning and career development process 3.5 Incorporate feedback into review of further learning needs

BSBWHS311 Assist with maintaining workplace safety

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Assist with incorporating WHS policies and procedures into work team processes	1.1 Identify health and safety requirements of work team according to applicable WHS laws 1.2 Assist with explaining organisational WHS policies, procedures, programs and legislative requirements to required personnel 1.3 Assist with explaining hazard identification and risk assessment outcomes to required personnel
2. Contribute to consultative arrangements for managing WHS	2.1 Assist with implementing consultative processes designed to engage work team in managing WHS 2.2 Respond to WHS issues in a timely manner and according to organisational policies and procedures for issue resolution 2.3 Encourage others to participate in arrangements for managing WHS 2.4 Assist in engaging with required personnel to identify and implement improvements in response to WHS feedback
3. Contribute to organisational procedures for providing WHS training	3.1 Identify WHS training needs of the work team and report to relevant stakeholders 3.2 Identify strategies and opportunities for developing work team's WHS competence and report to relevant stakeholders

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ELEMENT	PERFORMANCE CRITERIA
	3.3 Provide assistance to work team members to support the effective development of their WHS competence
4. Participate in identifying hazards, and assessing and controlling risks for the work area	4.1 Identify hazards in the work area and report to relevant stakeholders according to organisational policies and procedures, and WHS legislative requirements
	4.2 Assist with implementing processes designed to control risks using the hierarchy of control measures according to organisational procedures and WHS legislative requirements
	4.3 Identify and document inadequacies in existing risk control measures according to organisational policies and procedures, the hierarchy of control measures and WHS legislative requirements
	4.4 Report inadequacies in existing risk control measures to relevant stakeholders
	4.5 Complete and maintain WHS incident records in the work area according to organisational procedures and WHS legislative requirements

BSBPEF201 Support personal wellbeing in the workplace

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Recognise factors that impact personal wellbeing	1.1 Identify personal factors that may impact on wellbeing
	1.2 Identify workplace factors that may impact on wellbeing
	1.3 Recognise relationship between personal wellbeing and identified workplace factors relevant to own role
2. Plan communication with supervisor	2.1 Select appropriate communication approach
	2.2 Identify appropriate method for communication about wellbeing
	2.3 Plan relevant content for communication including strategy for dealing with a negative response
3. Communicate with supervisor	3.1 Arrange communication with supervisor
	3.2 Conduct communication according to developed plan
	3.3 Review effectiveness of communication
4. Investigate available wellbeing resources	4.1 Identify and review wellbeing resources
	4.2 Select appropriate wellbeing resources applicable to own workplace
	4.3 Document method for accessing selected resources

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BSBCRT311 Apply critical thinking skills in a team environment

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to address workplace problem	1.1 Identify and select workplace problem to address within scope of job role of team members 1.2 Identify organisational and legislative frameworks applicable to selected problem 1.3 Develop questions to identify key issues and challenges of selected problem 1.4 Consult key stakeholders using questions to gather information on selected problem
2. Evaluate solutions for workplace problem	2.1 Identify a range of critical thinking techniques to generate solutions to selected problem 2.2 Develop solutions using knowledge and experience of team members 2.3 Explain development process for individual solutions generated to team members 2.4 Apply agreed criteria for selecting most suitable option in consultation with team members 2.5 Critically evaluate solutions generated and select solution to be implemented
3. Finalise and review solution development process	3.1 Present solution to relevant stakeholders with explanation of critical thinking processes involved 3.2 Respond to challenges and questions from stakeholders 3.3 Evaluate critical thinking processes with team members and using feedback received 3.4 Identify critical thinking learnings to apply to individual and team situations

BSBXCM301 Engage in workplace communication

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan workplace communication	1.1 Establish audience and purpose of workplace communication 1.2 Identify information needs and communication requirements of intended recipients of workplace communication 1.3 Establish methods of communication available to convey message or information based on work context 1.4 Select appropriate method(s) of communication to convey messages or information 1.5 Plan content of message or communication
2. Undertake routine communication	2.1 Communicate message or information according to organisational requirements and in a manner that is respectful and clear in meaning 2.2 Adjust communication methods to enable effective communication with those from diverse backgrounds as required 2.3 Receive workplace information and instructions, and interpret and clarify as needed 2.4 Respond to communications according to requirements of the message

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	2.5 Identify and report any communication challenges to appropriate person
3. Participate in workplace communication	3.1 Clearly contribute ideas and information to workplace discussions
	3.2 Support others to communicate in workplace discussions through courteous and professional behaviour
	3.3 Use active listening and questioning techniques to clarify issues in a group situation
	3.4 Seek feedback from others on effectiveness of communication

BSBOPS305 Process customer complaints

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Receive complaints	1.1 Assess complaint according to organisational policy
	1.2 Inform relevant stakeholders that complaint has been received
	1.3 Document customer complaints according to organisational policies and procedures
2. Process complaints	2.1 Identify complaints requiring escalation according to organisational policy, and escalate as required
	2.2 Identify additional information requirements to resolve complaints that do not require escalation
	2.3 Prepare information for resolving complaint
3. Resolve complaints	3.1 Identify implications of complaint for customer and organisation
	3.2 Analyse options to resolve customer complaints according to legislation, organisational policies and codes of practice
	3.3 Propose options according to legislative requirements and organisational policies
	3.4 Escalate matters for which a solution cannot be determined to relevant personnel

BSBOPS304 Deliver and monitor a service to customers

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify customer needs	1.1 Identify and clarify customer needs and expectations
	1.2 Evaluate customer needs and determine priorities for service delivery according to organisational requirements
	1.3 Inform customers about available choices for meeting their needs and assist selection of preferred options
	1.4 Identify limitations in addressing customer needs and seek assistance from designated individuals, where required
2. Deliver a service to customers	2.1 Provide service to meet identified customer needs according to organisational and legislative requirements
	2.2 Establish and maintain rapport with customers

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ELEMENT	PERFORMANCE CRITERIA
	2.3 Manage customer complaints according to organisational and legislative requirements
	2.4 Provide assistance and respond to customers with specific needs according to organisational and legislative requirements
	2.5 Identify and use available opportunities to promote and enhance services and products to customers
3. Evaluate customer service delivery	3.1 Review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements
	3.2 Seek and respond to customer feedback according to organisational policies and procedures
	3.3 Identify opportunities to enhance the quality of customer service
	3.4 Document recommendations for customer service improvements
	3.5 Submit recommendations to relevant personnel according to organisational policies and procedures

BSBFIN302 Maintain financial records

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare journals required for posting to general ledger	1.1 Identify transactions required to be included in journal entries
	1.2 Identify general ledger accounts affected according to organisational policies, procedures and accounting standards
	1.3 Prepare and document the journal entries according to organisational policies, procedures and accounting standards
	1.4 Assess follow-up steps for journal entries
2. Post journal entries and reconcile discrepancies	2.1 Post journal entries into general ledger system according to organisational policies, procedures and accounting standards
	2.2 Reconcile accounts payable and accounts receivable subsidiary ledger systems with general ledger
	2.3 Rectify any discrepancies and escalate, where required if outside scope of individual authority
	2.4 Prepare adjusted journal entries and closing entries for general ledger
3. Maintain general ledger	3.1 Prepare closing and post-closing trial balance from general ledger system of the organisation
	3.2 Prepare trial balance
	3.3 Check general ledger for accuracy of information and despatch to relevant stakeholders, where required
	3.4 Check trial balance meets accounting equation requirements

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BSBFIN301 Process financial transactions

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare financial transactions	1.1 Identify errors in source documents for escalation 1.2 Enter total transactions into organisational journal system according to organisational policies, procedures and accounting requirements 1.3 Identify any discrepancies between cash journals and bank statements 1.4 Refer discrepancies according to organisational escalation procedures
2. Process financial transactions	2.1 Enter transaction as a journal entry according to organisational policies, procedures and accounting requirements 2.2 Prepare schedules of financial transaction for reconciliation according to organisational requirements 2.3 Reconcile schedules with general ledger according to organisational requirements 2.4 Rectify original journal entry and escalate, where required
3. Reconcile outstanding accounts	3.1 Prepare reconciliation reports from cash journals to cash receipts 3.2 Identify any discrepancies between cash journals and bank statements 3.3 Refer discrepancies to management 3.4 Maintain general ledger system to reflect current credit situation according to organisational requirements
4. Determine outstanding debt processes	4.1 Identify outstanding accounts and collection procedures according to organisational requirements 4.2 Report or follow up outstanding accounts according to organisational policies and procedures 4.3 Monitor and review credit terms according to credit policies and procedures

BSBWRT311 Write simple documents

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan simple document	1.1 Determine audience, purpose and requirements for document according to organisation policies and procedures 1.2 Determine required format, style and structure for document 1.3 Establish method of communication 1.4 Establish key points for inclusion
2. Draft simple document	2.1 Develop draft document to communicate key points according to purpose and requirements for document 2.2 Check that draft meets document purposes and requirements 2.3 Obtain and include additional required information
3. Finalise simple document	3.1 Ensure draft is proofread, where appropriate, by supervisor or colleague 3.2 Make and proofread necessary changes

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BSBTEC404 Use digital technologies to collaborate in a work environment

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Review existing digital technology use in the business	1.1 Identify current collaborative ways of working 1.2 Assess performance of current collaborative ways of working against organisational strategies and objectives 1.3 Collate information collected through review and provide to relevant personnel as required
2. Identify opportunities to implement digital technologies for workplace collaboration	2.1 Identify available digital technologies by accessing relevant sources of information 2.2 Seek assistance from specialist advisors, where required 2.3 Assess existing collaborative work against available and existing digital technologies 2.4 Identify opportunities and priorities for digital technology in collaborative work 2.5 Prepare a business case for implementing new digital solutions to support collaboration and seek approval, where required
3. Implement and use digital technologies to collaborate in the workplace	3.1 Assess business goals and objectives and develop a plan to introduce new collaborative technologies 3.2 Communicate and promote key features of the plan to relevant stakeholders 3.3 Implement digital technologies according to plan and organisational requirements, policies and procedures 3.4 Organise training in digital technologies for collaboration for relevant stakeholders

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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

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