Contents

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBIND201 Work effectively in a business environment
Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.

It applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Prerequisite units

None

Section 3: Training requirements

3.1 Delivery approach

To comply with the requirements of the VET Quality Framework (VQF) and the Standards for Registered Training Organisations/Australian Quality Training Framework (AQTF), RTOs must develop a training and assessment strategy for the training programs they deliver. The training and assessment approach adopted by an RTO must accord with the need of their learners, current industry requirements and the requirements of the training package.

Trainers and assessors must make judgments about the most appropriate way to meet these requirements. These judgments should form part of the organisation's overall training and assessment strategy.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBIND201 Work effectively in a business environment*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic: Work within organisational requirements	
Suggested time allocation: 12 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–25
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBIND201 Work effectively in a business environment*, Release 1 Topic 1: Work within organisational requirements	• Rights and responsibilities • Induction programs • Strategic plans • Mission statement • Values statement • Business plan • Code of practice • Terms and conditions • Certified agreements • Enterprise agreements • Discrimination • Harassment, bullying • Confidentiality • Position description • Duty of care • Dismissal • Affirmative action • Equal opportunity • Industrial relations • Performance appraisals • Organisation chart • Communication standards • Environmental policy
Suggested training strategies	

3.3 Learning mapping

BSBIND201 Work effectively in a business environment, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Work within organisational requirements	Topic 1: Work within organisational requirements	n/a	n/a
1.1 Identify and read organisation's requirements and responsibilities and seek advice from appropriate persons, where necessary	1A Identify and read organisation's requirements and responsibilities and seek advice	1	LC 1: Part A 1–5
1.2 Develop and utilise a current working knowledge and understanding of employee and employer rights and responsibilities	1B Understand employee and employer rights and responsibilities	2	LC 1: Part A 1–5 Part B LC 2: Part A LC 3: Part D 1–3
1.3 Comply with relevant duty of care, legal responsibilities and organisational goals and objectives	1C Comply with relevant legal responsibilities and organisational goals and objectives	3	LC 1: Part D 1–7
1.4 Identify roles and responsibilities of colleagues and immediate supervisors	1D Identify roles and responsibilities of colleagues and immediate supervisors	1, 4	LC 1: Part B LC 2: Part A
1.5 Identify standards and values considered detrimental to the organisation and communicate this through appropriate channels	1E Inform the right person if standards and values are not upheld	5	LC 1: Part C 1–6 Part E 1–3
1.6 Identify, recognise and follow behaviour contributing to a safe work environment	1F Contribute to a safe work environment	6	LC 1: Part F
Element 2: Work in a team	Topic 2: Work in a team	n/a	n/a

4.2 Assessment procedures

Contextualisation

Final assessment tasks provided to candidates may need to be contextualised to include such requirements as organisational policies and procedures, work health and safety management strategies, state/territory regulatory requirements and organisational resources or equipment.

If contextualising any resources, assessors must:

- meet with key personnel within the organisation such as supervisors, human resources personnel and team leaders to identify sources of information and establish how performance and knowledge are demonstrated within the workplace

- re-map the resources in the relevant mapping documentation to ensure the integrity of the assessment tool is unaffected

- forward contextualised resources to your training organisation's compliance manager for approval.

4.3 Assessment mapping

BSBIND201 Work effectively in a business environment, Release 1

Unit of competency	Part A –Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Work within organisational requirements					
1.1 Identify and read organisation's requirements and responsibilities and seek advice from appropriate persons, where necessary		P1	P1		
1.2 Develop and utilise a current working knowledge and understanding of employee and employer rights and responsibilities	Q4, Q5				
1.3 Comply with relevant duty of care, legal responsibilities and organisational goals and objectives	Q10				
1.4 Identify roles and responsibilities of colleagues and immediate supervisors				O2	O2

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:	
Candidate name:	
Unit code and title:	*BSBIND201 Work effectively in a business environment*, Release 1
Assessor name:	
Assessor email:	
Assessor phone number:	

Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Working effectively in a business environment at BizOps Enterprises OR ❑ Part C – Project: Working effectively in a business environment at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑
Declaration:	In completing this assessment, I confirm that the candidate has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance	