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

BSBWOR404 Develop work priorities

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
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 monitor and obtain feedback on own work performance and access learning opportunities for professional development.

This unit applies to individuals who are required to design their own work schedules and work plans and to establish priorities for their work. They will typically hold some responsibilities for the work of others and have some autonomy in relation to their own role.

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

Unit Sector

Industry Capability – Workplace Effectiveness

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBWOR404 Develop work priorities

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence	Evidence of the ability to: • prepare and communicate own work plan • schedule work objectives and tasks to support the achievement of the workgroup goals • review own work performance against workgroup objectives through self-assessment and seeking and acting on feedback from clients and colleagues • plan and access learning opportunities to extend personal work competencies. Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.
Knowledge Evidence	To complete the unit requirements safely and effectively, the individual must: • explain how business technology applications can be used to schedule tasks and plan work • explain techniques to prepare personal plans and establish priorities • identify methods to identify and prioritise personal learning needs • outline a range of professional development options • explain methods to elicit, analyse and interpret feedback • provide a detailed explanation of methods that can be used to evaluate own performance.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBWOR404 Develop work priorities*. 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 1: Plan and complete your work schedule	
Suggested time allocation: 20 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–15
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBWOR404 Develop work priorities*, Release 2 Topic 1: Plan and complete your work schedule	• Work group and work schedule • Team dynamics • Goals, objectives and targets • Strategic, business and operational plans • Team, individual team member and team participation plans • Production and budgetary plans • Contingency and risk management plans • Steps, milestones and KPIs • Human resources • Technical and management objectives • Task scheduling applications (email) • Gantt chart
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBWOR404 Develop work priorities*. You may wish to discuss recognition of prior learning processes with learners at this stage.	
• Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.	
• Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.	

3.3 Learning mapping

BSBWOR404 Develop work priorities, Release 2

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Plan and complete own work schedule					
1.1	Prepare workgroup plans which reflect consideration of resources, client needs and workgroup targets	1A	Prepare workgroup plans	1	LC 1: Part A 1, 2, 3
1.2	Analyse and incorporate work objectives and priorities into personal schedules and responsibilities	1B	Analyse workgroup objectives and priorities	2	LC 1: Part A 4 Part B 2, 3
1.3	Identify factors affecting the achievement of work objectives and establish contingencies and incorporate them into work plans	1C	Identify and plan for risks	3	LC 1: Part B 4
1.4	Efficiently and effectively use business technology to manage and monitor planning completion and scheduling of tasks	1D	Use business technology to manage tasks	4	LC 1: Part A 5
Element 2: Monitor own work performance					
2.1	Identify and analyse personal performance through self-assessment and feedback from others on the achievement of work objectives	2A	Identify and analyse personal performance standards	5	LC 2: Part A 3 Part B 1, 2, 3
2.2	Seek and evaluate feedback on performance from colleagues and clients in the context of individual and group requirements	2B	Seek feedback from colleagues and clients	6	LC 2: Part A 2, 3 Part B 3

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Developing work priorities at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Developing work priorities at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBWOR404 Develop work priorities, Release 2

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: Plan and complete own work schedule					
1.1 Prepare workgroup plans which reflect consideration of resources, client needs and workgroup targets	Q1	P1	P1		
1.2 Analyse and incorporate work objectives and priorities into personal schedules and responsibilities	Q2	P4	P4		
1.3 Identify factors affecting the achievement of work objectives and establish contingencies and incorporate them into work plans	Q3	P5	P5		
1.4 Efficiently and effectively use business technology to manage and monitor planning completion and scheduling of tasks	Q4	P6	P6		
Element 2: Monitor own work performance					
2.1 Identify and analyse personal performance through self-assessment and feedback from others on the achievement of work objectives	Q5	P8	P8		
2.2 Seek and evaluate feedback on performance from colleagues and clients in the context of individual and group requirements	Q6	P9	P9		
2.3 Routinely identify and report on variations in the quality of service and performance in accordance with organisational requirements	Q7	P10	P10		

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:	*BSBWOR404 Develop work priorities,* Release 2
Assessor name:	
Assessor email:	
Assessor phone number:	

Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Developing work priorities at BizOps Enterprises OR ❑ Part C – Project: Developing work priorities at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑