

A photograph of a construction site with a clear blue sky and a worker in a blue cap visible in the foreground.

Workplace Learning: On-the-Job

BSBIND201A:

Work Effectively in a Business Environment

(20 hrs)



This mode of workplace learning has a focus on students gathering evidence through a workplace experience to demonstrate competence in one or more VET units of competence.

Achievement

To be deemed competent in this mode of workplace learning students must meet

- Work place hour requirements
- Log book requirements
- Portfolio of evidence requirements

The Log Book

1. The log book is a valuable document and it is the responsibility of the student to keep it safe. Without this record of your achievements you may not receive your assessment. It can also be used when applying for employment or entry into further training.
2. After receiving confirmation of your placement, contact your workplace trainer and arrange an interview time to meet and establish the requirement of the work placement.
3. Use the **attendance record** to track the number of hours you have participated in 'on the job' training. Ensure this is signed off. The full certificate I will take approximately 150 hours so your log book will be a record of you completing this.
4. Ensure you record the tasks you are completing on the **daily training schedule sheets and where possible link them to units of competence.**
5. Collect any documents, photos or examples of work completed on your placement or as part of your associated school course in the **evidence journal**. This may be as a part of your log book file.

Other Considerations

Confidentiality

You may be exposed to information about the business and clients that will be confidential. You will be expected to maintain privacy by not repeating any of this information. In some cases, employees may want you to sign a confidentiality contract.

Find out from you workplace trainer what is considered confidential.

"What if there is a misunderstanding?"

If there is a misunderstanding during your work placement you should discuss it with your workplace trainer or employer first and then inform your school workplace learning coordinator. If you find it difficult to discuss the misunderstanding with the employer or workplace trainer, speak to your school workplace learning coordinator.

Misunderstandings may include the following:

- unsafe Occupational Safety and Health practices
- inadequate supervision or learning opportunities provided in the workplace
- unreasonable work requests by the workplace supervisor or trainer
- problems regarding assessment.

What to do if you have an accident at the workplace?

Make sure you are familiar with the procedures required. The following steps should be taken:

- report it to the workplace supervisor immediately
- contact your school workplace learning coordinator as soon as possible
- complete an accident report form and give it to your school workplace learning coordinator.

Keep all the relevant medical certificates and accounts for any insurance claims that may be made. Remember you are not covered under Workers Compensation.

Completing the requirements for a Certificate I in Business

Students will only be enrolled in 3 Units of Competence in Year 11 and 3 in Year 12 as the program is designed to be completed over 2 years.

Students are required to gather evidence in the workplace where possible and complete all tasks during Tutorial periods. NOTE: All students have been allocated 4 periods per week to work on tasks and are expected to keep a file to be produced when requested by the Workplace Assessor, Mrs Crow or Mrs Jenkyn (Workplace Facilitator).

IMPORTANT NOTE!

All evidence will need to be kept in a display file and produced as evidence In the [‘Log Book Due Dates for Assessment’](#) section located in your Workplace Learning Student Log Book.

Physical Education Studies students only

If you are completing the requirements for a Certificate II in Sport (Coaching) BSBIND201A AND BSBWOR202A are prerequisites for the qualification. Not meeting the requirements for these units will result in non completion of the Certificate II in Sport qualification.

Performance criteria

Element	Performance criteria
1. Work within organisational requirements	<ol style="list-style-type: none">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	<ol style="list-style-type: none">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	<ol style="list-style-type: none">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.

Skills and Knowledge

Skills –

You must be able to demonstrate skills acquired in the following areas:

- literacy skills to identify work requirements and to process relevant workplace documentation
- communication skills to request advice, to receive feedback and to work with a team
- problem-solving skills to solve routine problems
- technology skills to select and use technology appropriate for a task.



('Knowledge' continued over page...)

Knowledge

You must be able to demonstrate your knowledge and understanding of the key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:

- *anti-discrimination legislation*
- *ethical principles*
- *codes of practice*
- *privacy laws*
- *occupational health and safety (OHS)*
- *organisational policies, plans and procedures and how to access them*
- *terms and conditions of employment.*



WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT



"Teams (and businesses) work better - when they work together."

Complete the following tasks and answer the questions below. Resources to assist you can be found on the website under the Workplace Learning tab. Your workplace is a good resource to assist you in completing the tasks and answering the questions.

Tasks

1. Complete the "Teamwork Questionnaire" from the website (located under the Workplace Learning tab) and place it in your portfolio. List 3 things you can do to improve your team performance
2. View the Teamwork video located under the unit link on the website. List 5 points it makes about teamwork.

Questions

1. Why is it important that an employee understands their employment arrangements?

The following questions refer to your work placement.

2. What are the terms and conditions of your workplace?

3. What union represents the workers in your industry?

4. How are disputes resolved in your workplace?

5. What do the following mean?

Sick leave:

Holiday leave:

Holiday leave loading:

Overtime:

Double time:

Time in lieu:

Award:

END OF WORKSHEET