



Introducing Training in Business Services

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the clerical and administrative
Units of Competency in the
Business Services Training Package

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Introduction

Unit 1

Workplace Health & Safety

Recognise occupational health and safety legislation
Participate in health and safety procedures
Create an ergonomic work environment
Eliminate or control workplace risks and hazards
Prevent and eliminate workplace health problems

Unit 2

Environmental Work Practices

Take care of our environment
Implement and monitor environmental policies
Improve waste management practices
Maintain environmental records

Unit 3

Workplace Effectiveness

Recognise the role of business
Follow documented policies and procedures
Define the roles of office support staff
Identify office tasks
Plan and organise your personal work schedule
Be aware of an organisation's goals and objectives
Work beyond your statement of duties
Establish workplace rights and responsibilities
Recognise the purpose of trade unions and associations
Recognise equal opportunity and human rights practices
Support innovation and change

Unit 4

Personal Effectiveness

Develop personal qualities
Acquire business skills
Present an impressive image
Cultivate a positive attitude
Build up your self-esteem
Use appropriate body language and paralanguage
Be pleasantly assertive
Make decisions and solve problems
Resolve conflict
Negotiate successfully
Manage time
Delegate effectively
Recognise and manage stress factors in your life
Maintain psychological, physical and social fitness

Unit 5

Workplace Communications

Identify how communication takes place
Communicate orally
Communicate by telephone
Operate communications equipment efficiently
Generate telephone calls
Communicate through written communications
Send and receive emails
Transmit written messages by fax
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Design and create effective business letters
Include essential parts of a letter
Include optional parts of a letter
Construct good and bad news letters for specific purposes
Prepare letters for mailing

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Unit 6 **Workplace Information**

- Collect workplace information
- Process and present workplace information
- Maintain workplace information systems
- Keep essential records
- Apply traditional indexing principles
- Store and retrieve hard copy records
- Store and retrieve records electronically
- Operate traditional filing systems
- Prepare hard copy documents for storage
- Keep track of information
- Transfer, archive and purge records

Unit 7 **Handle Mail**

- Receive and distribute incoming mail
- Process and act on incoming mail
- Process outbound mail for posting
- Select appropriate Australia Post services
- Send parcels through a courier service
- Prepare parcels for consignment
- Send and receive mail electronically

Unit 8 **Business Equipment and Technology**

- Select office technology, equipment and resources
- Select telecommunications equipment
- Select document presentation equipment
- Operate and maintain office equipment
- Interact with computer technology
- Process and organise data
- Maintain the integrity of stored data
- Backup to protect data
- Establish and maintain general office supplies

Unit 9 **Workplace Relationships**

- Establish good workplace relationships
- Establish an effective work team
- Participate effectively in work teams
- Become an effective team leader
- Establish and maintain a workgroup network

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- Identify the role and function of your organisation
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- Establish and maintain an effective client database
- Maintain appropriate appointment records
- Handle complaints

Unit 11 **Career Planning**

- Plan your career path
- Search for that job you want
- Identify the purpose of a résumé or curriculum vitae
- Design and create your CV
- Submit applications for positions
- Attend an interview

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- Prepare and process banking documents
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- Manage cash flow
- Recognise the process of credit trading
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- Generate tax invoices
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- Pay for labour
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- Calculate wages and PAYG tax
- Calculate and record wages details

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