



## Gladstone Park Secondary College

### Vet Business unit 1 and 2 2017

Ivet will give the students compulsory booklets to complete

<b>VET BUSINESS</b>			
<b>Content</b>	<b>Written work</b>	<b>Activities/Practical work</b>	<b>Resources</b>
<p><b>Week 1 -5</b> <b>BSBWHS201A: Contribute to health and safety of self and others</b></p>	<p>Element 1: Work safely Element 2: Implement workplace safety requirements Element 3: Participate in OHS consultative processes Element 4: Follow safety procedures</p>	<p>Assessment task 1 Assessment task 2 Assessment task 3 Work safe certificate Booklets Test</p>	<p>Aspire learning Professional Business skills-pg 375</p> <p>Talk by school OHS officer Visit to GP shops – centre management Visit to Woolworths(Gladstone Park)</p> <p><b>IVET BOOKLETS</b></p>
<p><b>Week 6 - 7</b> <b>BSBIND201A:Work effectively in a business environment</b></p>	<p>Element 1:Work within organisational requirements Element 2: Work in a team Element 3: Develop effective work habits</p>	<p>Assessment task 1 Assessment task 2 Assessment task 3 Final assessment Case studies Poster Test</p>	<p>Aspire Learning resource Professional business skills pg 1 Work effectively in a business environment Visit to general office at school</p>

			Clickview IVET BOOKLETS
<b>Week 8-9</b> <b>BSBWOR203A : Work effectively with others</b>  <b>Last day of term 1(31/3)</b>	Element 1: Developing effective workplace relationships Element 2: Contributing to work group activities Element 3: Dealing effectively with issues, problems and conflict	Assessment task 1 Assessment task 2 Assessment task 3 Final assessment Case studies Poster Test	IVET BOOKLETS
<b>Term 2</b> <b>Week 9-10</b> <b>Continue with Work effectively with other</b> <b>Week 11-13</b>  <b>BSBWOR202A: Organise and complete daily work activities</b>	Element 1: Organise work schedule Element 2: Complete work tasks Element 3 Review work performance	Assessment task1 Assessment task 2 Assessment task 3 <b>Work product</b> Test Smart goal poster	Aspire learning Professional Business skills IVET BOOKLETS
<b>Week 14 -15</b> <b>BSBINM202A : Handle Mail</b>	Element 1; Receiving and distributing incoming mail Element 2: Collecting and dispatching outgoing mail Element 3 Organising urgent and same day deliveries	Final assessment Test Writing a letter	Aspire learning Visit to post office at Gladstone Park shops IVET BOOKLETS

<p><b>Week 16 -19</b>  <b>BSBITU201A Produce simple word processed documents</b></p>	<p>Element 1 : Prepare to produce documents  Element 2: Produce documents  Element 3 : Finalise documents</p>	<p>Assessment task 1  Assessment task 3  3.Touch typing test  Do final assessment in aspire book  Test</p>	<p>Aspire learning  Professional Business skills  IVET BOOKLETS</p>
<p><b>Week 19 - 20</b>  <b>BSBINM201A</b>  <b>Process and maintain workplace information</b></p> <p>(Year 10/11 exams 7th June –9th)</p> <p>Last day 30 June</p>	<p>Element 1:</p>	<p>Assessment Task 1  Assessment task 2  Assessment task 3</p> <p>Case studies  Test  <b>Work Performance:</b></p>	<p>Aspire learning  Professional Business skills  IVET BOOKLETS</p>
<p><b>SEMESTER 2</b></p>			
<p><b>Week 1 – 3</b>  <b>BSBCUS201A : Deliver a service to customers</b></p>	<p>Element 1:Establish contact with customers  Element 2: Identify customer needs  Element 3: Deliver service to customers  Element 4 Process customer feedback</p>	<p>8 ‘P’ poster</p> <p>Assessment activity 1  Assessment activity 3  Visit to Gladstone Park shops  Case studies  Test  <b>Work project-</b> customer service video</p>	<p>Aspire Learning  IVET BOOKLETSD</p> <p>Professional business skills pg20</p>

<p><b>Week 4 - 6</b></p> <p><b>BSBSUS201 – Participate in environmentally sustainable work practices</b></p>			<p>IVET BOOKLETS</p>
<p><b>Week 7-9</b></p> <p><b>BSBWOR204A: Use business technology</b></p>	<p>Element 1; Select and use technology Element 2; Process and organise data Element 3; Maintain technology</p>	<p>Design a component for the book ‘computers for dummies’ Final Assessment Test Visit to office works</p>	<p>Aspire learning Professional business skills Talk by officeworks management. IVET BOOKLETS</p>
<p><b>Week 10</b></p> <p><b>BSB ITU203A : Communicate electronically</b></p>	<p>Element 1: Implement procedures to send and receive electronic mail Element 2: Manage electronic mail Element 3 Collaborate online</p>	<p>Assessment task 1 Assessment task 2 Assessment task Email me on a specific topic</p>	<p>Aspire learning Professional Business skills Clickview IVET BOOKLETS</p>
<p><b>Last day term 3</b></p> <p><b>Term 4</b></p>	<p>Case studies</p>		
<p><b>Week 1-2</b></p> <p><b>Continue communicate electronically</b></p> <p><b>Week 3 - 6</b></p> <p><b>BSBCMM201A : communicate in the workplace</b></p> <p><b>Melbourne cup long weekend</b></p> <p><b>Exams 14<sup>th</sup></b></p>	<p>Element 1; Gather, convey and receive information and ideas Element 2: Complete workplace documentation and correspondence Element 3: Communicate in a way that responds positively to individual differences</p>	<p><b>1.Portfolio</b> Assesment task 1 Assessment task 2 Assessment task 3 Final assessment</p>	<p>IVET BOOKLETS</p> <p>Professional business skills</p> <p>Clickview Aspire learning Visit to Mcdonalds</p>


Task types

**Work Performance**

**Work Project**

**Product**

**Portfolio**

## WORK PRODUCT

### **Organise and complete daily work activities**

### **Participate in OHS procedures**

### **Work effectively in a business environment**

In groups of 3 or 4.

You are to design a book that incorporates OHS information for a specific job. In Victoria – Occupational Health and safety Act 2004.

Your group have to decide on the business then make the appropriate OHS handbook for that business. Work together as a team, don't overload 1 or 2 people ,seek assistance when necessary, communicate with each other and use safe work procedures.

#### General Instructions

Divide tasks up amongst the members of your group ( these are just guidelines and may not be of concern to your business)

Business name and address

Mission statement

OHS glossary

responsibilities of your OHS representative (pg 4)

What protective clothing must be worn(PPE)

Potential harm that staff need to be aware of.

BSBCUS201A

## Deliver a service to customers

Element 1, 2, 3 and 4

Performance criteria - All

Using your knowledge and skills of **good and bad customer service**, you are to create a script and design a video of **good and/or bad customer service**. You might need to refer to our module to help with correct or incorrect service. Good customer service entails:

- Creating a relationship with customers
- Identifying their needs
- Providing a service or product
- Processing customer feedback

You can choose from the following areas

- Answering the phone
- Greeting a client
- Contacting another person within the organisation
- Handling confidential information
- Sending information urgently
- Dealing with a complaint/problem
- Selling a product

You are to create your script using a story board format. Organise all the equipment you need to make your **customer service** video as real as possible. You may use costumes and props. Write your dialogue down underneath the story board

You may use your iPhones or you can bring in video equipment from home. We will be doing this in class time and in our class room (not outside).

Portfolio – is a collection of work related to a particular unit.

For the unit using communicate electronically, you must complete the following tasks

1. Worksheet 1 – ( attached)
2. Final assessment – pg 75
3. A correctly completed email with electronic signature using VU email with the subject being worksheet 1 and it is attached. Save your worksheet in the communicate electronically folder.
4. Worksheet 13 – The electronic world ( this has been done in class but I need to see it)
5. Worksheet ( from powerpoint) ( given out term 3)

Your work must be shown to me completed by the end of week 1 Term 4. You must work on it in class time and this must be done under work conditions. I am your supervisor and you need to complete the tasks quickly and efficiently without disturbing others.



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**BSBWOR203A Work effectively with others**  
**BSBCMM201A Communicate in the workplace**

**YOUR TASK:**

*'Working effectively with other people is an important skill, and one that is valued by most employers'.*

Write a **report** titled: 'The Essentials of Teamwork'

You should use the following sub-headings in your presentation:

- Definition of team work
- Performing work responsibilities and duties positively
- Seeking assistance from and providing support to others
- Giving and receiving feedback
- Accepting and valuing individual differences
- Supporting other team members to meet work group goals
- Contributing to the goals of the workgroup
- Sharing relevant information
- Identifying opportunities for individuals and the team to improve

Where there links that can be made to the Real Estate and Masterchef challenges, you should provide reflections.

Minimum 1,000 words.

You can include pictures, graphs, or anything else that will aid your report.

Research using internet and text sources; however all sources must be referenced. The assignment must be completed in your own words. Students will be required to resubmit with 20% penalty in event of plagiarism.

Arthur Phillip

Using your Victoria University email account, a copy of the report should be emailed to Ms. Li [li.vivian.v@edumail.vic.gov.au](mailto:li.vivian.v@edumail.vic.gov.au) by the due date.

## Work Performance

Communicate in the workplace

Work effectively with others

AIM: To organise one of the following

1. Work place Christmas party
2. 50<sup>th</sup> birthday party for your CEO
3. Workplace weekend away – teambuilding skills
4. CEO work trip to New York staying for 3 nights – taking personal assistant.
5. An evening out in Melbourne for visiting overseas guests including accommodation, dinner and theatre

Your team of two/ three must choose 1 of the options above and in detail organise a very detailed itinerary.

You will need to have meetings, allocate tasks, gather information, complete documentations, communicate effectively with external sources, liaise with appropriate personal, deal with individual issues, problems and conflict and complete the required task.

You are not to make up anything – you need to use real life venues, organisations, flights, accommodation etc. You will need to do research to fulfil this requirement. You will need costing but don't worry about your budget as the business will cover all expenses.

You will need to present the final product in a presentation folder with every aspect covered.

### 1. WORK PLACE CHRISTMAS PARTY

-decide on a date

-decide on a venue

-theme

-catering

### 2. 50<sup>th</sup> Birthday

-decide on a date

-decide on a venue

-theme

-catering