Vet Business unit 1 and 2  
2017  
Ivet will give the students compulsory booklets to complete

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<th>Content</th>
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| **Week 1 - 5**  
BSBWHS201A: Contribute to health and safety of self and others | Element 1: Work safely  
Element 2: Implement workplace safety requirements  
Element 3: Participate in OHS consultative processes  
Element 4: Follow safety procedures | Assessment task 1  
Assessment task 2  
Assessment task 3  
Work safe certificate Booklets  
Test | Aspire learning  
Professional Business skills pg 375  
Talk by school OHS officer  
Visit to GP shops – centre management  
Visit to Woolworths (Gladstone Park) |
| **Week 6 - 7**  
BSBIND201A: Work effectively in a business environment | Element 1: Work within organisational requirements  
Element 2: Work in a team  
Element 3: Develop effective work habits | Assessment task 1  
Assessment task 2  
Assessment task 3  
Final assessment  
Case studies  
Poster  
Test | Aspire Learning resource  
Professional business skills pg 1  
Work effectively in a business environment  
Visit to general office at school |
| Week 8-9 | BSBWOR203A : Work effectively with others | 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 |
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| Term 2 | Week 9-10  
Continue with Work effectively with others  
Week 11-13 | Element 1: Organise work schedule  
Element 2: Complete work tasks  
Element 3 Review work performance | Assessment task1  
Assessment task 2  
Assessment task 3  
**Work product**  
Test  
Smart goal poster | Aspire learning  
Professional Business skills  
IVET BOOKLETS |
| BSBWOR202A: Organise and complete daily work activities | | | | |
| Week 14 -15 | BSBINM202A : Handle Mail | 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 |
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<td>3.Touch typing test</td>
<td>3. Do final assessment in aspire book</td>
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<td>BSBCCMM201A : communicate in the workplace</td>
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**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.


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.
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).

You will be given 2 single lessons and 1 double lesson to get it completed. We will go to PAC and put on our videos for class to watch. We will give feedback after watching each individual recording.
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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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.

Using your Victoria University email account, a copy of the report should be emailed to Ms. Li 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. 50th 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. 50th Birthday
   - decide on a date
   - decide on a venue
   - theme
   - catering