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# Business Course

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Certificate II in Workplace Skills

## Learner's Course Guide

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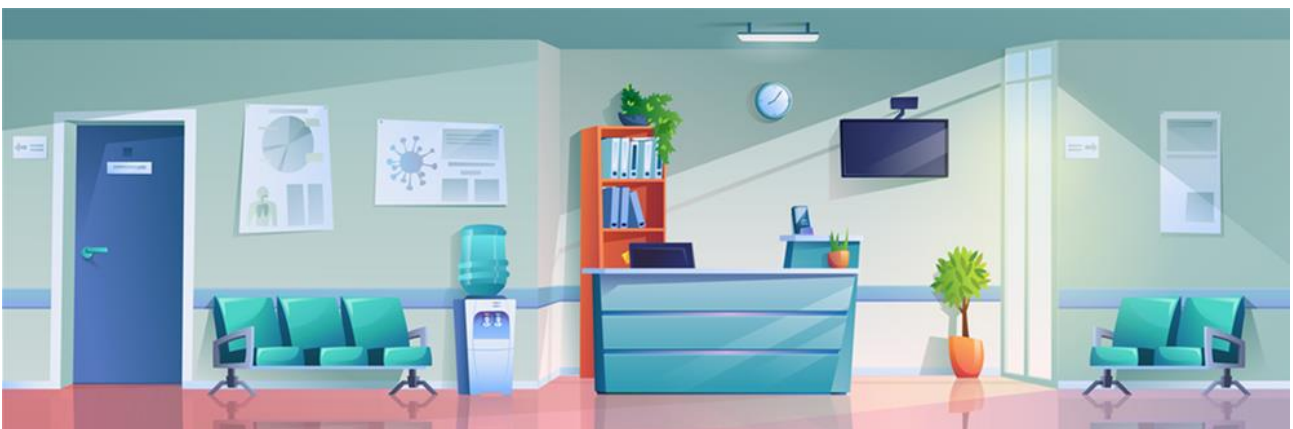
## What is the course?

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This course for Certificate II in Workplace Skills is an interactive learning program designed to give you tools to work in an administrative role in a general office. This course has been designed to support the following competencies:

Code	Title	Core	Elec	Task
BSBWHS211	Contribute to the health and safety of self and others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1
BSBOPS201	Work effectively in business environments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5
BSBCMM211	Apply communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2
BSBPEF202	Plan and apply time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4
BSBSUS211	Participate in sustainable work practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3
BSBPEF201	Support personal wellbeing in the workplace	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8
BSBTEC202	Use digital technologies to communicate in a work environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10
BSBOPS203	Deliver a service to customers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	6, 7
BSBTEC203	Research using the Internet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	6
BSBTEC201	Use business software applications	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9

In this course you take on the role of an Administration Officer for a business service company called Anjark Services. There are ten tasks, each of which is typical of those an Administration Officer would undertake in a real-life office. You will find all the resources you need in the virtual office environment.



Tasks mirror real life office tasks and processes that you would need to do if working in an office. These include tasks such as word processing correspondence, completing documents and administrative tasks such as filling out a timesheet, using a variety of software applications and using email.

Because the Virtual Office is meant to represent and reproduce the interactions, personal organisation and turmoil of a real workplace, you will need to think, solve problems and work through complex situations. This 'office' is for people going into the workforce and you will need to face the challenges its poses. Remember: The 'office' will pose complex challenges just like a real workplace; this is not a textbook that simply presents you with work to do!

Task 1 will introduce you to the virtual office and the office personnel as well as the administration system and some of the terminology commonly used in an office. It will also investigate the Workplace Health and Safety factors that impact on your office work.

Task 2 will introduce you to the role and responsibilities of an administration assistant.

The remaining tasks provide you with experiences that are common in general offices and administration. Through your working through each task, the associated learning activities, your own research and peer experiences you, over time, cover the full set of elements that make up this qualification.

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# What is the virtual office like?

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This course runs a simplified office scenario in which you are faced with a brief overview of a task, an Intray that holds the detailed tray instructions and planning sheet as well as emails and a collection of resources that you can use to master the knowledge and skills required to achieve the task.

## Office Personnel

The Office has a few Virtual Office Personnel with whom you will interact. Each of these will give you information or resources you will need for selected tasks. The personnel are:

- Various clients and customers.
- Kazarina Garigous, Director, Human Resources.
- Mitchell Grasse, an Office Manager who supervises your work.

## Task page

Selecting one of the ten tasks open a task page that contains the following:

- Task Description
- Hints
- Your Intray
- Anjark Services' Intranet
- Training and Learning resources for this task
- Work tasks

## Intray

Clicking on the Intray will enable access to the following:

- The Your Task description.
- a Task Planning Sheet for the task to help you organise your work.
- a timesheet on which the Administration Officer's time working with on each task is recorded.
- Emails that have been sent to you by your supervisor, other staff members or customers of the business.

## Intranet

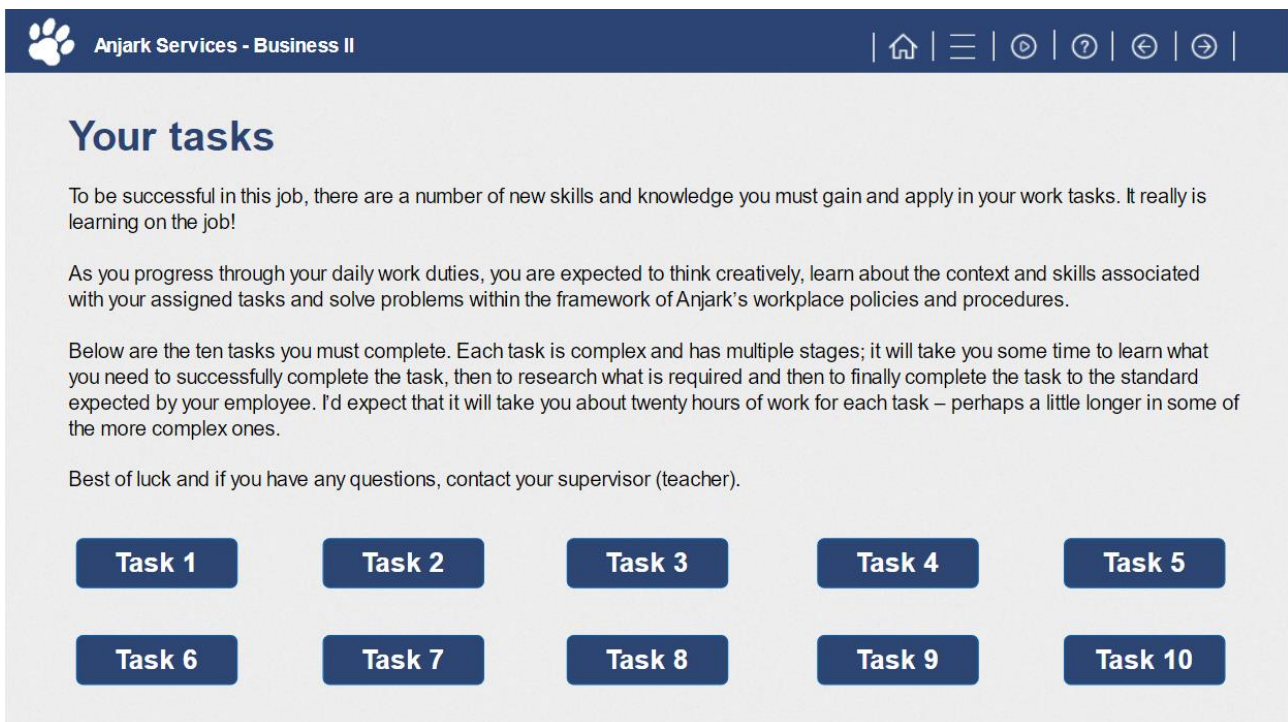
The company Intranet (an internal website available only to the company's staff) contains documents, policies and procedures, checklists, vision statement, employee handbook, templates, training materials, etc. Get to know these resources as you will often use them often.

## Email

Each task will require you to submit work by email to your supervisor, Mitchell Grasse (your teacher plays this role in the course). If you are asked to email work to any person in the scenario, you should also email this work to your teacher.

## Where should you begin?

When you enter the office, always start by selecting the **Task** you require from the menu provided after you enter the course.




The screenshot shows a web interface for 'Anjark Services - Business II'. At the top, there is a dark blue header with a paw print icon on the left and navigation icons (home, menu, play, question mark, left arrow, right arrow) on the right. Below the header, the main content area has a light grey background. The heading 'Your tasks' is in a large, bold, blue font. Below the heading, there are three paragraphs of text: the first explains that success requires new skills and knowledge; the second states that employees are expected to think creatively and solve problems within company policies; the third lists ten tasks, noting they are complex and take about twenty hours each. At the bottom of the text, there is a line: 'Best of luck and if you have any questions, contact your supervisor (teacher)'. Below this text, there are ten dark blue buttons arranged in two rows of five, labeled 'Task 1' through 'Task 10' in white text.







Next, click on the Task you want, and it will load.

You will find new email in your In tray at the Task page. This will give you an overview of your task and will tell you what to do next.


Make sure you open the **Task Planning Sheet** which you will find in your Intray. This is a checklist of the activities you need to complete for all tasks and will make these tasks much easier to follow.

You can now follow the steps in the Task Planning Sheet to collect and read the information you need and to complete the activities.

 Anjark Services - Business II

|  |  |  |  |  |  |

### Your Intray



### Office resources

[Anjark Services' Intranet](#)

### Training and Learning Resources – Task 7

[Establishing contact with customers](#)  
[Building Customer Relationships](#)  
[Customer Needs](#)  
[Customer Service](#)  
[Customer Service Questionnaire](#)

## Task 7

In this task, you are focused on providing high level service to the company's clients.

It is a busy time at Anjark Services and everyone is focused on their work tasks, But what does that mean for customer service? Is that something that is not quite as important as getting the report to the manager; we all wait for service somewhere so it won't hurt our customers to stand at the counter for a few minutes will it?

In this task you need to check your Intray and ensure everything you do is focused on ensuring the customer receives exemplary service. Always remember two important points of working with customers:

1. A returning customer is less work than finding new customers!
2. A customer pays your wages – if there are no or dissatisfied customers then you do not have a job.



## Task One – WHS in your new workplace

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:** *BSBWHS211 - Contribute to the health and safety of self and others*

Other tasks support the gathering of further evidence to support BSBWHS211 - Task 2 and Task 3.

### Suggested learning process

In Task 1 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - WHS – Part A
  - WHS – Part B
  - WHS – Part C
  - WHS – Part D
  - WHS – Part E
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Accident/Illness Report Form
- WHS: Issues for Attention – short report
- PowerPoint presentation on Manual Handling
- WHS meeting records
- Results of WHS Quiz

## Task Two - Communications in the workplace

Print out and read the *Your Task* and the *Task Planning Sheet*. You will need to complete and return the *Task Planning Sheet* with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:** *BSBCMM211 – Apply communication skills*

Further evidence to support this unit of competency may be drawn from all remaining tasks (e.g. your written communication, talking to your supervisor/teacher, etc.)/

### Suggested learning process

In Task 2 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Workplace Communication
  - Listening Tips
  - Oral Communication
  - Newsletters
  - Telephone Communications
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Staff list
- Email to Regional Office
- Letter of thanks to customer
- Prepare a Memo
- Hazard Report
- Results of Workplace Communication quiz

## Task Three – Sustainability in the Workplace

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:** *BSBSUS211 – Participate in sustainable work practices*

### Suggested learning process

In Task 3 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Improving a Business's Environmental Sustainability
  - Environmental Risk
  - Create a More Environmentally Sustainable Office
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Construction of a Portfolio
- Hazard reports (4) on identified hazards
- Office environmental sustainability
- Reporting a breach of the Regulations (Memo format)
- FAQ responses
- Results of Sustainability quiz

## Task Four – Time Management and Your Work Performance

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBPEF202 – Plan and apply time management*

Further evidence may be obtained from other tasks, e.g. is your work completed and provided to your supervisor/teacher within the set time. In this course, you are assessed as if you were in a work place, not a school room.

### Suggested learning process

In Task 4 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Organise Work Schedule – Book 1
  - Managing Time on Task – Book 2
  - Time Management – A short Course
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Portfolio of completed activities
- Functional skills to Intermediate level in MS Word and MS Outlook
- Meeting Notes – Wednesday's work plan, your points of notice and responses to questions
- Results of Time Management Quiz

## Task Five - Working in a Business Environment

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBOPS201 – Work effectively in business environments*

### Suggested learning process

In Task 5 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Business of Your Workplace
  - Work Priorities
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Portfolio of completed activities
- Functional skills to Intermediate level in MS PowerPoint
- Form F24B, accompanying letters and delivery options
- Schedule 2.1, covering letters and staff memo
- PowerPoint presentation for staff meeting
- A4 promotional poster
- International delivery options

## Task Six – Working effectively

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBOPS203 Deliver a service to customers*  
                                  *BSBTEC203 Research using the Internet*

This task covers two units of competency also covered in Task 7.

### Suggested learning process

In Task 6 the learners should:

- Undertake the Search and Assess Websites course (Intranet or through the virtual RTO).
- Research software applications for specific tasks within a business.
- Research several resources related to the effectiveness of teams and working with others.
- Work from meeting notes to conduct research to form a recommendation.
- Create a spreadsheet.
- Review own performance.

### Training:

- Complete the training courses held on the Task page:
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Work Effectively with Others handbook.

### Tasks to be completed:

- Letter to Mrs Nuygen Thao on Anjark Services' letterhead – email this to Mitchell (i.e. your teacher).
- Briefing paper to Harriet Smith– email this to Mitchell (i.e. your teacher).
- Import Fee spreadsheet – email this to Mitchell (i.e. your teacher).
- Results of the tasks compiled into a document titled Task 6 activities – email this to Mitchell (i.e. your teacher).
- Completed Staff Questionnaire returned to Mitchell.
- Review of own performance – either contribute to discussion board or email Mitchell.

## Task Seven - Dealing with Customers

Print out and read the *Your Task* and the *Task Planning Sheet*. You will need to complete and return the *Task Planning Sheet* with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBOPS203 – Deliver a service to customers*  
                                 *BSBTEC203 Research using the Internet*

This task covers two units of competency also being addressed in Task 6.

### Suggested learning process

In Task 7 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Establishing contact with customers
  - Building Customer Relationships
  - Customer Needs
  - Customer Service
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Personal improvement plan
- Description of process to gain information
- Dealing with Conflicting Priorities in Customer Service
- Handling a Complaint Process
- Results of Customer Service Questionnaire

## Task Eight - Wellbeing

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBBEF201 – Support personal wellbeing in the workplace*

### Suggested learning process

In Task 8 the learners should:

#### Training:

- Complete the training courses held on the Task page:
  - Personal Wellbeing
  - Wellbeing Policy Questionnaire
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

#### Tasks to be completed:

- Reflective Journal
- Communication Plan
- Checklist – Effectiveness of Communication
- Questionnaire
- Results of Wellbeing quiz



## Task Nine – Budget Formation and Assembly

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**            *BSBTEC201 – Use business software applications*

Tasks containing further evidence to support BSBTEC201:

Task 1 (PowerPoint, Word)

Task 2 (PowerPoint, Word)

Task 3 (Word)

Task 5 (Excel, PowerPoint)

### Suggested learning process

In Task 6 the learners should:

Complete photocopier training

Ensure knowledge and skills to make basic use of MS Word, MS PowerPoint and MS Excel.

### Training:

- Complete the training courses held on the Task page:
  - Prioritising and planning activities at work
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.
- Download and read the Employee Handbook.

### Tasks to be completed:

- Functional skills to Intermediate level in MS Excel
- Completed budget spreadsheet
- IT Purchase Recommendation
- PowerPoint presentation on recommendations

## Task Ten – Digital Communications

Print out and read the **Your Task** and the **Task Planning Sheet**. You will need to complete and return the **Task Planning Sheet** with your completed jobs at the end of this task.

### Unit of Competency:

**Major focus:**                *BSBTEC202 – Use digital technologies to communicate in work environment*

Tasks containing further evidence to support BSBTEC202:

All tasks contain confirming evidence of the use of MS Outlook or similar email application.

Task 4 (Outlook productivity tools)

### Suggested learning process

In Task 10 the learners should:

- Access, read and print as necessary Learning Resources (Task page – Communicating Remotely) and Your Task 10 (Inbox).
- Review and use the Information Policies and Procedures document (Intranet).
- Ensure you have Intermediate competency in Microsoft Word, Microsoft Outlook and Microsoft Teams (Virtual RTO).
- Task A - Construct the folders on your data drive with the required names and use to store data you identify is needed for this sub-task.
- Construct the necessary and take the requested screenshots.
- Task B - Identify and detail what distribution lists you need to construct to enable rapid communication with the various groups involved in this event.
- Task C – Evaluation of communication
- Task D – Recording and distribution of address – details of considerations and process.
- Task E - Organising a video meeting
- Task F – WHS meeting
- Task G – Breach of security
- Task H – Example email templates

### Training:

- Complete any training courses held on the Task page:
- Visit the *Virtual RTO* to investigate the resources and identify those you may need to use held there.

- Download and read the Employee Handbook.

### **Tasks to be completed:**

#### Task A

- List of folders to be constructed.
- Screenshots showing these folders have been constructed in MS Outlook.
- Place this work in an appropriate sub-folder.

#### Task B – Distribution lists or group email procedures:

- List of distribution lists and an explanation of each.
- Place this work in an appropriate sub-folder.

#### Task C – Evaluation of communication with your supervisor:

- Explanation of how and why the file is saved this way.
- Place this work in an appropriate sub-folder.

#### Task D – Dinner speaker's address:

- A table detailing background legislative and ethical considerations.
- Paragraph explaining how the address will be recorded.
- Paragraph explaining how the resulting media file may be shared with staff members across Queensland.
- Place this work in an appropriate sub-folder.

#### Task E – Organising a video meeting

- A table detailing the advantages and disadvantages of holding a video meeting.
- Paragraph explaining how you would prepare for this meeting and what organisational elements you would need to ensure were in place.
- Place this work in an appropriate sub-folder.

#### Task F – WHS meeting:

- A copy of an email meeting the criteria outlined in the activity instructions.
- Place this work in an appropriate sub-folder.

#### Task G – Breach of security:

- Paragraph based response outlining what should have been done on receipt of the email.
- Paragraph based response outlining your actions to recover the security breach.
- Place this work in an appropriate sub-folder.

Task H – Example email templates:

Four drafts of emails being sent to targeted audiences.

Place this work in an appropriate sub-folder.