



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN306A Produce business documents

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to produce various business documents. It includes the skills and knowledge required to select and use a range of functions on a computer application.

This unit relates to BSBCM213A Produce simple wordprocessed documents and BSBCM405A Analyse and present research information. Consider co-assessment with BSBCM305A Organise workplace information.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Select and prepare resources	<p>1.1 Appropriate technology and software applications are selected and utilised to produce required business documents</p> <p>1.2 Organisational requirements for information entry, storage, output and quality of presentation are identified prior to design of documentation</p> <p>1.3 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user</p>
2 Design document	<p>2.1 Document design is appropriate for the efficient entry of information and maximises the presentation and appearance of information</p> <p>2.2 Files and records are identified, opened, generated and amended according to task and organisational requirements</p> <p>2.3 A range of functions are used to ensure consistency of design and layout</p> <p>2.4 Input devices are operated within designated speed and accuracy requirements</p>
3 Produce document	<p>3.1 Document production is completed within designated timelines according to organisational requirements</p> <p>3.2 Documents produced are checked to ensure they meet task requirements for style and layout</p> <p>3.3 Storage of documents is appropriate and applications are exited without damage to or loss of information</p> <p>3.4 Manuals, training booklets and/or help-desks are used to overcome basic difficulties with document design and production</p>

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Selecting and applying appropriate technology and software

Designing and producing business documents using a software application

Using of a range of functions which enhance the presentation and readability of the document

Applying OHS procedures for set up of workstation and operation of computer

Using data storage options

Underpinning Knowledge*

* At this level the learner must demonstrate some relevant theoretical knowledge.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Understanding the organisation's policies, plans and procedures

Understanding the functions and features of contemporary computer applications

Techniques and methods used to check accuracy

Understanding how to select appropriate technology for production requirements

Knowledge of organisational requirements for document design eg. style guide

Underpinning Skills

Literacy skills to read and understand a variety of texts; prepare general information and papers according to target audience; spell with accuracy; use grammar and punctuation effectively as an aid to understanding

Proofreading and editing skills to ensure clarity of meaning and conformity to organisational requirements, check for accuracy and consistency of information

Problem solving skills to determine document design and production processes

Numeracy skills to access and retrieve data

Keyboarding and computer skills to complete a range of formatting and layout tasks

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 2) - to design document layout

Communicating ideas and information (Level 2)

Planning and organising activities (Level 2) - for self

Working with teams and others (Level 1) - in completing scheduled tasks

Using mathematical ideas and techniques (Level 1) - as an aid to checking accuracy

Solving problems (Level 1) - to identify application problems

Using technology (Level 2) - to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

relevant industry codes of practice

Technology may include:

computers

scanners

photocopiers

printers

Software may include:

word processing packages

spreadsheet packages

database packages

accounting packages

presentation packages

Business documents may include:

newsletters

client databases

proposals

reports

accounts statements

project reviews

web pages

Organisational requirements may include:

quality assurances and/or procedures manuals

log-on procedures

legal and organisational policy/guidelines and requirements

correctly identifying and opening files

locating data

budgets

Occupational Health and Safety policies, procedures and programs

security

saving and closing files

storing data

manufacturer's guidelines

Functions used when designing a document may include:

using styles

merging documents

table formatting

using columns

spell checking
editing
alternating headers and footers

Input devices may include:

keyboard
numerical key pad
mouse
scanner

Storage of documents may include:

storage in directories and sub-directories
storage on CDROMs, disk drives or back up systems
storage/filing of hard copies of computer generated documents
storage/filing of hard copies of incoming and outgoing facsimiles
storage/filing of incoming and outgoing correspondence

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Unit Sector(s)

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