



Australian Government

BSBIND201 Work effectively in a business environment

Release: 1

BSBIND201 Work effectively in a business environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.

It applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Industry Context

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Work within organisational requirements	1.1 Identify and read organisation's requirements and responsibilities and seek advice from appropriate persons, where necessary 1.2 Develop and utilise a current working knowledge and understanding of employee and employer rights and responsibilities 1.3 Comply with relevant duty of care, legal responsibilities and organisational goals and objectives 1.4 Identify roles and responsibilities of colleagues and immediate supervisors 1.5 Identify standards and values considered detrimental to the

ELEMENT	PERFORMANCE CRITERIA
	organisation and communicate this through appropriate channels 1.6 Identify, recognise and follow behaviour contributing to a safe work environment
2 Work in a team	2.1 Display courteous and helpful manners at all times 2.2 Complete allocated tasks 2.3 Seek assistance when difficulties arise 2.4 Use questioning techniques to clarify instructions or responsibilities 2.5 Identify and display a non-discriminatory attitude in all engagements with staff, management or clients
3 Develop effective work habits	3.1 Identify work and personal priorities and achieve a work/life balance 3.2 Apply time management strategies to work duties 3.3 Observe appropriate dress and behaviour as required by job role

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4-1.6, 2.2, 3.2	Reviews documentation to identify relevant information for requirements of job role and organisation
Writing	1.2, 1.3, 1.5, 2.2	Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language
Oral Communication	1.1-1.6, 2.1-2.5	- Clarifies requirements and responsibilities of job role and organisation by using effective questioning and listening techniques to seek advice, information and feedback - Contributes to an effective working environment by communicating with others, by behaving courteously and using non-discriminatory language

Navigate the world of work	1.1-1.6	- Follows clear instructions within defined level of responsibility - Identifies and accepts responsibility for working within common law work frameworks - Recognises organisational expectations and follows explicit protocols and procedures - Seeks clarification when required
Interact with others	2.1-2.5	- Recognises common differences in other people and implements basic strategies to address own reaction to these differences - Uses basic communication strategies to implement and complete work tasks including seeking advice when required
Get the work done	3.1-3.3	Follows clearly defined instructions and sequencing, and monitors own progress for tasks, seeking assistance when necessary

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBIND201 Work effectively in a business environment	BSBIND201A Work effectively in a business environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBIND201 Work effectively in a business environment

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Performance Evidence

Evidence of the ability to:

- work within organisational requirements including:
 - complying with duty of care, and goals and objectives of organisation
 - complying with legal responsibilities and seeking advice when necessary
 - understanding workers' rights and responsibilities
 - understanding employers' rights and responsibilities
 - achieving a work/life balance
- work effectively in a team including:
 - completing all tasks
 - seeking assistance when difficulties arise
 - applying communication principles
 - applying appropriate legislation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the legislation that applies to working effectively in a business environment
- outline the organisational documents that are relevant to working effectively
- outline terms and conditions of employment.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – industry context field of work and include access to:

- relevant legislation and codes of practice
- organisational policies and procedures
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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