



Australian Government

BSBOPS201 Work effectively in business environments

Release: 1

BSBOPS201 Work effectively in business environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

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

The unit applies to those who work in a broad range of settings. These individuals typically work under some supervision and guidance.

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

Unit Sector

Business Competence – Business Operations

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. Identify the business context	1.1 Identify organisational requirements and responsibilities and confirm understanding with relevant personnel 1.2 Identify legal rights and responsibilities of employees and employers 1.3 Identify requirements for duty of care and organisational objectives, standards and values 1.4 Identify and distinguish between roles and responsibilities of staff within organisational structure 1.5 Identify own role and task requirements within a team
2. Work in a team	2.1 Identify and follow requirements for a safe work environment 2.2 Communicate and collaborate with relevant personnel in a

ELEMENT	PERFORMANCE CRITERIA
	courteous and non-discriminatory manner 2.3 Complete allocated tasks according to organisational requirements 2.4 Use questioning techniques to clarify instructions and responsibilities 2.5 Seek assistance when difficulties arise and escalate issues to team leaders, as required
3. Develop effective work habits	3.1 Identify work and personal priorities 3.2 Apply time management strategies to work duties 3.3 Communicate workload issues to team leaders in a timely manner 3.4 Seek and act upon feedback from relevant personnel

Foundation Skills

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

Skill	Description
Reading	Reviews documentation to identify relevant information for requirements of job role and organisation
Writing	Completes documentation necessary for work tasks and reporting requirements using clear, concise and accurate grammar and language
Oral communication	- 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, behaving courteously and using non-discriminatory language
Enterprise and initiative	- Follows clear instructions within defined level of responsibility, seeking clarification when required - Identifies and accepts responsibility for working within common work frameworks - Identifies organisational expectations and follows explicit protocols and procedures
Teamwork	- Identifies 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
Planning and	Follows clearly defined instructions and sequencing, and monitors

Skill	Description
organising	own progress for tasks, seeking assistance when necessary

Unit Mapping Information

Supersedes and is equivalent to BSBIND201 Work effectively in a business environment.

Supersedes but is not equivalent to:

- BSBFRA301 Work within a franchise
- BSBIND301 Work effectively in an educational environment
- BSBIND302 Work effectively in the international education services industry
- BSBWOR302 Work effectively as an off-site worker.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBOPS201 Work effectively in business environments

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- complete at least four tasks in a business environment, including:
 - working to organisational standards
 - managing workload
 - working as part of a team.

In the course of the above, the candidate must:

- comply with legal responsibilities, and organisational requirements
- escalate issues and seek assistance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures that apply to employer and employee rights in a business environment
- organisational documents relating to effective business operations, including:
 - work health and safety policy
 - code of conduct policy
 - style guide
 - duty of care
- roles, responsibilities and conditions of employment contract for own work role.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- codes of practice relevant to performance evidence
- organisational policies and procedures
- workplace documentation and resources.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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