



Australian Government

Department of Education, Employment and Workplace Relations

BSBIND201A Work effectively in a business environment

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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 to be detrimental to the organisation and communicate this through appropriate channels 1.6. Identify, recognise and follow behaviour that contributes 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 as required 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 contacts with staff, management or clients
3. Develop effective work habits	3.1. Identify work and personal priorities and achieve a balance between competing priorities 3.2. Apply time management strategies to work duties 3.3. Observe appropriate dress and behaviour as required by the workplace, job role or customer contact

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to identify work requirements and to process relevant workplace documentation
- communication skills to request advice, to receive feedback and to work with a team
- problem-solving skills to solve routine problems
- technology skills to select and use technology appropriate for a task.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies, plans and procedures and how to access them
- terms and conditions of employment.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identifying, locating and articulating the organisation's requirements including goals and values
- work that reflects the relationship between own role and organisational requirements
- knowledge of workplace procedures for upholding employee and employer rights and responsibilities.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- observation of demonstrated techniques
- evaluation of time management strategies applied to work duties.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisation's requirements may include:

- access and equity principles and practice
- anti-discrimination and related policy
- business and performance plans
- ethical standards
- goals, objectives, plans, systems and processes
- legal and organisation policies, guidelines and requirements
- OHS policies, procedures and programs
- quality and continuous improvement processes and standards

Appropriate persons may include:

- colleagues
- external organisations
- line management
- supervisor
- those who have the authority to adjust plans

Employee rights and responsibilities may include:

- attendance
- confidentiality and privacy of enterprise, client and colleague information
- knowing the terms and conditions of own employment
- obeying lawful orders
- protection from discrimination and sexual harassment
- punctuality
- right to union representation
- safety and care with respect to OHS

Employer rights and responsibilities may include:

- responsibility of providing a safe environment free from discrimination and sexual harassment (refer to relevant state/territory and commonwealth anti-discrimination legislation)
- right to dismiss employees if employees
 - are negligent, careless or cause an accident
 - commit a criminal offence

RANGE STATEMENT	
	• commit acts of disloyalty such as revealing confidential information
Organisational goals and objectives may include:	• organisational values and behaviours • work procedures and quality assurance manuals • and may be stated or implied by the way the organisation conducts its business including: • business planning • financial performance • flexibility, responsiveness • interpersonal communication • marketing and customer service • organisational values and behaviours • people management • work procedures and/or procedures manuals
Behaviour that contributes to a safe work environment may include:	• discussing and negotiating problems and tasks with other team members • identifying and reporting any risks or hazards • listening to the ideas and opinions of others in the team • sharing knowledge and skills • solving problems as a team • using business equipment according to guidelines
Work and personal priorities may include:	• work/life balance and other commitments, including: • school/homework • home/family/parties/friends • other jobs • culture • disability

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Industry Capability - Industry Context
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Co-requisite units

Co-requisite units		