

The ASsessment and
Results Interface (ASRI)
ONLINE PDF

User Guide

*This User Guide documents the use of the
ASsessment and Resulting Interface (ASRI)*

[Appendix Sections](#)

This Document is Uncontrolled When Printed.

Document Information and Approval

Document Information

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Document Review and Acceptance

	Name	Position
Prepared by	Oscar Naval	Analyst, Trainer, Technical Writer
Reviewed by		
Accepted by		

Change History

Issue	Date	Status	Change
Draft 0.1	15 Sep 2004	Initial draft for review	
0.1	24 Sep. 2004	Online module version	Added hyperlinks for online PDF
1.10	20 May 2005	WebCT Release	ICT Training Solutions logo Build 52

The ASsessment and Results Interface (ASRI)

User Guide

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APPENDIX

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View/Print of Plans

Course Study Plan

Course: BSB20101 C313 - CERTIFICATE II IN BUSINESS
Title: C313 CSP template (created by Oscar 06-Sep-04 10:00)
Description: Based on: Default (STARS) Plan for C313
Creation Date: 6/09/2004
Delivery Modes: 1 - Local Class, 3 - Self Paced - Scheduled, 9 - Internet Delivery
Campuses: 3831 - WALPOLE TECHNICAL CENTRE, 3592 - BREMER BAY TECHNICAL CENTRE, 3543 - NORSEMAN TECHNICAL CENTRE, 3250 - ALBANY CAMPUS, 3525 - KATANNING TECHNICAL CENTRE, 3524 - JERRAMUNGUP TECHNICAL CENTRE, 3536 - MT BARKER TECHNICAL CENTRE, 3517 - DENMARK CAMPUS, 3531 - MANJIMUP TECHNICAL CENTRE
Management Group: B - BUSINESS, HOSPITALITY & TOURISM
Section: Unspecified
Expiry Date: 31/12/2006
Source Plan: Default (STARS) Plan for C313
Nominal Hours: 315
Total Plan Units: 14
Total Plan Hours: 355

GROUP

Title: Semester 1 Group
Description: Min 8 units (over the 2 semesters) are from the Common Business units. C3531 is 1 of the 8.
Academic Year: 05
Mandatory?: Yes
Minimum Hours: 160
Minimum Units: 6
Expected Period: Semester 1

Total Units: 7 Total Hours: 185

Unit No.	National ID	Unit Type	Hours	Description
C3515	BSBCMN104A	Elec	20	PLAN SKILLS DEVELOPMENT
C3519	BSBCMN108A	Elec	40	DEVELOP KEYBOARD SKILLS
C3521	BSBCMN201A	Elec	20	WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT
C3523	BSBCMN203A	Elec	30	COMMUNICATE IN THE WORKPLACE
C3524	BSBCMN204A	Elec	20	WORK EFFECTIVELY WITH OTHERS
C3531	BSBCMN211A	Core	15	PARTICIPATE IN WORKPLACE SAFETY PROCEDURES
C3533	BSBCMN213A	Elec	40	PRODUCE SIMPLE WORDPROCESSED DOCUMENTS

GROUP				
Title:	Semester 2 Group			
Description:	Learners to complete 4 units from the Business Services Training Package; 2 units must be from a qualification at AQF level II; a max of 2units may be from lower or higher levels.			
Academic Year:	05			
Mandatory?:	Yes			
Minimum Hours:	155			
Minimum Units:	4			
Expected Period:	Semester 2			
Total Units: 7 Total Hours: 170				
Unit No.	National ID	Unit Type	Hours	Description
C4527	ICAITU004C	Elec	20	APPLY OCCUPATIONAL HEALTH AND SAFETY PROCEDURES
C3526	BSBCMN206A	Elec	20	PROCESS AND MAINTAIN WORKPLACE INFORMATION
C3529	BSBCMN209A	Elec	20	PROVIDE INFORMATION TO CLIENTS
C3534	BSBCMN214A	Elec	20	CREATE AND USE SIMPLE SPREADSHEETS
C3539	BSBCMN304A	Elec	20	CONTRIBUTE TO PERSONAL SKILL DEVELOPMENT AND LEARNING
C3957	ICAITU131A	Elec	50	OPERATE DATABASE APPLICATION
C3959	ICAITU133A	Elec	20	SEND AND RETRIEVE INFORMATION OVER THE INTERNET USING BROWSERS AND EMAIL

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The Assessment Plan Matrix

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Plan Number - 6889APON - Workplace Readiness [Status: Under development]
 Name:
 Plan Description: Cert I in Workplace Readiness - Communicate at Work
 Unit(s) of Prac cluster: BSBCMN101A C3512 - PREPARE FOR WORK
 Competence: Prac cluster: BSBCMN103A C3514 - APPLY BASIC COMMUNICATION SKILLS

QUALIFICATION: 51190 6889 CERTIFICATE I IN WORKPLACE READINESS

Evidence Sources

UNITS OF COMPETENCY AND ELEMENTS

Portfolio Assignment Simulation

BSBCMN101A C3512 - PREPARE FOR WORK

Identify organisational/work requirements

- | | | |
|--|---|---|
| • Work requirements and responsibilities are identified with advice from appropriate persons | X | X |
| • Roles and responsibilities of colleagues and immediate superiors are identified | X | X |
| • Employees/employers rights are identified and knowledge applied where appropriate | X | X |
| • Duty of care, legal responsibilities and any relevant organisational goals and objectives are identified and applied where appropriate | X | X |
| • Behaviour which contributes to a safe work environment is identified and followed | X | X |

Work in a team

- | | | |
|---|---|---|
| • Courteous and helpful manner is displayed at all times | X | X |
| • Allocated tasks are completed as required | X | X |
| • Assistance is sought when difficulties arise | X | X |
| • Questioning is used to clarify instructions or responsibilities | X | X |
| • Non discriminatory attitude is identified and displayed | X | X |

Develop effective work habits

- | | | |
|---|---|---|
| • Work and personal priorities are identified and a balance achieved between competing priorities | X | X |
| • Time management strategies are applied to work duties | X | X |
| • Appropriate dress and behavior are observed in the workplace | X | X |

BSBCMN103A C3514 - APPLY BASIC COMMUNICATION SKILLS

Identify workplace communication procedures

- | | | |
|--|---|---|
| • Workplace communication requirements are identified with assistance from appropriate people | X | X |
| • Appropriate lines of communication with supervisors and colleagues are identified | X | X |
| • Advice is sought on the communication method/equipment which is most appropriate for the task in hand | X | X |
| • Effective questioning and active listening and speaking skills are used to gather and convey information | X | X |
| • Instructions or inquiries are answered or followed promptly and appropriately | X | X |
| • Appropriate non-verbal behaviour is used at all times | X | X |
| • Constructive feedback is encouraged, acknowledged and acted upon | X | X |

Draft written information

- | | | |
|--|---|---|
| • Relevant procedures and formats are identified | X | X |
| • Assigned written information is drafted and presented for approval clearly and concisely within designated timelines | X | X |
| • Written information meets required standards of style, format and detail | X | X |
| • Assistance and/or feedback is sought to aid communication skills development | X | X |

• Collecting, analysing and organising information	2	3	1
• Communicating ideas and information	2	3	1
• Planning and organising activities	2	3	1
• Working with others and in teams	2	3	1
• Solving problems	2	3	1
• Using mathematical ideas and techniques	2	3	1
• Using technology	2	3	1

DIMENSIONS OF COMPETENCY

• Task Skills	X	X	X
• Task Management Skills	X	X	X
• Job/Role Environment Skills	X	X	X
• Contingency Management Skills	X	X	X
• Transfer Skills	X	X	X

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Student Study Plan

Student ID: 0106965 Student Name: EVANS, ANDREW DALE (MR)
 Contact(s): Home: 94487002 Work: 0408094946

TITLE: New Student Plan 15-Sep-2004:151012 : 0106965

Description:

Creation Date: 15/09/2004

Expiry Date: 31/12/2006

Commencement Date:

College Staff Contact:

Delivery Modes: 9 - Internet Delivery
 1 - Local Class
 3 - Self Paced - Scheduled

Campus: 3191 - JOONDALUP CAMPUS

Management Group: INF INFORMATION & COMMUNICATIONS TECHNOLOGY

Section:

QUALIFICATION: ICA20201 C367 CERTIFICATE II IN INFORMATION TECHNOLOGY (APPLICATIONS)

Training Type: Other

Source Plan: C367 Template (created by Oscar 15-Sep-04 15:02)

GROUP

Title: Semester 1 Group

Description: Basic Computing

Mandatory?: Yes

Academic Year: 05

Is placeholder: No

Expected Period: Period: S1

Total Hours: 190

National ID	State ID	Hours	Title	Enrolled?	Result Code [Date]
ICAITU004C	C4527	20	APPLY OCCUPATIONAL HEALTH AND SAFETY PROCEDURES	No	
ICAITTW001B	C1000	20	WORK EFFECTIVELY IN AN INFORMATION TECHNOLOGY ENVIRONMENT	No	CO [18/12/2002]
ICAITU128A	C3954	20	OPERATE A PERSONAL COMPUTER	No	
ICAITU005C	C4528	10	OPERATE COMPUTER HARDWARE	No	
ICAITS014C	C3960	10	CONNECT HARDWARE PERIPHERALS	No	
ICAITTW002B	C1001	20	COMMUNICATE IN THE WORKPLACE	No	CO [11/12/2002]
ICAITS009B	C1036	20	INTERACT WITH CLIENTS	No	CO [11/12/2002]
ICAITU129A	C3955	40	OPERATE A WORD PROCESSING APPLICATION	No	E [19/03/2003]
ICAITU132A	C3958	30	OPERATE A PRESENTATION PACKAGE	No	CO [18/07/2003]

GROUP

Title: Semester 2 Group
 Description: Office Applications Course Stream
 Mandatory?: Yes
 Academic Year: 05
 Is placeholder: No
 Expected Period: Period: S2
 Total Hours: 190

National ID	State ID	Hours	Title	Enrolled?	Result Code [Date]
ICAITU133A	C3959	20	SEND AND RETRIEVE INFORMATION OVER THE INTERNET USING BROWSERS AND EMAIL	No	
ICAITB135A	C3962	20	CREATE A SIMPLE MARK-UP LANGUAGE DOCUMENT TO SPECIFICATION	No	CO [18/07/2003]
ICPMM21CA	C1019	30	CAPTURE A DIGITAL IMAGE	No	
ICAITU130A	C3956	40	OPERATE A SPREADSHEET APPLICATION	No	E [19/03/2003]
ICAITU131A	C3957	50	OPERATE DATABASE APPLICATION	No	E [19/03/2003]
ICAITU126B	C4535	30	USE ADVANCED FEATURES OF COMPUTER APPLICATIONS	No	

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Example TPO Printout

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Department of Education and Training
Government of Western Australia

TRAINING PLAN OUTLINE

TRAINEE

Family Name:	FISH	First Name:	ALANA LEE	DOB:	17/03/1985
Trade (include Stream)/Traineeship:	BUSINESS (LEVEL 2)			TRS ID:	251039T1
Title of Qualification:	C313 CERTIFICATE II IN BUSINESS			Nominal Training Period:	18 months
National Course Code:	BSB20101	Commencement Date - Training (Estimated month/year):			
Apprenticeship and Traineeship Support Network		Telephone:	9842 0600		
Region:	Great Southern	Fax:	9841 8739		

Employer Details:

Business Trading Name:	STEPHEN CARTER & STAFF	Address:	4 MARION STREET	Suburb:	MOUNT BARKER 6324
Office: 089851 2616					

Registered Training Organisation (RTO):

Great Southern TAFE

Contact: KIRSTY ALEXANDER

Acknowledgement of Parties

Under User Choice, the employer and apprentice/trainee have the right to negotiate training plans with the RTO. Aspects of training open to negotiation include:

- Selection, content and sequencing of units of competency;
- Timing, location and mode of delivery; and
- Who conducts the assessment and where the assessment is conducted.

Note: For Apprenticeships, RTOs need to be aware of legislative requirements in relation to the above. The delivery of the off-the-job training component must be away from the apprentice's normal place of work.

Agreement Declaration

We, the undersigned, have discussed, understand and are satisfied with the attached Training Plan Outline arrangements to support and deliver the required training. Skills Recognition Services have been explained and offered to the apprentice/trainee.

Employer signature Printed Name: Date

The employer ensures that the workplace complies with relevant legislative requirements, eg Occupational, Safety & Health regulations and EEO principles.

Apprentice/Trainee signature Date

RTO signature (Authorised Rep) Printed Name: Date

The RTO must retain its own copy and provide a complete, signed copy of the TPO to the ATSN, Apprentice/Trainee and Employer.

Unit Code	Unit of Competency (or Accredited Training Module where Units of Competency are not available)	Nom Hrs	*Skills Recog	Training Delivery and Assessment Strategy					
				Trainer		**DSI	+Mth Year of Delivery		++Assessment Method
				EMP	RTO		Start Date	End Date	
BSBCMN104A	PLAN SKILLS DEVELOPMENT	20	N		*	01	Aug 2004		KBT,P
BSBCMN108A	DEVELOP KEYBOARD SKILLS	40	N		*	01	Aug 2004		KBT,PD
BSBCMN201A	WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT	20	N	*	*	01	Aug 2004		KBT,OBS
BSBCMN203A	COMMUNICATE IN THE WORKPLACE	30	N	*	*	01	Aug 2004		KBT,OBS
BSBCMN204A	WORK EFFECTIVELY WITH OTHERS	20	N		*	01	Aug 2004		KBT,PD
BSBCMN206A	PROCESS AND MAINTAIN WORKPLACE INFORMATION	20	N	*	*	01	Aug 2004		KBT,OBS
BSBCMN209A	PROVIDE INFORMATION TO CLIENTS	20	N		*	01			KBT,P
BSBCMN211A	PARTICIPATE IN WORKPLACE SAFETY PROCEDURES	15	CT	*		06	Jan 2004		KBT,OBS
BSBCMN213A	PRODUCE SIMPLE WORDPROCESSED DOCUMENTS	40	RPL		*	01	Jan 2004	May 2004	KBT,PF
BSBCMN214A	CREATE AND USE SIMPLE SPREADSHEETS	20	N		*	01			PF,KBT
BSBCMN304A	CONTRIBUTE TO PERSONAL SKILL DEVELOPMENT AND LEARNING	20	N		*	01			KBT,PF
ICAITU131A	OPERATE DATABASE APPLI CATION	50	N		*	01			KBT,PF

LEGEND			
*Skills Recognition	**DSI (Delivery Strategy Identifier)	+Mth and Year of Training and Assessment	++Assessment Method - can be more than 1
Once offered, indicate which of the following, if any, have been sought (or granted as required for specific approved initiatives): CT Credit Transfer N Nil RCC Recognition of Current Competencies RPL Recognition of Prior Learning	01 Local Class 02 Remote Class 03 Self Paced - Scheduled 04 Self Paced - Unscheduled 05 External 06 Workplace 08 Channel 31 09 Internet Site 90 Other	Estimated start and end month and year of training and assessment. (These may change as the apprentice/trainee progress is reviewed.)	KBT Knowledge Based Test O Other OBS Observation P Project PD Practical Demonstration PF Portfolio

TRAINING PLAN OUTLINE

All parties please initial: Apprentice/Trainee: _____ Employer: _____ RTO: _____ Apprentice/Trainee
Full Name: **ALANA LEE FISH**

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Example TRB Printout

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Great Southern TAFE
Great Southern TAFE
Anson Road
ALBANY WA 6330
Ph: 089 8928888 Fax: 089 8928899

Training Record Book

MISS ALANA LEE FISH

Student ID: 0401132

Training Contract/TRS ID: 251039T1

BSB20101 CERTIFICATE II IN BUSINESS

BUSINESS (LEVEL 2)



Great Southern TAFE
Anson Road
ALBANY WA 6330
Ph: 089 8928888 Fax: 089 8928899

TRAINING RECORD

TRAINEE:

Surname: FISH

Given Names: ALANA LEE

Training Contract/TRS ID: 251039T1

Student Address: 73 MAIN STREET
DENMARK, WA 6340

Employing Organisation: STEPHEN CARTER & STAFF

Business Address: 4 MARION STREET
MOUNT BARKER 6324

Business Telephone Number: Office: 089851 2616

Employer Contact Name:

This is an important document. If found, please return to:

Great Southern TAFE
Anson Road
ALBANY WA 6330
Ph: 089 8928888 Fax: 089 8928899

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**ALANA LEE FISH 251039T1 - Summary of Units
BSB20101 CERTIFICATE II IN BUSINESS**

SIN	Unit No.	Unit Name	Hrs	Initials upon completion	
				Emp	RTO
C3515	BSBCMN104A	PLAN SKILLS DEVELOPMENT	20		
C3519	BSBCMN108A	DEVELOP KEYBOARD SKILLS	40		
C3521	BSBCMN201A	WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT	20		
C3523	BSBCMN203A	COMMUNICATE IN THE WORKPLACE	30		
C3524	BSBCMN204A	WORK EFFECTIVELY WITH OTHERS	20		
C3526	BSBCMN206A	PROCESS AND MAINTAIN WORKPLACE INFORMATION	20		
C3529	BSBCMN209A	PROVIDE INFORMATION TO CLIENTS	20		
C3531	BSBCMN211A	PARTICIPATE IN WORKPLACE SAFETY PROCEDURES	15		
C3533	BSBCMN213A	PRODUCE SIMPLE WORDPROCESSED DOCUMENTS	40		
C3534	BSBCMN214A	CREATE AND USE SIMPLE SPREADSHEETS	20		
C3539	BSBCMN304A	CONTRIBUTE TO PERSONAL SKILL DEVELOPMENT AND LEARNING	20		
C3957	ICAITU131A	OPERATE DATABASE APPLICATION	50		

Total Number of Units: 12 Total Hours: 315

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All Assessors and other Signatories to provide the following details.

Printed Name	Full Signature	Initials	Role	Participants ID

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BSBCMN104A PLAN SKILLS DEVELOPMENT**Hours: 20**

This unit has been adapted from the Competency Analysis module in the Victorian Business Skills Framework and customised to meet the needs of the Business Services Industry.
The unit covers the skills and knowledge necessary to identify and document current skills and plan future skills development under the guidance of an appropriate adviser.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO
Seek advice on future career directions			
– Possible career directions in industry or organisation are identified – Personal work goals are identified and prioritised – Future work/career directions are discussed with appropriate persons and additional skills requirements are identified – Personal values and attitudes regarding work and business are taken into account when planning future work/career directions			
Conduct self-assessment of skills with assistance			
– Work, life and study experiences relating to business are identified Current skills, knowledge and attitudes are assessed against a checklist of target competencies – Results of self- assessment are discussed with trainer or assessor – Further skills development needs are identified			
Prepare portfolio of evidence			
– Types of evidence required are identified and discussed. – Purpose of evidence is clearly understood – Examples of evidence are collected for portfolio – Application for recognition of current competency and/or personal resume is completed with assistance from assessor			

Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

BSBCMN108A DEVELOP KEYBOARD SKILLS**Hours: 40**

This covers the development of basic keyboard skills using touch typing techniques

This unit is related to BSBCMN213A Produce simple wordprocessed documents and BSBCMN214A Create and use simple spreadsheets. Consider co-assessment with BSBCMN107A Operate a personal computer.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Use safe work practices

- Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user
- Work organisation meets organisational and occupational health and safety requirements for computer operation

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Identify and develop keyboard skills

- Keyboard functions identified and applied
- Touch typing technique applied to complete a task
- Speed and accuracy developed in accordance with workplace requirements for level of responsibility

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Check accuracy

- Document proof read carefully to identify errors
- Document amended, errors corrected and final accuracy check completed

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Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN108A

Training Record Book for: ALANA LEE FISH : 251039T1

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BSBCMN201A WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT**Hours: 20**

This unit covers the 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.

This unit is related to BSBCMN101A Prepare for work and BSBCMN301A Exercise initiative in a business environment.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Work within organisational requirements

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- Documents outlining organisational requirements are located, read and any uncertainties are clarified with appropriate persons
- All work reflects a current working knowledge and understanding of employees and employers rights and responsibilities
- All work undertaken reflects understanding and compliance with relevant duty of care, legal responsibilities and organisational goals and objectives
- Standards and values considered to be detrimental to the organisation are identified and questioned through established communication channels
- Self and others behaviour which contribute to a safe work environment are identified and practised

Determine future work/career directions

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- Personal work goals are identified and prioritised in accordance with organisational requirements and future personal career plans
- Personal values and attitudes regarding work and business are taken into account when planning future work/career directions
- Advice is obtained from appropriate persons on future work/career directions
- Additional skills required are identified and addressed

Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN201A

Training Record Book for: ALANA LEE FISH : 251039T1

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BSBCMN203A COMMUNICATE IN THE WORKPLACE**Hours: 30**

This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information together with completing routine written correspondence. This unit is related to BSBCMN103A Apply basic communication skills and BSBFLM303A Contribute to effective workplace relationships

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Gather, convey and receive information and ideas

- Information to achieve work responsibilities is collected from appropriate sources
- The method(s)/equipment used to communicate ideas and information is appropriate to the audience
- Effective listening and speaking skills are used in oral communication
- Input from internal and external sources is sought, and used to develop and refine new ideas and approaches
- Instructions or enquiries are responded to promptly and in accordance with organisational requirements

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Draft routine correspondence

- Written information and ideas are presented in clear and concise language and the intended meaning of correspondence is understood by recipient
- Correspondence is drafted and presented within designated timelines
- Presentation of written information meets organisational standards of style, format and accuracy

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Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN203A

Training Record Book for: ALANA LEE FISH : 251039T1

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BSBCMN204A WORK EFFECTIVELY WITH OTHERS**Hours: 20**

This unit covers the skills and knowledge required to work in a group environment such as promoting team commitment and cooperation and supporting team members.

This unit is related to BSBCMN304A Contribute to personal skill development and learning.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Develop effective workplace relationships

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- Responsibilities and duties are undertaken in a positive manner to promote cooperation and good relationships
- Assistance is sought from workgroup members when difficulties arise and addressed through discussions
- Constructive feedback provided by others in the workgroup is encouraged, acknowledged and acted upon
- Differences in personal values and beliefs are respected and their value acknowledged in the development of relationships

Contribute to workgroup activities

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- Support is provided to team members to ensure workgroup goals are met
- Constructive contributions to workgroup goals and tasks are made according to organisational requirements
- Information relevant to work is shared with workgroup to ensure designated goals are met
- Strategies/opportunities for improvement of the workgroup are identified and planned in liaison with workgroup

Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN204A

Training Record Book for: ALANA LEE FISH : 251039T1

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BSBCMN206A PROCESS AND MAINTAIN WORKPLACE INFORMATION**Hours: 20**

This unit covers the skills and knowledge required to collect, process, store and maintain workplace information and its systems. It includes the maintenance of filing and record systems.
This unit is related to BSBCMN305A Organise workplace information.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Collect information

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- Collection of information is timely and relevant to organisational needs
- Business equipment/technology available in the work area is used to obtain information effectively
- Organisational requirements relating to security and confidentiality are applied to information handling

Process workplace information

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- Business equipment/technology is used to process information in accordance with organisational requirements
- Information is processed in accordance with defined timeframes, guidelines and procedures
- Information is updated, modified and filed in accordance with organisational requirements
- Information is collated and dispatched in accordance with specified timeframes and organisational requirements

Maintain information systems

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- Information and filing systems are maintained in accordance with organisational requirements
- Inactive or dead files are identified, removed and/or relocated in accordance with organisational requirements
- New files are established and assembled in accordance with organisational requirements
- Reference and index systems are updated in accordance with organisational requirements

Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN206A

Training Record Book for: ALANA LEE FISH : 251039T1

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BSBCMN209A PROVIDE INFORMATION TO CLIENTS**Hours: 20**

This unit covers the skills and knowledge required to greet clients and determine their needs in accordance with the organisations requirements.

This unit is related to BSBCMN309A Recommend products and services.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Establish contact with clients

- Communication with clients is conducted in a professional and courteous manner according to organisational requirements
- Personal dress and presentation is maintained in line with organisational requirements
- Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information
- All work reflects sensitivity to clients specific needs and any cultural, family and individual differences

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Respond to client enquiry

- Client enquiries are responded to promptly and politely and in accordance with organisational requirements
- Appropriate questioning and active listening are used to determine client needs
- Telephone calls are answered and made in accordance with organisational requirements
- Information relevant to client needs is provided in line with organisational requirements
- Enquiries outside area of responsibility/knowledge are referred to nominated person/s for resolution
- Additional information or follow-up action is completed in line with client needs and organisational timelines

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Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:**EMPLOYER'S COMMENTS:****RTO'S COMMENTS:**

Unit: BSBCMN209A

Training Record Book for: ALANA LEE FISH : 251039T1

[<TOC>](#)

BSBCMN211A PARTICIPATE IN WORKPLACE SAFETY PROCEDURES**Hours: 15**

This unit covers general Occupational Health and Safety requirements in business organisations and is essential for employees without managerial or supervisory responsibilities. The unit is based on Generic Competency A in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards [NOHSC:7025 (1998) 2nd edition].

This unit is related to BSBCMN106A Follow workplace safety procedures and BSBCMN311A Maintain workplace safety.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Follow workplace procedures for hazard identification and risk control

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- Hazards in the work area are recognised and reported to designated personnel according to workplace procedures
- Workplace procedures and work instructions for assessing and controlling risks are followed accurately
- Workplace procedures for dealing with incidents (accidents), fire and other emergencies are followed whenever necessary within the scope of responsibilities and competencies

Contribute to Occupational Health & Safety in the workplace

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- Occupational Health and Safety issues are raised with designated personnel in accordance with workplace procedures and relevant Occupational Health and Safety legislation
- Contributions to participative arrangements for Occupational Health and Safety management in the workplace are made within organisational procedures and the scope of responsibilities and competencies

Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN211A

Training Record Book for: ALANA LEE FISH : 251039T1

[<TOC>](#)

BSBCMN213A PRODUCE SIMPLE WORDPROCESSED DOCUMENTS**Hours: 40**

This unit covers preparation and production of short routine letters, notes, memos and records using word processing software.

This unit is related to BSBCMN107A Operate a personal computer, BSBCMN108A Develop keyboard skills and BSBCMN306A Produce business documents.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Use safe work practices

- Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user
- Work organisation meets organisational and occupational health and safety requirements for computer operation
- Energy and resource conservation techniques are used to minimise wastage in accordance with organisational and statutory requirements

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Confirm document requirements

- Document purpose, audience and presentation requirements are clarified with relevant personnel in accordance with organisational policy and procedures
- Organisational requirements in relation to document style, storage and security requirements are identified

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Produce documents

- Text is entered, checked and amended in accordance with organisational and task requirements
- Software functions are utilised for consistency of design and layout and document is formatted in accordance with organisational style and presentation requirements
- Manuals, user documentation and on-line help are used to overcome problems with document presentation and production
- Mailable document is previewed, adjusted and printed in accordance with organisational and task requirements
- Documents are prepared within designated timelines, organisational requirements and Australian standards for speed and accuracy
- Document is named and stored, in accordance with organisational requirements and the application exited without information loss/damage

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Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN213A

Training Record Book for: ALANA LEE FISH : 251039T1

[<TOC>](#)

BSBCMN214A CREATE AND USE SIMPLE SPREADSHEETS**Hours: 20**

This unit covers creating and using simple spreadsheets and charts through the use of spreadsheet software.
This unit is related to BSBCMN107A Operate a personal computer and BSBCMN108A Develop keyboard skills.

Elements and Performance Criteria

Initials for Completion		
Student	Emp	RTO

Use safe work practices

- Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user
- Work organisation meets organisational and statutory requirements for computer operation
- Energy and resource conservation techniques are used to minimise wastage in accordance with organisational and statutory requirements

Create simple spreadsheets

- Organisational and task requirements in relation to data entry, storage, output and presentation requirements are identified
- Spreadsheet utilises routine software functions and simple formulae to meet identified requirements
- Spreadsheet layout enables efficient data input and presentation
- Spreadsheet is formatted in accordance with organisational style and presentation requirements
- Formulae are tested to confirm output meets task requirements
- Adjustments are made as required
- Supervisor is consulted to confirm final formulae

Produce spreadsheets

- Data is entered, checked and amended in accordance with organisational and task requirements
- Data input meets designated timelines and organisational requirements for speed and accuracy
- Manuals, user documentation and on-line help are used to overcome problems with spreadsheet design and production
- Spreadsheet is previewed, adjusted and printed in accordance with organisational and task requirements
- Spreadsheet is named and stored, in accordance with organisational requirements and the application exited without data loss/damage

Produce simple charts

- Organisational and task requirements are determined in relation to the type of chart and chart features to be included
- Choice and design of chart enables valid representation of numerical data and meets organisational and task requirements
- Chart is previewed, adjusted and printed in accordance with organisational and task requirements

Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:**EMPLOYER'S COMMENTS:****RTO'S COMMENTS:**

Unit: BSBCMN214A

Training Record Book for: ALANA LEE FISH : 251039T1

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[<TOC>](#)**BSBCMN304A CONTRIBUTE TO PERSONAL SKILL DEVELOPMENT AND LEARNING****Hours: 20**

This unit covers the skills and knowledge required to support own learning and skill development needs in the context of an organisations goals and objectives.

This unit is related to BSBCMN204A Work effectively with others and BSBCMN404A Develop teams and individuals.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Identify own learning needs for skill development

- Personal learning needs and skill gaps are self assessed
- Advice on learning needs is provided to relevant personnel
- Opportunities for undertaking personal skill development activities are identified and planned in liaison with work groups and relevant personnel

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Undertake personal skill development

- Appropriate opportunities provided by the workplace are identified
- Opportunities are identified to use appropriate new skills in workplace activities
- Coaching / mentoring advice is followed through in work activities

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Monitor learning effectiveness

- Feedback from individuals or colleagues is used to identify future learning opportunities
- Where a final assessment process is carried out, the outcomes are reviewed and further learning needs are identified.
- Suggestions for improving learning opportunities and assessment processes are provided to appropriate personnel

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Each completed Element must be initialled by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: BSBCMN304A

Training Record Book for: ALANA LEE FISH : 251039T1

ICAITU131A OPERATE DATABASE APPLICATION**Hours: 50**

This unit defines the competency required to operate database applications and perform basic operations.

This unit of competence is a fundamental skill required for using IT in any environment. Other fundamental units of competence include ICAITU129A Operate a word processing application, ICAITU130A Operate a spreadsheet application, ICAITU128A Operate a personal computer, ICAITU132A Operate a presentation package, ICAITU133A Send and retrieve information over the internet.

Elements and Performance Criteria	Initials for Completion		
	Student	Emp	RTO

Customise basic settings

- Adjust page display modes, orientation and size to meet user requirements and / or special needs
- Modify toolbar to meet user and database uses
- Ensure font type, size and colour is appropriate for the purpose of the database

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Create a database

- Formulate a simple design for a two table database incorporating basic design principles
- Develop tables with fields and attributes according to database usage requirements
- Enter data and link and navigate tables
- Create a primary key and establish an index
- Modify table layout and field attributes as required
- Modify data in tables for information requirements
- Add and delete records as required
- Follow correct close down procedures to ensure data is not lost

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Create reports

- Design report to present data in a logical sequence
- Modify reports to include / exclude additional information requirements
- Modify existing reports to accommodate current information requirements
- Distribute reports are in a suitable format (softcopy/ hardcopy)

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Retrieve information

- Access existing database and locate required record
- Create simple query and retrieve required information
- Develop query with multiple criteria and retrieve required information
- Apply filters and access information
- Refine queries to more precisely retrieve information
- Select data and sort according to information retrieval requirements

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Create forms

- Create simple forms that include imported files (images/graphics) and customised colours using a wizard
- Open existing database and modify records through a simple form
- Rearrange objects within the form to accommodate information requirements
- Save and close database to hard disk and disk

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Each completed Element must be initialised by appropriate assessor before final sign off.

On UOC Completion (Responsible Officers to Sign Off Below)

Completed	Name	Signature	Position - Title	Date
Student:	ALANA LEE FISH			
Employer:				
RTO:				

STUDENT'S COMMENTS:

EMPLOYER'S COMMENTS:

RTO'S COMMENTS:

Unit: ICAITU131A

Training Record Book for: ALANA LEE FISH : 251039T1

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Example Call-up Letters

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Employer Call-up Letter

[Group: OSCAR"S GROUP]

SKILL HIRE PTY LTD
UNIT 2 103 CAMPBELL STREET
BELMONT 6104

Dear Sir/Madam

**SUBJECT: EMPLOYEE: MS SHONDELLE IRENE EADES
TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS**

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:
Dates: 31/12/9999 to 31/12/9999
Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY
Date: Friday, 1 October 2004
Attendance Mode: Weekly
Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00
Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that the above named apprentice has been scheduled to enrol at this college per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

[<TOC>](#)

[Group: OSCAR'S GROUP]

ALBANY DISTRICT INSURANCE BROKERS
UNIT 2 60 ABERDEEN STREET
ALBANY 6330

Dear Sir/Madam

**SUBJECT: EMPLOYEE: MS JENNA LEE D'ALESIO
TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS**

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:
Dates: 31/12/9999 to 31/12/9999
Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY
Date: Friday, 1 October 2004
Attendance Mode: Weekly
Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00
Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that the above named apprentice has been scheduled to enrol at this college per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

[<TOC>](#)

[Group: OSCAR'S GROUP]

STEPHEN CARTER & STAFF
4 MARION STREET
MOUNT BARKER 6324

Dear Sir/Madam

**SUBJECT: EMPLOYEE: MISS ALANA LEE FISH
TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS**

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:
Dates: 31/12/9999 to 31/12/9999
Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY
Date: Friday, 1 October 2004
Attendance Mode: Weekly
Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00
Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that the above named apprentice has been scheduled to enrol at this college per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

Guardian Call-up Letter

[<TOC>](#)

**SUBJECT: MISS ALANA LEE FISH
TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS**

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:

Dates: 31/12/9999 to 31/12/9999

Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY

Date: Friday, 1 October 2004

Attendance Mode: Weekly

Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00

Total Concession Fees:	\$85.00
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Total Full Fees:	\$265.00
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PLEASE NOTE:

Please be advised that you have been scheduled to enrol at this college as per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER

Contact:

2/09/2004

Student Call-up Letter

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OSCAR'S GROUP CALLUP SUMMARY SHEET

Attendance:

Mode: Weekly
Times: 09:00 to 11:00
Dates: 1/10/2004 - 15/12/2004

Apprentice/Trainee	Employer
D'ALELIO, JENNA LEE (ID: 0400990) 3 NARANG STREET , ALBANY 6330 Home: 98418939 Work: 98416199 Mobile: 0408095627 Emergency: jenna@adib.com Trainee	ALBANY DISTRICT INSURANCE BROKERS UNIT 2 60 ABERDEEN STREET, ALBANY 6330 Office: 089841 6199 Mobile: 089841 6377
FISH, ALANA LEE (ID: 0401132) 17 HASSELL STREET , MOUNT BARKER 6324 Home: (08) 9851 1271 Work: (08) 9851 2616 Trainee	STEPHEN CARTER & STAFF 4 MARION STREET , MOUNT BARKER 6324 Office: 089851 2616
EADES, SHONDELLE IRENE (ID: 0301584) 23 BOWDEN TERRACE , KATANNING 6317 Home: 98215809 Trainee	SKILL HIRE PTY LTD UNIT 2 103 CAMPBELL STREET, BELMONT 6104 Mobile: 9477 1911 Office: 9477 1900

Callups printed: Thursday, 2 September 2004 17:06

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[Group: OSCAR"S GROUP]

MS SHONDELLE EADES
23 BOWDEN TERRACE
KATANNING 6317

Dear Shondelle

SUBJECT: TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:

Dates: 31/12/9999 to 31/12/9999

Times:

Attendance details are as follows:

Location:

ANSON ROAD, ALBANY

Date:

Friday, 1 October 2004

Attendance Mode: Weekly

Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00

Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that you have been scheduled to enrol at this college as per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

[<TOC>](#)

[Group: OSCAR'S GROUP]

MS JENNA D'ALELIO
3 NARANG STREET
ALBANY 6330

Dear Jenna

SUBJECT: TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:
Dates: 31/12/9999 to 31/12/9999
Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY
Date: Friday, 1 October 2004
Attendance Mode: Weekly
Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00
Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that you have been scheduled to enrol at this college as per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

[<TOC>](#)

[Group: OSCAR"S GROUP]

MISS ALANA FISH
17 HASSELL STREET
MOUNT BARKER 6324

Dear Alana

SUBJECT: TRAINING PROGRAM IN C313 CERTIFICATE II IN BUSINESS

This is to inform you that the above student and training contract has begun their training.

Enrolment details are as follows:

Venue:
Dates: 31/12/9999 to 31/12/9999
Times:

Attendance details are as follows:

Location: ANSON ROAD, ALBANY
Date: Friday, 1 October 2004
Attendance Mode: Weekly
Attendance times: 09:00 to 11:00

Date From	Date To
1/10/2004	15/12/2004

The estimate of fees payable on enrolment is as follows:

Tuition Full:	\$180.00
Enrolment:	\$25.00
Material/Resource:	\$10.00
Books:	\$50.00
Total Concession Fees:	\$85.00
Total Full Fees:	\$265.00

PLEASE NOTE:

Please be advised that you have been scheduled to enrol at this college as per the following details.

If you have any questions regarding this notification, please do not hesitate to contact me.

Yours sincerely

KIRSTY ALEXANDER
Contact:

2/09/2004

[<TOC>](#)