## Activity 1 (part of the assessment task and must be submitted)

Consider the training strategies you use with your learners. For example do you ask learners to read particular documents, give presentations, answer written questions?

List the training strategies you use below in the left column.

|  |  |  |
| --- | --- | --- |
| Training strategies | Select which Core LLN skill applies (*Learning, reading, writing, oral communication, or numeracy.)* | Choose an appropriate Indicator level. (*Each skill has two indicators, except for numeracy which has three.)* |
| Eg Reading notes | Reading | 4.03 |
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## Activity 2 – Qualification (part of the assessment task and must be submitted)

Complete the following tables by referring to Appendix 1 and 2 for the Certificate II in Business and the unit of competency BSBCMM201A - Communicate in the workplace.

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| ***Employability Skills and the ACSF***  **Certificate II in Business** | | |
| **Employability Skill:** | **Aspect:** | **ACSF core skill:**  **Determine what ACSF core skill would apply for each employability skill** |
| Communication | * communicating verbally with clients and colleagues * drafting routine correspondence that meets the organisational standards of style, format and accuracy |  |
| Teamwork | * working in a team environment to promote team commitment and cooperation |  |
| Problem-solving | * choosing appropriate methods for communication and transferring information * dealing with client enquiries and complaints |  |
| Initiative and enterprise | * raising occupational health and safety issues with designated personnel |  |
| Planning and organising | * planning and organising own work schedule for the day * planning the layout of simple documents using appropriate software |  |
| Self-management | * dealing sensitively with client needs, family and individual differences * obtaining feedback on work performance and identifying opportunities for improvement |  |
| Learning | * encouraging, acknowledging and acting on constructive feedback from team members * using manuals, training booklets and online help to overcome difficulties |  |
|  | * selecting, maintaining and using business technology appropriate to the task |  |
| Technology | * selecting, maintaining and using business technology appropriate to the task |  |

## Activity 3 – Unit (part of the assessment task and must be submitted)

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| ***LLN Key Word Chart – BSBCMM201A***  ***Analyse the Elements and Performance Criteria for key words*** | | | | |
| Reading | Writing | Oral Communication | Numeracy | Learning |
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| ***LLN Key Word Chart – BSBCMM201A***  ***Analyse the Range Statement for key words*** | | | | |
| Reading | Writing | Oral Communication | Numeracy | Learning |
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| ***BSBCMM201A Communicate in the workplace***  **LLN in the Required Skills and knowledge** | |
| ***Required Skills*** | ***ACSF Core Skills*** |
| communication skills to request advice, to receive feedback and to work with a team |  |
| culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities |  |
| literacy skills to identify work requirements, and to understand and process basic workplace documentation |  |
| organisational skills to plan work priorities and arrangements |  |
| technology skills to select and use technology appropriate to communication tasks |  |