

NOTE:

Shows a program based on a Unit
in a Training Package

EXAMPLE - COMPLETED LEARNING PROGRAM**Please read**

You can use any layout or format of program design that best suits your needs. The important aspect of this example are the highlighted boxes which represent the information that we seek from your learning programs.

Purpose of the learning (Training) Program

To develop your skills and knowledge to produce simple word documents

Name of target learner group or client

Warehouse store persons working for ABC Warehouse

Program code

BSB20107

Program Title

Certificate 2 in Business Administration

Unit/ module code

BSBITU201A

Unit / module title

Produce simple word documents

Other training specifications

Develop simple procedure documents that can be incorporated into the ABC warehouse company procedures manual.

No licensing, legislative or certification requirements apply to this unit.

Relevant VET sector / RTO policies and procedures for learning program and work practices

RTO policies cover Access and Equity, Occupational Health and Safety, Privacy, Complaints, Training Practices and assessment

Standards for NVR registered Training Organisations 2011(VET Quality Framework 2011)

Business Services Training Package (version 7.0) Date 05 December 2012

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Description of learner characteristics and needs

Existing store persons with no formal education in business studies but are able to apply basic computer skills in their work roles.

Special requirements of learners

Physical disabilities include need for wheel chair access points

Language Literacy Numeracy requirements

The group have many years of informal education but low literacy skill (English is a second language for any)

Embedding of employability skills

Development of store procedures supports communication skills by sharing information, solving the problem to provide clear procedures for staff to follow, provide documents that can contribute to teaching others and translating exiting hand-on practices into procedural actions.

Context and design of the training to meet learner / client needs

Learning content to mimic current operational practices and procedures in the warehouse and support practical hands-on activities with high level of visual content and structure. Provide a glossary of terms with simple English explanations directly related to the workplace role.

Learning environment

Support to made available for ergonomic workstation and access to be available for wheelchair users in both the training area and at the designated work site.

OHS requirements

As computer PC is being used in both the learning and work environment, hazards that need to be considered and acted upon include familiarisation of learning environments, establishment of ground rules for group work, protective covering of trip points and ergonomic setup for learners. A hazard inspection checklist needs to be completed prior to commencement of training

EXAMPLE - COMPLETED LEARNING PROGRAM**Delivery plan / schedule of training**

The learning program will be delivered over 4 separate session as follows:

Session 1 x 1 hour – face to face in training room

Element 1 of BSBITU201A – preparing to produce document.

- *Describing OHS requirements*
- *Workstation ergonomics and ground rules for training and safety*
- *Overview of program and learning outcome requirements*

Session 2 x 2 hour – face to face in training room

Element 1 & 2 of BSBITU201A – preparing to produce document, produce documents

- *Formatting & styles*
- *File name conventions and storage requirements*
- *Privacy and confidentiality requirements*
- *Quality control procedures for documents*

Session 3 x 5 hour – face to face in training room and in workplace at workstations

Element 2 & 3 of BSBITU201A – produce documents finalise documents

- *Create documents/ procedures*
- *Check print review documents in accordance with ABC warehouse requirements*

Session 4 x 1 hour – face to face in training room

Element 2 & 3 of BSBITU201A – produce documents finalise documents

- *Check print review documents in accordance with ABC warehouse requirements*
- *Develop procedures manual and online storage of procedures for warehouse staff*

Program delivery methodology

A combination of training room and workplace application of learning. Important that learners are able to transfer skills and knowledge into direct application as part of routine role requirements which forms part of normal work related activity.

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EXAMPLE - COMPLETED LEARNING PROGRAM**Program resources and materials**

- *Office wise – a guide to health and safety in the office and the workplace*
- *Existing procedures manual from other departments of ABC warehouse to be used as an example*
- *PowerPoint on format and styles plus handouts*
- *Glossary*
- *ABC format and style guide*

Any other program considerations *(such as cost of programs or logistics of delivery)*

- *Training program*
- *Lost labour cost*
- *Cost of trainer*
- *Venue costs*

Assessment tasks

1. *Produce one simple procedure document such as a memo explain to staff that a warehouse procedures manual is going to be developed. As directed by the warehouse supervisor within a designated timeframe.*
2. *Produce two simple procedure documents using (ABC formatting and styles guide) for inclusion into new ABC warehouse procedures manual and approved by the warehouse supervisor.*

Learning program review

Review the learning (training program) with all key stakeholders to ensure that training specifications appropriate to the client have been met and that the learning has been conducted following the needs, strategies and outcomes identified in the learning program.

Identify recommendations for improvement of the program and identify and assign actions for implementation