

## EXAMPLE - Analysing a Training Package to meet client needs

**NOTE:** Shows how you have  
unpacked and used information from  
an Training Package



### Please read

*You can use any layout or format to analyse a training package to meet client needs. The important aspect of this example are the highlighted Blue boxes which represent the information that we will look for in the submission that you provide.*

#### **Detail the process you used to identify client and/or organisation specific training needs, requirements and outcomes sought from training**

*Training department was contacted by commercial client wishing to discuss opportunity to conduct training for their staff. In meeting with the client (ABC Warehouse) they explained the introduction of new operational procedures (computer based) were required for the warehouse.*

*The company identified that this would be an opportunity to develop key staff by training them to develop the required procedures as part of their training and as such taking ownership for the process.*

*The benchmarks sought by the company include:*

- *Competency based training that is linked to a qualification that staff can continue to complete if they wish*
- *A complete manual of operational procedures developed for further use by all warehouse staff.*

#### **Describe the learner or group who will undertake the training in particular identify if any specific requirements by individual or group need to be addressed**

*The store persons selected for training are key staff working across all shifts that are predominantly from non-English speaking background and have varied levels of qualification and experience. One day shift key staff member participating is wheel chair bound and has had store duties modified to accommodate their role.*

#### **Confirm learners existing skills and knowledge levels against requested training and recommend benchmark and training solution to close gaps identified**

*Interviews were conducted with staff members to identify current skill and knowledge levels and individual abilities to develop operational procedures needed for the warehouse.*

*It was found staff had limited or no software skills to develop documents on a computer (required by the company) and consideration would need to be given to Language, Literacy and Numeracy skills needed by the staff during training and develop of the operational procedures.*

## EXAMPLE - Analysing a Training Package to meet client needs

**NOTE:** Shows how you have  
unpacked and used information from  
an Training Package

Select an appropriate elective unit from a [Training Package](#) qualification that will meet the needs of the client Identify relevant specifications and characteristics such as legislative, regulatory, licensing requirement and/or entry requirement as they are applied to the qualification

*Taking in consideration the needs of the client as well as the learner group, research of the appropriate training program resulted in the following program being selected:*

- *Unit of Competency that will form the basis of the training program will be:*
- *BSBITU201A – Produce simple word documents*
- *The unit describes the performance, skills and knowledge required to correctly operate word processing applications in the production of workplace documents*
- *This unit is contained within the qualification*
- *BSB20107 Certificate II in Business Administration*
- *Which is located in the following Training Package*
- *BSB07 Business Services Training Package current version 7.0 endorsed on 05/Dec/2012*

*There are no licensing/regulatory or pre-requisite requirements applied to this unit of competency.*

**Detail the qualification rules and/or components that will affect the selection of the units/modules you will chose to in development of your training program**

*The selected unit is an elective unit contained within the qualification with an allocation of 60 hours attached (nominal hours of delivery).*

*For a staff member to complete the Certificate II in Business Administration they will need to complete a further 1 core unit and 10 elective units*

*Note: the elective unit chosen can be used across number of different qualifications and programs contained with a variety of training packages and accredited courses.*

## **EXAMPLE - Analysing a Training Package to meet client needs**

**NOTE:** Shows how you have  
unpacked and used information from  
an Training Package

**Explain the format and structure of the units, modules or standards that make up your training program and the source of the information being used.**

*Staff undertaking the program will be required to prepare, produce and finalise a number of documents developing:*

- *Skills in communications, proof-reading, keyboard, literacy, problem-solving*
- *knowledge to develop documents (procedures) correctly formatted within the organisations guides and requirements in a manner that meets the LLN needs of those having to work with and use the documents (procedures)*

*Both of the above are defined by the required skills and knowledge detailed in the unit of competency descriptor.*

*Training will be initially conducted in a training room environment to undertake foundation skill and knowledge training before transferring application of skills and knowledge to activity based training conducted in the workplace. Training will be conducted to accommodate all staff across shifts and ensure that access and processes have been designed to provide for any special requirements identified.*

**Describe how you will assess learners against the benchmarks to ensure compliance to the qualification or non-accredited program being delivered.**

*A range of assessment methods will be used to assess practical skills and knowledge of staff and may include:*

- *direct questioning asking staff to explain process to produce documents and key attributes that need to be considered when designing document*
- *review of documents in draft and final stages,*
- *group questioning to assess knowledge of word processing software functions used in development of documents*
- *Completed procedures manual for warehouse.*
- 

**Is there any reasonable adjustment that needs to be considered in terms of training delivery and or assessment of learner(s)**

*Reasonable adjust has been included in the method of assessment where the main emphasis used to identify skill and knowledge acquisition will be through observation, and questioning (direct, group).*

**EXAMPLE -  
Analysing a Training Package to meet client needs**

**NOTE: Shows how you have  
unpacked and used information from  
an Training Package**

**Are there any specific needs identified by client to contextualise parts of your training program? Identify those parts of a training package that you are allowed to change and explain why?**

*Client has asked that the training is realistic and practical and that they would like one of the benchmarks to be procedures manual to be created as a result of the training that will be used by staff in the warehouse. They would like to ensure that the documents developed are formatted and branded to comply with current documents used by the business.*

*Training organisations can contextualise units of competency to make them more relevant and meaningful to learners and enterprises.*

*Changes are to be made in accordance with the training package developer's handbook and with relevant Training Package contextualisation guidelines.*