

Table of contents

Unit introduction.....	1
How to use this workbook	1
Notes for teachers and trainers.....	1
Participant assessment.....	1
Activities	1
Performance criteria.....	2
Unit competencies.....	2
Required skills and knowledge	3
Range statement	4
Evidence guide	6
1 Plan and complete own work schedule	7
1.1 Prepare workgroup plans.....	8
Organisation and workgroup plans.....	8
Key result areas.....	9
Self-managed teams.....	10
Preparing workgroup plans and schedules.....	10
Identifying the needs of stakeholders.....	12
Managing the workgroup's stakeholder commitment.....	14
The plan for communicating with stakeholders	16
Organisational expectations.....	17
The planning process.....	20
Implementation and monitoring phase	29
1.2 Analyse and prioritise work objectives.....	32
1.3 Identify factors affecting work achievement	34
Identifying factors that affect the achievement of your work objectives.....	34
Risk-management strategies.....	36
Managing interruptions to your time	44
1.4 Use business technology to manage tasks	48
2 Monitor own work performance.....	53
2.1 Analyse personal performance.....	54
2.2 Seek feedback on performance.....	57
2.3 Identify and report on quality of service and products.....	61
Steps to set up a quality management system.....	61
The Deming wheel.....	62
Tools and techniques for quality control.....	62
3 Coordinate professional development	67
3.1 Identify personal development needs	68
Benchmarking	69
3.2 Plan opportunities for skill development	71
3.3 Use feedback to improve competence	73
3.4 Complete new professional development activities.....	76
3.5 Store achievement and assessment records	77
4 Assessment	79
Continuous Assessment against Unit Competencies.....	81
Continuous Assessment against Required Skills and Knowledge.....	83
Student Assessment Submission Form – BSBWOR404A.....	85
Student Declaration.....	85

Table of contents

Course Completion Sign-off.....	87
About the author: Will Baker.....	88
References.....	88
Employability skills matrix.....	89