

Business Services Training

Unit of Competency

**Organise and Complete Daily Work Activities
BSBWOR202A**

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise and complete work activities, and to obtain feedback on work performance

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying Employability Skills requirements.

Pre-requisite Units

Nil

Application of the Unit

This unit applies to individuals developing basic skills and knowledge for working in a broad range of settings.

Competency Field

Industry Capability – Workplace Effectiveness

Organise and Complete Daily Work Activities

This book supports BSBWOR202A, Organise and Complete Daily Work Activities in the Business Services Training Package.

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Informal Rules

Generally, small companies have less formal rules than large organisations. These informal rules, which can be communicated by talking to each other, may not necessarily be written down. The rules are 'understood' by both employers and employees. Some examples of informal company rules are:

- wearing running shoes is not allowed
- always refill the photocopier with paper after use
- always let the receptionist know when you are leaving the building.

Formal Rules

Large organisations usually need to have more complex, or complicated, written rules which allow the same information to be accessed by staff members when needed. Examples of workplaces that have formal rules are:

- hospitals, where efficiency as well as accuracy of information is vital
- police stations, where the information needs to be precise
- service organisations like telephone companies, where the information given to customers needs to be consistent
- delivery companies where procedures which describe or explain how to do particular tasks, need to be consistent.

Formal, written rules may be found in a number of places, such as:

- an employee manual or handbook
- health and safety guidelines
- instructions on the use of equipment
- a style guide for written communication
- customer service guidelines.

Procedures

As well as rules, each organisation will have procedures, which describe or explain how to do particular tasks. This is a way of making sure that tasks are done correctly and that they reach the standard, or level of quality, set by the organisation. Examples of procedures include:

- how to answer telephone calls
- how to respond to requests from customers
- how to respond to complaints from customers
- how to order office supplies.

	<p>Exercise 4: Procedures</p> <p>Write down what you think the procedure would be for a waiter taking a food order in a restaurant.</p>

Ask About Rules and Procedures

Whether you work in a small organisation with informal rules and procedures, or a large organisation with formal, written rules and procedures, you need to find out what they are. You can learn by watching but, in order to avoid making mistakes, you should also ask your supervisor or colleagues about your organisation’s rules.

Business Plans

A business or operating plan shows how a company or organisation will be run and how it will grow over a certain period of time, for example, three years. A business plan usually includes a company’s goals and objectives, which provide direction. For example, a domestic window cleaning company may have an objective in its business plan of expanding within a year to clean shop windows and within three years to clean office block windows.

A business plan identifies:

- what the business is and what it is seeking to achieve
- what the business is currently doing
- what the goals and objectives are, and the strategies for achieving them.

A business plan is also a useful way of evaluating performance and progress because the results or outcomes can be measured against the plan.

	<h4>Exercise 5: Business Plan</h4>
1	What is a business plan? <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>
2	Why is a business plan useful? <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/>

Processes

In order to provide a service or a product to a customer there is a sequence of tasks or activities that must be completed. This sequence is known as a process. For example, if you worked for a magazine publishing company, a simple description of the work process would be:

- commission journalists to write stories and photographers to illustrate them
- receive the stories, then check and edit them
- receive the photographs
- send the stories and photographs through to the magazine design department
- decide the layout or order of the stories in the magazine
- get proofs of pages back from the magazine design department
- approve pages and magazine layout
- send copy to the printer.

You may, however, work in the magazine design department, which plays just one part in the process. Your department will have its own process and outcome, which involves designing the pages of the magazine and preparing proofs. Your work, too, will have its own process and outcome

Sometimes it may be difficult to identify all the parts of the process in an organisation. It will make your work more meaningful, however, if you do understand how the parts fit together. Ask your supervisor if she or he can explain the overall work process of your organisation to you.



Exercise 6: Business Process

1	<p>Describe how your tasks at work link together to make a process.</p> <hr/> <hr/> <hr/> <hr/> <hr/>
2	<p>Describe the overall work process of your organisation.</p> <hr/> <hr/> <hr/> <hr/> <hr/>

Workplace Quality Standards

Quality is not a fixed thing. Sometimes it is 100%, but sometimes the 80:20 rule applies, particularly where time is limited. Did you include a question above about what quality your manager wanted from your check of the document? Was it a quick glance or very thorough proofread for typos, or perhaps even more. Maybe you were supposed to check for bad grammar as well. This comes under the heading of “quality”. What quality standard were you supposed to check the work to?

The Pareto Principle

Have you heard of the Pareto Principle? It is sometimes known as the 80:20 rule.

Pareto believed that 20% of your time is spent doing critical work, and 80% is spent on making that critical work perfect. If you are not looking for perfection, you can save a lot of time.

You should never be the one who makes the decision to cut quality in order to save time. However, you might need to be very clear just what your manager’s expectations are.



Exercise 7: – Group Activity – Apply the 80:20 rule

Think through your past experiences, for example, where you have been asked to do something, and have done it really well, only to find out that your effort was “overkill” and that you were expected to cut corners?

Your examples can be from work, school or home.

If you are studying as part of group, brainstorm this through as a group, volunteer your own example, then write it below.

If you are studying alone, write down your best example below.

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Revision Exercise 8

1	Is the organisation you work for formal or informal? Why? <hr style="border: 0; border-top: 1px solid black; margin-top: 10px;"/> <hr style="border: 0; border-top: 1px solid black; margin-top: 10px;"/>
2	What does a supervisor do? <hr style="border: 0; border-top: 1px solid black; margin-top: 10px;"/> <hr style="border: 0; border-top: 1px solid black; margin-top: 10px;"/>

3	What does a mentor do? <hr/> <hr/>
4	Are there people with special roles in your organisation? If so, name two. <hr/> <hr/>
5	Give three examples of informal rules <hr/> <hr/>
6	Name three organisations that you think would have formal rules <hr/> <hr/>
7	Where might you find formal, written rules? Give three examples <hr/> <hr/>
8	What is a procedure? <hr/> <hr/>
9	What is a process? <hr/> <hr/>