

<b>Training Package</b>	Business Services (BSB07)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>BSBADM302B</b>	<b>Produce texts from notes</b>	<b>15</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to take notes from oral or printed sources to produce accurate text. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Competency field</b>	Administration – General Administration
<b>Application of the unit</b>	This unit applies to individuals employed in a range of work environments who produce notes and texts from oral or printed sources. They may work as individuals providing administrative support within an enterprise, or they may be responsible for the production of their own notes and other documentation.
<b>Employability skills</b>	This unit contains employability skills.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>	<b>Gather information for assessment</b>
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> <li>producing accurate documents from notes that meet the requirements of the author/ speaker</li> <li>using a range of note taking techniques and methods.</li> </ul>	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> <li>access to an actual workplace or simulated environment</li> <li>access to office equipment and resources</li> <li>access to examples of audio sources for transcription and note taking.</li> </ul>	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> <li>direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate</li> <li>review of authenticated documents from the workplace or training environment</li> <li>demonstration of techniques.</li> </ul>	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> <li>BSBWRT301A Write simple documents</li> <li>other general administration units.</li> </ul>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to clarify requirements of documents
- literacy skills to:
  - read and understand organisational procedures
  - produce a range of documents
  - proofread and edit work for accuracy against original
- problem solving skills to address inconsistencies or errors in text
- memory retention skills to accurately capture information.

### Required knowledge

- formatting styles and their effect on formatting, readability and appearance of documents
- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  - anti discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety
- organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- organisational style guide.

Element	Performance Criteria	Range Statement
1 Take notes	1.1 Prior to commencing the task, identify organisational requirements relating to style, presentation and storage of documents	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>
	1.2 Clarify <i>purpose</i> and <i>requirements</i> of text with author/speaker.	<p><b><i>Purpose</i></b> may include:</p> <ul style="list-style-type: none"> <li>• agendas</li> <li>• formal or informal letters</li> <li>• meeting notes</li> <li>• memos</li> <li>• reports.</li> </ul> <p><b><i>Requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• summary motions plus meeting summary i.e. minutes</li> <li>• summary record of meetings</li> <li>• summary of verbal instructions .</li> </ul>
	1.3 <b><i>Record notes with the required degree of accuracy from appropriate sources.</i></b>	<p><b><i>Recording notes with the required degree of accuracy</i></b> may include:</p> <ul style="list-style-type: none"> <li>• capturing intended meaning of dictation</li> <li>• complete record.</li> </ul> <p><b><i>Appropriate sources</i></b> may include:</p> <ul style="list-style-type: none"> <li>• at meetings</li> <li>• by telephone</li> <li>• dictation</li> <li>• for multiple speakers</li> <li>• from audio tapes</li> <li>• from printed matter</li> <li>• in person</li> <li>• those taken</li> <li>• via teleconference</li> <li>• via videoconference.</li> </ul>
	1.4 Clarify meaning and spelling of names or technical terms to ensure accuracy of the notes.	

Element	Performance Criteria	Range Statement
	1.5 <i>Self-check notes</i> for accuracy.	<p><i>Self-checking notes</i> may include:</p> <ul style="list-style-type: none"> <li>• checking correlation between source and notes</li> <li>• clarifying names, addresses and specific spelling with information on file</li> <li>• inserting punctuation</li> <li>• reading over notes for meaning.</li> </ul>
2 Transcribe notes	2.1 <i>Produce text from notes to the required degree of accuracy</i> and to reflect the meaning intended by the author/speaker.	<p><i>Producing text from notes to the required degree of accuracy</i> may include:</p> <ul style="list-style-type: none"> <li>• correct grammar</li> <li>• correct spelling</li> <li>• correct use of technical vocabulary</li> <li>• intended meaning.</li> </ul>
	2.2 Produce text within <i>designated time lines</i> .	<p><i>Designated time lines</i> for production of text may include:</p> <ul style="list-style-type: none"> <li>• organisational time line e.g. agenda or minutes of meeting</li> <li>• time line agreed with supervisor or person requiring text.</li> </ul>
3 Edit and revise text	3.1 <i>Self-check final text</i> for accuracy and grammar, and ensure syntax is appropriate for the intended purpose and audience of the text.	<p><i>Self checking final text</i> may include:</p> <ul style="list-style-type: none"> <li>• checking grammar</li> <li>• checking intended meaning</li> <li>• checking spelling.</li> </ul>
	3.2 Revise, format, name, store and print text in accordance with <i>organisational and task requirements</i> .	<p><i>Organisational and task requirements</i> may include:</p> <ul style="list-style-type: none"> <li>• author/speaker instructions</li> <li>• number of copies</li> <li>• organisational format.</li> </ul>