

Training Package	Tourism, Hospitality and Events (SIT07)/Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBITU306A	Design and produce business documents	25

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Information and Communications Technology – IT Use
Application of the unit	This unit applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.
Employability skills	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.			
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> designing and producing a minimum of 3 completed business documents, using at least 2 software applications in the production of each document using appropriate data storage options knowledge of the functions and features of contemporary computer applications. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> access to an actual workplace or simulated environment access to office equipment and resources access to examples of style guides and organisational procedures. 	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"> direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate review of final printed documents demonstration of techniques observation of presentations oral or written questioning to assess knowledge of software applications. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> general administration units other IT use units.

Required Skills and Knowledge

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

Required skills

- keyboarding and computer skills to complete a range of formatting and layout tasks
- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread documents to ensure clarity of meaning and conformity to organisational requirements
- numeracy skills to access and retrieve data
- problem solving skills to determine document design and production processes.

Required knowledge

- appropriate technology for production requirements
- functions and features of contemporary computer applications
- organisational policies, plans and procedures
- organisational requirements for document design e.g. style guide.

Element	Performance Criteria	Range Statement
1 Select and prepare resources	1.1 Select and use appropriate <i>technology</i> and <i>software</i> applications to produce required <i>business documents</i> .	<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. <i>Bold italicised</i> 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> <p><i>Technology</i> may include:</p> <ul style="list-style-type: none"> • computers • photocopiers • printers • scanners. <p><i>Software</i> may include:</p> <ul style="list-style-type: none"> • accounting packages • database packages • presentation packages • spreadsheet packages • word processing packages. <p><i>Business documents</i> may include:</p> <ul style="list-style-type: none"> • accounts statements • client databases • newsletters • project reviews • proposals • reports • web pages.
	1.2 Select layout and style of publication according to information and <i>organisational requirements</i> .	<p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • budgets • correctly identifying and opening files • legal and organisational policies, guidelines and requirements • locating data • log on procedures • manufacturers' guidelines • occupational health and safety policies, procedures and programs • quality assurance and/or procedures manuals • saving and closing files • security • storing data.

Element	Performance Criteria	Range Statement
	1.3 Ensure document design is consistent with company and/or client requirements, using basic design principles.	
	1.4 Discuss and clarify format and style with person requesting document/publication.	
2 Design document	2.1 Identify, open and generate files and records according to task and organisational requirements.	
	2.2 Design document to ensure efficient entry of information and to maximise the presentation and appearance of information.	
	2.3 Use a range of <i>functions</i> to ensure consistency of design and layout.	<p><i>Functions</i> may include:</p> <ul style="list-style-type: none"> • alternating headers and footers • editing • merging documents • spell checking • table formatting • using columns • using styles.
	2.4 Operate <i>input devices</i> within designated requirements.	<p><i>Input devices</i> may include:</p> <ul style="list-style-type: none"> • keyboard • mouse • numerical key pad • scanner.
3 Produce document	3.1 Complete document production within designated time lines according to organisational requirements.	
	3.2 Check document produced to ensure it meets task requirements for style and layout.	
	3.3 Store document appropriately and save document to avoid loss of data.	
	3.4 Use manuals, training booklets and/or help desks to overcome basic difficulties with document design and production.	

Element	Performance Criteria	Range Statement
4 Finalise document	4.1 Proofread document for readability, accuracy and consistency in language, style and layout prior to final output.	
	4.2 Make any modifications to document to meet requirements.	
	4.3 <i>Name</i> and <i>store document</i> in accordance with organisational requirements and exit the application without data/loss damage.	<p><i>Naming documents</i> may include:</p> <ul style="list-style-type: none"> • appropriate file type • authorised access • file names according to organisational procedure e.g. numbers rather than names • file names which are easily identifiable in relation to the content • file/directory names which identify the operator, author, section, date etc. • filing locations • organisational policy for backing up files • organisational policy for filing hard copies of documents • security. <p><i>Storing documents</i> may include:</p> <ul style="list-style-type: none"> • storage in directories and sub directories • storage on CD ROMs, disk drives or back up systems • storing/filing hard copies of computer generated documents • storing/filing hard copies of incoming and outgoing facsimiles • storing/filing incoming and outgoing correspondence.
	4.4 Print and present document according to requirements.	