

contents in full

Author profiles	iii	How to use this book	xiv
Preface	xii	E-student	xvi
Acknowledgements	xiii	E-instructor	xvii
LEVEL 1			1
CHAPTER 1			4
BSBCMN101A	Prepare for work		6
BSBCMN101A/01	Identify organisational/work requirements		6
BSBCNM101A/02	Work in a team		29
BSBCMN101A/03	Develop effective work habits		35
	<i>Summary</i>		44
	<i>Review questions</i>		45
BSBCNM102A	Complete daily work activities		46
BSBCNM102A/01	Seek assistance to plan work schedule		46
BSBCNM102A/02	Follow instructions		48
BSBCNM102A/03	Complete work tasks		49
	<i>Summary</i>		50
	<i>Review questions</i>		50
CHAPTER 2			52
BSBCMN103A	Apply basic communication skills		54
BSBCMN103A/01	Identify workplace communication procedures		54
BSBCMN103A/02	Draft written information		58
	<i>Summary</i>		72
	<i>Review questions</i>		72
BSBCMN104A	Plan skills development		73
BSBCMN104A/01	Seek advice on future career directions		73
BSBCMN104A/02	Conduct self-assessment of skills with assistance		76
BSBCMN104A/03	Prepare portfolio of evidence		78
	<i>Summary</i>		87
	<i>Review questions</i>		87
	<i>Career opportunities—Margaret Horsfall</i>		88

CHAPTER 3**90**

BSBCMN105A	Use business equipment	92
BSBCMN105A/01	Select equipment/resources	93
BSBCMN105A/02	Operate equipment	97
BSBCMN105A/03	Maintain equipment/resources	123
	<i>Summary</i>	131
	<i>Review questions</i>	132
BSBCMN106A	Follow workplace safety procedures	133
BSBCMN106A/01	Follow workplace safety procedures	133
BSBCMN106A/02	Contribute to Occupational Health & Safety in the workplace	136
	<i>Summary</i>	147
	<i>Review questions</i>	147

CHAPTER 4**148**

BSBCMN107A	Operate a personal computer	150
BSBCMN107A/01	Start computer and basic system information and features	150
BSBCMN107A/02	Navigate and manipulate desktop environment	151
BSBCMN107A/03	Organise basic directory and folder structures	153
BSBCMN107A/04	Organise files for use and/or organisational requirements	156
BSBCMN107A/05	Print information	159
BSBCMN107A/06	Shutdown computer	159
	<i>Summary</i>	160
	<i>Review questions</i>	160
	<i>Career opportunities—Nicole Rieder</i>	161
BSBCMN108A	Develop keyboard skills	162
BSBCMN108A/01	Use safe work practices	164
BSBCMN108A/02	Identify and develop keyboard skills	165
BSBCMN108A/03	Check accuracy	165
	<i>Summary</i>	167
	<i>Review questions</i>	168
BSBCMN109A	Follow environmental work practices	169
BSBCMN109A/01	Recognise workplace procedures	169
BSBCMN109A/02	Make suggestions	169

LEVEL 2

171

CHAPTER 5

174

BSBCMN201A	Work effectively in a business environment	176
BSBCMN201A/01	Work within organisational requirements	176
BSBCMN201A/02	Determine future work/career directions	181
	<i>Summary</i>	183
	<i>Review questions</i>	183
BSBCMN202A	Organise and complete daily work activities	184
BSBCMN202A/01	Organise work schedule	184
BSBCMN202A/02	Complete work tasks	184
BSBCMN202A/03	Review work performance	184
	<i>Career opportunities—Louise Vreeswyk</i>	185

CHAPTER 6

188

BSBCMN203A	Communicate in the workplace	190
BSBCMN203A/01	Gather, convey and receive information and ideas	190
BSBCMN203A/02	Draft routine correspondence	192
	<i>Summary</i>	193
	<i>Review questions</i>	193
BSBCMN204A	Work effectively with others	194
BSBCMN204A/01	Develop effective workplace relationships	194
BSBCMN204A/02	Contribute to workgroup activities	194
	<i>Summary</i>	197
	<i>Review questions</i>	197
BSBCMN205A	Use business technology	198
BSBCMN205A/01	Select and use technology	198
BSBCMN205A/02	Process and organise data	198
BSBCMN205A/03	Maintain technology	198
	<i>Career opportunities—Giselle Lowe</i>	199

CHAPTER 7

201

BSBCMN206A	Process and maintain workplace information	202
BSBCMN206A/01	Collect information	202
BSBCMN206A/02	Process workplace information	209
BSBCMN206A/03	Maintain information systems	218
	<i>Summary</i>	225
	<i>Review questions</i>	226

CHAPTER 8

228

BSBCMN208A	Deliver a service to customers	230
BSBCMN208A/01	Identify customer needs	231
BSBCMN208A/02	Deliver service to customers	239
	<i>Summary</i>	249
	<i>Review questions</i>	250
BSBCMN209A	Provide information to clients	251
BSBCMN209A/01	Establish contact with clients	251
BSBCMN209A/02	Respond to client enquiry	255
	<i>Summary</i>	266
	<i>Review questions</i>	266
BSBCMN210A	Implement improved work practices	267
BSBCMN210A/01	Clarify ideas for communication	267
BSBCMN210A/02	Solve routine work problems	267
BSBCMN210A/03	Participate in planning the introduction of change	267
BSBCMN210A/04	Support the implementation of change	267
BSBCMN211A	Participate in workplace safety procedures	267
BSBCMN211A/01	Follow workplace procedures for hazard identification and risk control	267
BSBCMN211A/02	Contribute to Occupational Health & Safety in the workplace	267

CHAPTER 9

268

BSBCMN212A	Handle mail	270
BSBCMN212A/01	Receive and distribute incoming mail	271
BSBCMN212A/02	Receive and dispatch outgoing mail	276
BSBCMN212A/03	Organise urgent and same day deliveries	285
BSBCMN212A/04	Organise and send electronic mail	289
	<i>Summary</i>	304
	<i>Review questions</i>	304
BSBCMN213A	Produce simple word-processed documents	305
BSBCMN213A/01	Use safe work practices	305
BSBCMN213A/02	Confirm document requirements	305
BSBCMN213A/03	Produce documents	305
BSBCMN215A	Participate in environmental work practices	305
BSBCMN215A/01	Follow workplace procedures for environmental work practices	305
BSBCMN215A/02	Participate in the improvement of environmental work practices	305
BSBCMN215A/03	Maintain environmental records	305
BSBCMN216A	Create customer relationships	306
BSBCMN216A/01	Establish contact with customers	306
BSBCMN216A/02	Present a positive organisational image	306
BSBCMN216A/03	Maintain personal presentation standards	306

BSBCMN217A	Process customer feedback	306
BSBCMN217A/01	Handle customer feedback	306
BSBCMN217A/02	Record customer feedback	306

LEVEL 3

307

CHAPTER 10

312

BSBCMN301A	Exercise initiative in a business environment	315
BSBCMN301A/01	Model high standards of business practices	316
BSBCMN301A/02	Influence individuals and groups positively	317
BSBCMN301A/03	Make informed decisions	320
	<i>Summary</i>	321
	<i>Review questions</i>	321
	<i>Career opportunities—Melissa</i>	322
BSBCMN302A	Organise personal work priorities and development	324
BSBCMN302A/01	Organise and complete own work schedule	324
BSBCMN302A/02	Monitor own work performance	325
BSBCMN302A/03	Develop and maintain own competence level	326
	<i>Summary</i>	334
	<i>Review questions</i>	334
BSBCMN304A	Contribute to personal skill development and learning	335
BSBCMN304A/01	Identify own learning needs for skill development	335
BSBCMN304A/02	Undertake personal skill development	335
BSBCMN304A/03	Monitor learning effectiveness	337
	<i>Summary</i>	338
	<i>Review questions</i>	338

CHAPTER 11

340

BSBCMN305A	Organise workplace information	343
BSBCMN305A/01	Collect and assess information	343
BSBCMN305A/02	Organise information	343
BSBCMN305A/03	Review information needs	345
BSBADM305A	Create and use databases	347
	<i>Summary</i>	350
	<i>Review questions</i>	350
	<i>Career opportunities—David Haskins</i>	351
BSBCMN306A	Produce business documents	352
BSBCMN306A/01	Select and prepare resources	353
BSBCMN306A/02	Design document	354
BSBCMN306A/03	Produce document	360
	<i>Summary</i>	363
	<i>Review questions</i>	363

BSBCMN307A	Maintain business resources	363
BSBCMN307A/01	Advise on resource requirements	363
BSBCMN307A/02	Monitor equipment/resource usage and maintenance	363
BSBCMN307A/03	Acquire resources	363

CHAPTER 12 364

BSBCMN309A	Recommend products and services	368
BSBCMN309A/01	Develop and maintain knowledge of products and services	368
BSBCMN309A/02	Recommend products and services	371
BSBCMN309A/03	Advise on promotional activities	372
	<i>Summary</i>	374
	<i>Review questions</i>	374
BSBCMN310A	Deliver and monitor a service to customers	375
BSBCMN310A/01	Identify customer needs	375
BSBCMN310A/02	Deliver a service to customers	376
BSBCMN310A/03	Monitor and report on service delivery	377
	<i>Career opportunities—Brian Statham</i>	379
BSBCMN311A	Maintain workplace safety	380
BSBCMN311A/01	Assist incorporation of OH&S policy and procedures into the work team	380
BSBCMN311A/02/03	Support participative arrangements for the management of OH&S	383
BSBCMN311A/04	Participate in identifying hazards and assessing and controlling risks for the work area	385
BSBCMN319A	Apply advanced first aid and	394
BSBCMN320A	Maintain first-aid equipment and resources	394
BSBCMN319A/01/02	Assess the situation and manage the casualties	395
BSBCMN320A/02	Record and manage records	398
	<i>Summary</i>	400
	<i>Review questions</i>	400

CHAPTER 13 402

BSBCMN312A	Support innovation and change	405
BSBCMN312A/01	Clarify ideas to improve work practices	405
BSBCMN312A/02	Advise on innovative work practices	409
BSBCMN312A/03	Support implementation of new work practices	410
	<i>Summary</i>	413
	<i>Review questions</i>	413
BSBCMN313A	Maintain environmental procedures	415
BSBCMN313A/01	Maintain workplace procedures	415
BSBCMN313A/02	Support continuous improvement	417
BSBCMN313A/03	Maintain recording procedures	419
	<i>Summary</i>	421
	<i>Review questions</i>	421

BSBCMN314A	Utilise a knowledge management system	422
BSBCMN314A/01	Access and use knowledge management system	423
BSBCMN314A/03	Contribute to monitoring and enhancing knowledge management system	424
BSBCMN314A/04	Review and improve work practices	424
	<i>Summary</i>	425
	<i>Review questions</i>	425
BSBCMN315A	Work effectively with diversity	426
BSBCMN315A/01	Recognise individual differences and respond appropriately	426
BSBCMN315A/02	Work effectively with individual differences	427
	<i>Summary</i>	429
	<i>Review questions</i>	429

CHAPTER 14 430

BSBCMN316A	Process customer complaints	432
BSBCMN316A/01	Respond to complaints	433
BSBCMN316A/02	Refer complaints	435
BSBCMN316A/03	Exercise judgment to resolve customer service issues	436
	<i>Career opportunities—Kimberley Aquilina</i>	438
BSBCMN317A	Meet customer needs and expectations	440
BSBCMN317A/01	Identify customer needs and expectations	440
BSBCMN317A/02	Provide the identified customer needs and expectations	442
BSBCMN317A/03	Develop knowledge for a specific range of products and services	442
	<i>Summary</i>	445
	<i>Review questions</i>	445

CHAPTER 15 446

BSBADM306A	Create electronic presentations	450
BSBADM306A/01	Use safe work practices	450
BSBADM306A/02	Prepare presentation	450
BSBADM306A/03	Produce presentation	452
	<i>Summary</i>	456
	<i>Review questions</i>	456
BSBADM307A	Organise schedules	457
BSBADM307A/01	Establish schedule requirements	457
BSBADM307A/02	Manage schedules	458
	<i>Summary</i>	463
	<i>Review questions</i>	463
BSBADM405A	Organise meetings	464
BSBADM405A/01	Make meeting arrangements	465
BSBADM405A/02	Prepare documentation for meetings	467
BSBADM405A/03	Record and produce minutes of meeting	471
	<i>Summary</i>	474
	<i>Review questions</i>	474

BSBADM406A	Organise business travel	475
BSBADM406A/01	Organise business itinerary for domestic and overseas travel	475
BSBADM406A/02	Make travel arrangements	477
BSBADM406A/03	Arrange credit facilities	480
	<i>Summary</i>	483
	<i>Review questions</i>	483
	<i>Career opportunities—Michael Scanu</i>	484
BSBADM407A	Administer projects	486
BSBADM407A/01	Plan project administration	486
BSBADM407A/02	Coordinate project administration	486
BSBADM407A/03	Finalise and review project administration	487
	<i>Summary</i>	488
	<i>Review questions</i>	488

FINANCE **489**

CHAPTER 16 Financial source documents **491**

BSBCMN207A	Prepare and process financial/business documents	492
BSBCMN207A/03	Reconcile invoices for payment to creditors	495
BSBCMN207A/04	Prepare invoices for debtors	502
	<i>Summary</i>	511
	<i>Review questions</i>	512
	<i>Appendix 16.1 Price list</i>	515

CHAPTER 17 Petty cash **517**

BSBCMN207A	Prepare and process financial/business documents	518
BSBCMN207A/01	Process petty cash transactions	518
	<i>Summary</i>	532
	<i>Review questions</i>	533

CHAPTER 18 Bank deposits **535**

BSBCMN207A	Prepare and process financial/business documents	536
BSBCMN207A/02	Prepare and process banking documents	536
	<i>Summary</i>	546
	<i>Review questions</i>	547

Index		551
--------------	--	-----