Typing Fundamentals External tool

BSBITU307 Develop keyboarding speed and accuracy

Topics include:

- Understanding the importance of typing ergonomics
- Measuring your typing speed and accuracy
- Managing your habits
- Learning the home row keys
- Locating letter, number, and math keys
- Using modifier keys: Shift, Alt, Control, etc.
- Using the numeric keypad effectively

Australia's National WHS Legislation Page

BSBWHS201 Contribute to health and safety of self and others

New Work Health and Safety legislation came into effect in some Australian states and territories on 1st January 2012. It was developed to harmonise the laws affecting workplace safety in Australia by replacing existing state based OH&S legislation. This interview led program gives a brief history of the development of workplace safety in Australia, the development and need for the new WHS laws, defines key terms in the system, and explains changes to incident notification and offence categories. Craig Salter, from Action OHS consulting, provides clear, detailed explanations of the WHS legislation. A production for the TAFE market and employment sectors, it provides an understanding of the new WHS legislation as well as showing that Workplace safety is a system of change.
• **Outlook 2010 Essential Training External tool**

BSBADM307 Organise schedules

Topics include:

- Using the Office 2010 Backstage View
- Using and customizing the Office 2010 Ribbon
- Using Outlook as an email client
- Filtering email with Quick Steps
- Scheduling with multiple calendars
- Creating tasks for to-do items
- Taking notes
- Adding multiple addresses and phone numbers for contacts
- Reading blog posts
- Integrating with social networking sites

• **Outlook for Mac 2011 Essential Training External tool**

BSBADM307 Organise schedules

Topics include:

- Setting up Exchange, IMAP, and POP accounts
- Importing email and contacts
- Reading, sending, and deleting email
- Understanding the Outlook 2011 Information Rights Management tools
- Organizing email with Conversation view
- Creating and syncing contacts
- Using tasks and appointments
- Organizing with categories, flags, and smart folders

• **BSBITU302 - Create electronic presentations**

See the presentation videos in the Skills and Support Library

• **BSBITU303 - Design and produce text documents**

• **BSBWRT301 Write simple documents**

See the Microsoft Word processing software videos in the Skills and Support Library

• **BSBITU304 Produce spreadsheets**

See the Microsoft Excel processing software videos in the Skills and Support Library
• **Business Writing Strategies External tool**

**BSBITU306 Design and produce business documents**

Topics include:

- Deciding when to begin or delay the message
- Presenting information
- Getting support for ideas
- Understanding the audience
- Communicating internally and externally
- Choosing the appropriate language and tone
- Using business writing outlines and templates

• **Celebrating Photoshop External tool**

**BSBITU309 Produce desktop published documents**

For over two decades, Photoshop has been an essential part of the digital artist's toolset. To celebrate its 25th anniversary, we've taken a look back at Photoshop's history: from the rise of desktop publishing and digital photography, to the evolution of Photoshop's tool palette and its sometimes controversial but necessary role in modern photojournalism.

• **How to Tutorial: Using Express Scribe to transcribe audio recordings Page**

**BSBADM303 Produce texts from audio transcription**

Using Express Scribe to transcribe audio recordings

[Download Express Scribe Transcription Software](#)

• **Practicing sustainability External tool**

**BSBSUS201 Participate in environmentally sustainable work practices**

Practicing sustainability provides you with in-depth training on Business. Taught by Britt Andreatta as part of the Leadership Fundamentals

Open this video and watch the chapter on practicing sustainability.
BSBSUS201 Participate in environmentally sustainable work practices

Businesses have always had to respond to different external influences. It was technology in the 80s and security in the 90s, but now a new challenge has emerged - climate change. Business owners are fast realising that reducing their environmental footprint is not just a PR exercise, it's vital to their future.

This program features a case study of businesses that have developed unique approaches to sustainability. Their visionary leaders reveal how becoming 'green' has helped make their businesses stronger and more financially viable. Through interviews we discover the problems they faced, the benefits of change and their organisation's future directions.

BSBCMM301 Process customer complaints

Passing along complaints provides you with in-depth training on Business. Taught by Jeff Toister as part of the Working with Upset Customers.

Open this video and watch the chapter called: passing along complaints

BSBCMM301 Process customer complaints

Working through complaints provides you with in-depth training on Business. Taught by Dave Crenshaw as part of the Small Business Secrets

Open this video and watch the chapter called: Working through complaints

BSBCMM301 Process customer complaints

Responding to online complaints provides you with in-depth training on Business. Taught by Jeff Toister as part of the Managing a Customer Service Team

Open this video and watch the chapter called: Responding to online complaints
• **Thinking Like a Leader External tool**

BSBCMM301 Process customer complaints

Resolving customer complaints provides you with in-depth training on Business. Taught by Dave Crenshaw as part of the Thinking Like a Leader

Open this video and watch two chapters called: Understanding customer complaints and resolving customer complaints

• **Improving your memory External tool**

BSBADM302 Produce texts from notes

Note-taking techniques provides you with in-depth training on Business. Taught by Paul Nowak as part of the Improving Your Memory

Open this video and watch the seven chapters inside 2. including Note-taking techniques
BSBADM302 Produce texts from notes

Note-taking techniques provides you with in-depth training on Business. Taught by Paul Nowak as part of the Improving Your Memory

Open this video and watch the seven chapters inside 2, including Note-taking techniques

BSBADM405 Organise meetings

Topics include:

- Reducing the length and number of meetings
- Making sure everyone feels heard and appreciated
- Using one-on-one meetings to minimize workplace distractions
- Following up on meeting work

BSBADM405 Organise meetings

Topics include:

- Setting up a one-on-one meeting
- Running a one-on-one
- Reviewing and closing action items
- Reassessing the effectiveness of one-on-one meetings
• Monday Productivity Pointers External tool

BSBADM405 Organise meetings

Getting meeting minutes faster provides you with in-depth training on Business. Taught by Jess Stratton and Garrick Chow and Nick Brazzi as part of the Monday Productivity Pointers

Open this video and watch the chapter called: Getting meeting minutes faster

• Business Writing Strategies External tool

BSBWRT401 Write complex documents

Topics include:
- Deciding when to begin or delay the message
- Presenting information
- Getting support for ideas
- Understanding the audience
- Communicating internally and externally
- Choosing the appropriate language and tone
- Using business writing outlines and templates

• BSBITU402 Develop and use complex spreadsheets

See the Microsoft Excel processing software videos in the Skills and Support Library

• Information and Communication Technology (ICT) Page

BSBINM401 Implement workplace information system

For any modern organisation, Information and Communication Technology (ICT) is fundamental to how they operate. But how do we actually define ICT?s and what is the specific role they play in business? Experts with a lifelong understanding of digital technology guide viewers through: the ICT environment, the ICT needs and solutions for organisations, monitoring and evaluating ICT?s and what the future of ICT?s might look like. The program offers a variety of visual metaphors, which help to illuminate the interconnected world of digital communication and how reliant we?ve become on technology. Upper secondary I.T and business audiences will find this a visually-appealing and highly-accessible program as they seek to learn more about the world of ICT?s.
• BSBCMM401 Make a presentation

See the presentation videos in the Skills and Support Library

• Business Fundamentals External tool

BSBADM409 Coordinate business resources

Topics include:

- Understanding business goals, stakeholders, and resources
- Developing a product or service
- Selling a product or service
- Raising capital
- Managing employees
- Managing customer data
- Understanding finances
- Managing resources
- Understanding economics

• Australia's National WHS Legislation Page

BSBWHIS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

New Work Health and Safety legislation came into effect in some Australian states and territories on 1st January 2012. It was developed to harmonise the laws affecting workplace safety in Australia by replacing existing state based OH&S legislation. This interview led program gives a brief history of the development of workplace safety in Australia, the development and need for the new WHS laws, defines key terms in the system, and explains changes to incident notification and offence categories. Craig Salter, from Action OHS consulting, provides clear, detailed explanations of the WHS legislation. A production for the TAFE market and employment sectors, it provides an understanding of the new WHS legislation as well as showing that Workplace safety is a system of change.
• Practicing sustainability External tool

BSBSUS301 - Implement and monitor environmentally sustainable work practices

Practicing sustainability provides you with in-depth training on Business. Taught by Britt Andreatta as part of the Leadership Fundamentals

Open this video and watch the chapter on practicing sustainability.

NOTE: Also see the Industry - Sustainability in the Business Lounge.

• Environmental Sustainability in Business - A Case Study Page

BSBSUS301 - Implement and monitor environmentally sustainable work practices

Businesses have always had to respond to different external influences. It was technology in the 80s and security in the 90s, but now a new challenge has emerged - climate change. Business owners are fast realising that reducing their environmental footprint is not just a PR exercise, it's vital to their future.

This program features a case study of businesses that have developed unique approaches to sustainability. Their visionary leaders reveal how becoming 'green' has helped make their businesses stronger and more financially viable. Through interviews we discover the problems they faced, the benefits of change and their organisation's future directions.

NOTE: Also see the Industry - Sustainability in the Business Lounge.

• Customer Service Fundamentals External tool

BSBCUS402 Address customer needs

Topics include:

• What is outstanding customer service?
• Identifying your customer
• Creating a customer service vision
• Enhancing likability in person, over the phone, and via email
• Actively listening to customers
• Going the extra mile
• Taking ownership of problems
• Diffusing angry customers
• Using data to evaluate and improve your customer service
BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

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BSBLED401 Develop teams and individuals

Topics include:

- Getting the job done
- Dividing up the work
- Cultivating communication
- Handling conflict
- Delivering reliably
- Playing more than one role
- Using your strengths and dealing with your weaknesses
• Customer Service Fundamentals External tool

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

Topics include:

• What is outstanding customer service?
• Identifying your customer
• Creating a customer service vision
• Enhancing likability in person, over the phone, and via email
• Actively listening to customers
• Going the extra mile
• Taking ownership of problems
• Diffusing angry customers
• Using data to evaluate and improve your customer service

• BSBCM401 Make a presentation

See the presentation videos in the Skills and Support Library

• Marketing Fundamentals External tool

BSBMKG413 Promote products and services

Topics include:

• Marketing in an organisation
• Assembling the team
• Creating the marketing plan
• Analysing your products, customers, and market
• Segmenting customers
• Creating a value proposition
• Developing a strategy
• Setting goals
• Setting prices
• Using social media
• Presenting your plan to leadership
• Budgeting your plan
• Measuring success
• **Building Your Professional Network External tool**

**BSBREL401 Establish networks**

Topics include:

- Understanding how networking enhances your career
- Getting out of your comfort zone
- Making recurring connections
- Using a customer relationship management (CRM) system
- Building relationships through social networking


**BSBRSK401 Identify and apply risk management processes**

This Australian production is an ideal tool for training in the risk management process consistent with the new standard ISO 31000:2009.

Risk Maker Risk Taker is a highly regarded program, used by major organisations and universities worldwide to communicate and educate the essential risk management concepts.

This program outlines the main concepts of risk management. It covers the steps which should be followed to effectively manage risk. It also links the risk management process with the role of leadership and management systems.

The program outlines the following seven stages in risk management: communication and consultation, establishing the context, identifying risks, risk analysis, evaluation, monitoring and reviews.

• **Hazard, Risk & Safety - Understanding Risk Assessment, Management and Perception Page**

**BSBRSK401 Identify and apply risk management processes**

We all hear these terms on a daily basis. So and so a chemical, physical or a biological agent poses a risk; This or that product is a hazard or behaving a certain way is unsafe.

A lot of the time “hazard” and “risk” are freely used to mean the same thing. However they are not.

Hazard is the potential to cause harm. Risk on the other hand is the likelihood of harm in defined circumstances.
In a nutshell, hazard and risk are not always aligned as the risk depends on the exposure to the hazard; similarly, risk, safety and perception of risk are not always aligned; this can make political decisions regarding safety levels difficult to make, in these cases it is especially important to base them on facts rather than on subjective perceptions.

- **Project Management Fundamentals External tool**

**BSBRSK401 Identify and apply risk management processes**

Identifying risks provides you with in-depth training on Business. Taught by Bonnie Biafore as part of the Project Management Fundamentals

Open this video and watch the following two chapters: identifying risk and creating a risk management plan

- **Practicing sustainability External tool**

**BSBSUS301 - Implement and monitor environmentally sustainable work practices**

Practicing sustainability provides you with in-depth training on Business. Taught by Britt Andreatta as part of the Leadership Fundamentals

Open this video and watch the chapter on practicing sustainability.

- **Environmental Sustainability in Business - A Case Study Page**

**BSBSUS301 - Implement and monitor environmentally sustainable work practices**

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BSBMKG414 Undertake marketing activities

Topics include:

- Marketing in an organisation
- Assembling the team
- Creating the marketing plan
- Analysing your products, customers, and market
- Segmenting customers
- Creating a value proposition
- Developing a strategy
- Setting goals
- Setting prices
- Using social media
- Presenting your plan to leadership
- Budgeting your plan
- Measuring success
• **Leading Productive Meetings External tool**

**BSBADM502 Manage meetings**

Topics include:

- Reducing the length and number of meetings
- Making sure everyone feels heard and appreciated
- Using one-on-one meetings to minimize workplace distractions
- Following up on meeting work

• **Leading Productive One-on-One Meetings External tool**

**BSBADM502 Manage meetings**

Topics include:

- Setting up a one-on-one meeting
- Running a one-on-one
- Reviewing and closing action items
- Reassessing the effectiveness of one-on-one meetings

• **Office 365: Outlook Essential Training External tool**

**BSBADM502 Manage meetings**

Creating a meeting provides you with in-depth training on Business. Taught by Jess Stratton as part of the Office 365: Outlook Essential Training

Open this video and watch the following chapters: Creating a meeting, Chairing a meeting and responding to a meeting invitation.
•  [Up and Running with GoToMeeting External tool]

**BSBADM502 Manage meetings**

Topics include:

• Installing GoToMeeting
• Integrating GoToMeeting with Office, Outlook, and Lync
• Scheduling meetings
• Inviting attendees
• Starting and ending meetings
• Using screen share options
• Recording and sharing meetings
• Joining meetings
• Chatting with attendees
• Receiving control of a meeting


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• Project Management Fundamentals External tool

BSBRSK501 Manage risk

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Open this video and watch the following two chapters: identifying risk and creating a risk management plan

• BSBADM504 Plan and implement administrative systems

See unit guide

• Managing Teams External tool

BSBHRM510 Manage mediation processes

Mediating conflict between others provides you with in-depth training on Business. Taught by Todd Dewett as part of the Managing Teams

Open this video and watch the following chapter: mediating conflict between others and creating positive conflict

• Human Resources Fundamentals External tool

BSBHRM513 Manage workforce planning

Topics include:

• Administrative vs. strategic HR
• Managing talent
• Developing employees through training and career development
• Managing performance
• Managing international employees
• Project Management Fundamentals External tool

BSBPMG522 Undertake project work

Topics include:

- Understanding projects and project management
- Exploring project management software options
- Gathering requirements
- Identifying deliverables and success criteria
- Creating a scope statement
- Identifying stakeholders
- Building a work breakdown structure
- Identifying resources
- Building a schedule
- Creating a risk management plan
- Developing a change management plan
- Understanding team dynamics
- Gathering data
- Evaluating project schedule and cost performance
- Documenting lessons learned
- Closing contracts, accounts, and transitioning

• Organization Communication Fundamentals External tool

BSBPUB504 Develop and implement crisis management plans

Crisis context provides you with in-depth training on Business. Taught by Brenda Bailey-Hughes as part of the Organization Communication Fundamentals

Open this video and watch the following chapters: Crisis context

• Crisis Communication Fundamentals External tool

BSBPUB504 Develop and implement crisis management plans

Topics include:

- Defining crisis
- Responding quickly and confidently
- Identifying audiences
- Building your crisis response team
- Developing proactive and reactive statements
- Assessing your post-crisis response
Managing Diversity

BSBWOR501 Manage personal work priorities and professional development

Successful companies value diversity and inclusion. Diverse workplaces increase innovation, retention, and market share. But what does an inclusive work environment look like? And what does it mean to manage diversity? Using real case studies and examples, HR consultant Catherine Mattice helps you create a strategic plan to support diversity and inclusion in your workplace and manage a diverse workforce.

She outlines a process for creating a strategic plan and benchmarks for success. To bring your plan to life, she provides tips for implementing a diversity policy, recruiting and hiring, and asking diversity-related questions during interviews. (Compliance issues are also discussed along the way.) Catherine also explains how to integrate diversity within the performance management processes, including measuring employees on their ability to work well with others and measuring managers on their ability to drive and implement diversity initiatives.

Last, she covers "people practices," such as improving communication through open-door policies and ensuring work-life balance accommodates employees' lives and family responsibilities. When you're faced with organizational challenges, such as resistance to change, prejudice, or fear, Catherine provides tools to address them head-on.

Management Fundamentals

BSBWOR501 Manage personal work priorities and professional development

Topics include:

- Choosing a management style
- Hiring employees
- Coaching employees
- Managing team performance
- Establishing trust
- Motivating and engaging others
- Delegating responsibilities
- Avoiding micromanagement
- Managing remote employees
- Knowing HR regulations
Developing Resourcefulness External tool

BSBWOR501 Manage personal work priorities and professional development

Being able to do more with less is a highly valued skill in any organization, and not just in down times. In this course, management expert and trainer Todd Dewett helps you assess your resourcefulness by first evaluating your professional resources (personal network, expertise, information, and access to finances) and how to decide when and how to use them. He also provides advice on developing habits to cultivate resourcefulness, such as asking the right questions and building your network across a broad spectrum.
• **Leading Productive Meetings External tool**

**BSBADM502 Manage meetings**

Topics include:

- Reducing the length and number of meetings
- Making sure everyone feels heard and appreciated
- Using one-on-one meetings to minimize workplace distractions
- Following up on meeting work

• **Leading Productive One-on-One Meetings External tool**

**BSBADM502 Manage meetings**

Topics include:

- Setting up a one-on-one meeting
- Running a one-on-one
- Reviewing and closing action items
- Reassessing the effectiveness of one-on-one meetings

• **Office 365: Outlook Essential Training External tool**

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  **BSBADM502 Manage meetings**
  
  Topics include:
  
  o Installing GoToMeeting  
  o Integrating GoToMeeting with Office, Outlook, and Lync  
  o Scheduling meetings  
  o Inviting attendees  
  o Starting and ending meetings  
  o Using screen share options  
  o Recording and sharing meetings  
  o Joining meetings  
  o Chatting with attendees  
  o Receiving control of a meeting

• **BSBADM503 Plan and manage conferences**
  
  See unit guide

• **BSBADM504 Plan and implement administrative systems**
  
  See unit guide

• **Business Writing Strategies**
  
  **BSBADM506 Manage business document design and development**
  
  Topics include:
  
  o Deciding when to begin or delay the message  
  o Presenting information  
  o Getting support for ideas  
  o Understanding the audience  
  o Communicating internally and externally  
  o Choosing the appropriate language and tone  
  o Using business writing outlines and templates
• **Project Management Fundamentals External tool**

**BSBPMG522 Undertake project work**

Topics include:

- Understanding projects and project management
- Exploring project management software options
- Gathering requirements
- Identifying deliverables and success criteria
- Creating a scope statement
- Identifying stakeholders
- Building a work breakdown structure
- Identifying resources
- Building a schedule
- Creating a risk management plan
- Developing a change management plan
- Understanding team dynamics
- Gathering data
- Evaluating project schedule and cost performance
- Documenting lessons learned
- Closing contracts, accounts, and transitioning

• **Customer Service Fundamentals External tool**

**BSBCUS501 Manage quality customer service**

Topics include:

- What is outstanding customer service?
- Identifying your customer
- Creating a customer service vision
- Enhancing likability in person, over the phone, and via email
- Actively listening to customers
- Going the extra mile
- Taking ownership of problems
- Diffusing angry customers
- Using data to evaluate and improve your customer service
• **Management Fundamentals External tool**

**BSBMGT502 Manage people performance**

Topics include:

- Choosing a management style
- Hiring employees
- Coaching employees
- Managing team performance
- Establishing trust
- Motivating and engaging others
- Delegating responsibilities
- Avoiding micromanagement
- Managing remote employees
- Knowing HR regulations

• **Human Resources Fundamentals External tool**

**BSBMGT502 Manage people performance**

Topics include:

- Administrative vs. strategic HR
- Managing talent
- Developing employees through training and career development
- Managing performance
- Managing international employees

• **Practicing sustainability External tool**

**BSBSUS501 Develop workplace policy and procedures for sustainability**

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BSBSUS501 Develop workplace policy and procedures for sustainability

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