

**skills NOW**  
*Learn & do*



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## **2011**

**Welcome to our 2011 Certificate II  
BSB20107 Business, SIR20207 Retail and  
Community Pharmacy training kits which  
have been totally updated with many new  
features.**

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## **New features – 2011**

### **Images**

Many images and captions (Business 210, Retail 250, Community Pharmacy [CP] 290 ) make the material more interesting & accessible

### **Practical training activities**

Major trainer resources using case study formats suitable for classroom or trainee use included. (Business 40, Retail 50, CP 32)

### **Learning activities**

Trainees demonstrate their knowledge & skills by completing activities & questions (Business 140, Retail 350, CP 308) matched directly to ECs & PCs for thorough, fully evidenced moderated assessments

# Vocational training the skills NOW way

All skills NOW material is based on these principles – it should be:

1. Up to date and relevant
2. User friendly - suitable for trainees, trainers & assessors
3. Of practical value

The training principles are:

1. Learn by doing – the best way trainees can learn is by doing many practical activities
2. Detail – emphasis on doing many small things well to improve performance & develop self confidence & initiative
3. Simplicity - where possible simple, everyday language is used & undue repetition is avoided



# The skills NOW Learn & do format

Most skills NOW kits are in two separate books which cover sufficient core and elective units for the course. Many have supplementary material such as an introductory unit or a glossary of terms. To ensure that the units are up to date and relevant we include additional material where necessary eg. our material on retail documents has information on the GST.

## Book 1: Notes and ideas

This book covers unit ECs and PCs and supplementary information. Trainees should retain it as an ongoing reference.

### **1.01 Learning outcomes** *Knowledge & skills for this unit*

Trainer briefs trainee on the unit

### **1.02 Notes & ideas** *Read & learn about the topics*

Trainee reads about the unit

# The skills NOW Learn & do format 2

## Book 2: Activities and assessment

This practical trainee workbook covers all learning activities and assessment tools. The completed work can be retained by the trainer/assessor as evidence. It is structured so that trainees “learn by doing” and submit completed work for assessment. It is in three parts:

**2.01 Business @ work**  
*Apply your knowledge & skills*

Trainer selects learning activities for class or trainees

**2.02 Tasks & learning activities**  
*Test your knowledge & skills*

Trainee completes EC & PC activities to prove competence

**2.03 Assessment kit**  
*Your record for assessment*

Trainee completes kit & submits for assessment

# Assessment made easy!

Our programs are fully integrated as unit ECs and PCs are used or reviewed at each step in the process.

**1.01 Learning outcomes**  
*Knowledge & skills for this unit*

Trainer briefs trainee on the unit ECs & PCs

**1.02 Notes & ideas**  
*Read & learn about the topics*

Trainee reads about the unit ECs & PCs

**2.01 Business @ work**  
*Apply your knowledge & skills*

Trainee completes learning activities using ECs & PCs

**2.02 Tasks & learning activities**  
*Test your knowledge & skills*

Trainee completes assessment activities & questions

**2.03 Assessment kit**  
*Your record for assessment*

Trainee submits completed work for assessment

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## Quality assurance

### **ELEMENTS OF COMPETENCY & PERFORMANCE CRITERIA**

For each unit, these are covered at each one of the five skills NOW stages. The kits have an inbuilt mapping process which links learning activities, tasks and assessment questions directly to unit ECs and PCs which are taken verbatim from unit specifications.

### **VALIDATION & MODERATION**

This inbuilt assessment mapping process also means that material is automatically validated against unit specifications. Moderation can be easily achieved by reviewing the detailed assessment tasks and questions in writing or orally to ensure a uniform standard.

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**skills NOW user benefits**

## **Trainees/Students**

Our many images and captions make the material more interesting & accessible for those with limited language skills. These emphasise the key points for each unit.



### **FIRST IMPRESSIONS COUNT!**

People like to be greeted by staff who are well dressed, friendly and helpful. It is important to make a favourable first impression as visitors to your business will judge it by its staff and the quality of its customer service!

As these are activity based programs there are plenty of practical activities to develop skills and retain trainee interest. Trainees play an active role at all levels including the assessment process.

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## **Trainers**

Our 'learn by doing' approach means that trainees do as many practical learning activities as possible so that work moves from trainer to trainee.

skills NOW's low cost format means an average cost per unit of \$4 to \$5. Many RTOs find this far cheaper and more convenient than writing and printing their own material so that trainers can be used more productively by training.

## **Assessors**

As our assessment tasks and questions are directly mapped to specific ECs & PCs, assessment is thorough and evidence based. Assessors can use the material for oral reviews if preferred – supplementary questions and responses are included in the trainer guides to ensure uniform quality.

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## **Contact details**

For samples, information on products, services, orders and pricing visit [www.skillsnow.com.au](http://www.skillsnow.com.au).

Sample kits can be purchased and paid for by credit card through the website. For larger orders, contact us directly at these numbers – for reasonable quantities the material may be printed with your logo at no charge.

For further information contact us at:

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