

1. Module details**Module name****Enterprise Specific****Module duration**

It is expected that students with the appropriate entry knowledge and skills will successfully complete this module in 18 – 20 hours.

Module code

NUE010

Discipline code**2. Module purpose**

On completion of this module the trainee will have a greater understanding of the enterprise and how it operates

3. Prerequisites**4. Relationship to competency standards**

This module provides some of the knowledge and skills underpinning competency in the following standards:
Electrical Contracting Industry Award Standards:
Electrical Stream Units 5.1 - 5.10
Electronic Stream Units 5.1 - 5.7

5. Content**Nature of the business****Structure goals and business philosophy of the enterprise****Employer/employee rights and responsibilities****Contributing to the goals of the enterprise****Dress standards****Workplace behavior codes****EEO and anti discrimination****6. Assessment strategy****Assessment methods**

Assessment of this module will be based on workplace on-the-job training on a variety of modes. The assessment methods will measure real outcomes expected in the workplace. Successful completion of this module will be dependent on the training provider to ascertain if all the learning outcomes have been achieved. It is recommended that the trainee be involved in the assessment process and be asked to make a judgment as to whether the competency has been achieved. The final decision as to whether all learning outcomes have been achieved will rest on the training provider. Where possible self directed and experiential learning should

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| Conditions of assessment | <p>be encouraged and both collaborative and self assessment techniques used in conjunction with trainer assessment. Assessment on a regular basis is recommended, and follow training may be required where the Assessment Criteria is not achieved.</p> <p>The nominal duration is to be used as a guide only.</p> <p>The trainee should have access to documentation about the business, advertising brochures, QA or other policy and procedures documents, staff induction manuals, annual reports, staff newsletters, job descriptions, awards</p> |
| 7. Learning outcome details | |
| Learning outcome 1 | Describe the nature of business in which the enterprise is engaged. |
| Assessment criteria | 1.1 Identify the type of business is engaged in, including the types of products and or services provided |
| Learning outcome 2 | Outline the structure goals and business philosophy of the enterprise. |
| Assessment criteria | 2.1 Identify the key objectives and business philosophy of the enterprise |
| Learning outcome 3 | Describe the client base and service standards of the enterprise. |
| Assessment criteria | 3.1 Identify the client base and determine required service standards |
| Learning outcome 4 | Identify the rights and responsibilities of employees and employers, their reciprocal nature and the ways in which individual employees can contribute to the achievement of the goals of the enterprise. |
| Assessment criteria | <p>4.1 Identify and understand the rights of employers and employees</p> <p>4.2 Identify the need for team effort in the workplace</p> <p>4.3 Describe and explain: - statement of duties - performance feedback</p> |

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| Learning outcome 5 | Display the standards of dress and codes of behavior in the workplace that are consistent with the values and business philosophy of the enterprise. |
| Assessment criteria | <p>5.1 Identify the standards of personal behavior in the enterprise</p> <p>5.2 Explain the reasons for establishing standards of personal presentation and behavior in the enterprise</p> <p>5.3 Identify ways of determining the standards of personal presentation and behavior in the enterprise</p> |
| Learning outcome 6 | Explain the principles of equal opportunity, equal employment opportunity and how they are implemented in the enterprise. |
| Assessment criteria | <p>6.1 Understand the application of equal opportunity, equal employment opportunity and anti-discrimination to the workplace</p> <p>6.2 Identify sources of information and assistance</p> |
| Learning outcome 7 | Identify the benefits and opportunities that exist for employees within the enterprise. |
| Assessment criteria | <p>7.1 Describe the benefits and opportunities for employees within the enterprise</p> |
| 8. Delivery of the module | |
| Delivery strategy | <p>The module should be delivered on-the-job</p> <p>Discuss with the trainee the reasons why it is useful to understand the nature of your company's business.</p> <p>Ask the trainee to develop a list of questions about the company</p> <p>Ask the trainee to give a verbal report on what they have learned about the company</p> <p>Provide the trainee with feedback</p> <p>Discuss the company's organisation structure</p> <p>Use an organisational chart to explain vertical and horizontal links within the organisation</p> <p>Provide the trainee with a copy of the company's mission statement and discuss what it means and how it is implemented in the company</p> <p>Discuss with the trainee the business philosophy of the company</p> <p>Review with the trainee the company's main customers</p> |

Discuss the service standards expected in the company

Discuss with the trainee the reasons for establishing and maintaining service standards

Discuss with the trainee the possible effects of not following service standards set by the company

Discuss with the trainee the reasons why co-operation is important in the workplace

Explain that both employers and employees have rights and responsibilities in the workplace

Ask the trainee to list 3 key rights and three key responsibilities they have as an employee

Ask the trainee to list the responsibilities of the employer

Discuss with the trainee the nature of your job

Show the trainee your job description and statement of duties and how adequately they describe your job

Explain to the trainee the reasons why and how employees get feedback on the performance of the company

Describe the standards of dress and behavior expected in the company

Ask the trainee to consider ways in which they might be able to identify the dress and behavior standards of the company

Discuss the rules dealing with equal opportunity and anti-discrimination in the company

Have the trainee develop a list of questions about equal opportunity and ant-discrimination in the company

Have the trainee use the list on to interview those responsible for equal opportunity and ant-discrimination in the company

Provide the trainee feedback on the interview

Discuss with the trainee the benefits and opportunities that exist within the company

The trainee is to identify one opportunity and give a verbal or written report

Resource requirements

All normal company documentation.
Copies of relevant Federal and Statutory rules, regulations.
Teachers/Trainers Qualifications and Experience -It is expected that all teachers/trainers in on -the-job contexts will have at least completed an approved course of training equivalent to Workplace Trainer Competency standards, Category 2.
Teachers should have a content qualification equal to or higher than the content being delivered and 5 years recent, relevant industry experience.

Occupational health and safety requirements

Students must be made aware of relevant workplace health and safety issues in all situations and are required to demonstrate safe working practices at all times