

BUSINESS FUNDAMENTALS

Business Fundamentals is a course built on the principles that form the foundation of good business practice. The units in this course are applicable across a range of roles in a business and are essential for understanding business culture, participating effectively in business procedures and projecting an appropriate professional image.

DELIVERY MODE

The learning and assessment materials for this course are published online on CTI's Learning Management System (LMS). Each unit begins with a road map to guide students through several topics within the unit. Learning activities can include:

- Reading – providing theory, instructions and examples
- Watching videos
- Online quizzes
- Self-assessment tasks
- Creation of business tools
- Case study tasks
- Workplace activities

ASSESSMENT

In this course, the assessment of learning is structured and is both formative and summative. Students are expected to engage in self-assessment through the completion of online quizzes placed throughout the course. For each unit students must complete and submit a variety of tasks to a trainer for formal assessment.

SUPPORT

Each student will be allocated a trainer who will be available assist them throughout the learning process and manage the assessment of their work. Students and their trainer will communicate primarily by email and telephone. There is the option of arranging an online meeting if required.

2017 UNITS

Time management

Time is a finite resource and therefore it is essential that workers possess good time management skills to maximise their productivity and efficiency. This unit provides a sound introduction to time management with a focus on the positive outcomes of good time management and provides useful tools to effectively manage time.

Business documents

Business documents are necessary tools to communicate in a business context and as a means of keeping record of communication. This unit provides an introduction to a range of business documents, conventions for creating documents and the importance of complying with organisational requirements.

Effective meetings

Meetings are a powerful element of any business to keep the organisation on track. However, a meeting is only effective if it is well organised and managed. This unit gives an introduction to effective business meetings, providing information on how to organise a meeting, run a meeting and follow up from a meeting to help ensure that it adds value to the business.

Customer service

Customers are vital to an organisation and therefore the service provided to customers is of the utmost importance to a business. This unit provides an introduction to customer service and explores different aspects of customer service provision from setting sound customer service standards to addressing the needs of customers.