



CAP



# Career Fundamentals

Equip yourself for any career!



CAP

# Course Structure

Career Fundamentals is available to students in all regions and runs for 10 months, aligning with the school academic year. The course is comprised of six units, five of which are allocated two months. The sixth unit is open for students to complete during the first nine months of the course.

The estimated workload is 10-20 hours per unit depending on factors such as the student's ability and level of engagement.

Each unit is made up of 6-8 topics. Each of these topics will form compulsory learning for every student.

The first five units have set due dates being the last day of the second month of the unit. Students must submit their work by the due date to be eligible for credit for that particular unit.

Students begin with the unit on productivity to gain an understanding of the importance of time and task management early in the course.

The following units will cover the essential scope:

1. Productivity: Time and Task Management
2. Professional Conduct in a Business Environment
3. Communication
4. Financial Life Skills
5. Project Management
- + Excel: Using Spreadsheets

Students are encouraged to challenge themselves to complete all eight tasks in each assessment. The tasks are designed to help students consolidate their understanding and develop their skills.

The student achievement grade, which reflects the commitment to the Global CAP Course, will appear on CAP reports and be available to the Business Sponsor.

A minimum grade of 'Competent' in all six units is required to be eligible for the debenture.

CAP assessments are excellent in helping you take the knowledge gathered in the unit, and apply it to case studies and scenarios, and practical activities that you may complete in a workplace. This is ideal, as it really throws you in the deep end, so you can gain hands-on experience, not just theory.

I particularly enjoyed doing research to identify how businesses were using the 7Ps of marketing in their strategies, and completing SWOT analyses on businesses, as you would in real life.

Yr 12 Student, Australia

# Assessment



Assessment will be based on completion of online quizzes and responses to tasks/exercises. The following assessment guideline will derive a grade for each student for a unit.



## Competent.

All topic quizzes completed at 80% pass level +

4

tasks completed to a satisfactory level

## Merit.

All topic quizzes completed at 80% pass level +

5

tasks completed to a satisfactory level

## Distinction.

All topic quizzes completed at 80% pass level +

6-7

tasks completed to a satisfactory level

## High Distinction.

All topic quizzes completed at 80% pass level +

8

tasks completed to a satisfactory level

# Unit 1

## Productivity: Time and Task 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.

### 1: WHAT IS TIME AND TASK MANAGEMENT?

- Linking time and tasks
- Positive outcomes from good practice versus negative outcomes from poor practice

### 2: GOOD PRACTICE VERSUS POOR PRACTICE

- Habits
- Time management strengths
- Time management weaknesses

### 3: GOAL SETTING

- Cycle of continuous improvement
- SMART goals
- Writing goals
- Productivity pyramid – relationship between goals and tasks

### 4: PRIORITISING

- Urgency versus importance
- Quadrants of the time management/priority matrix
- Big rocks principle

### 5: TASKS AND SCHEDULING

- Task lists
- Scheduling process
- Time Zoning
- Making optimal use of different times of the day
- Scheduling tools

### 6: VISUAL WORKPLACE ORGANISATION

- 5S methodology
- 5S toolbox

# Unit 2

## Professional Conduct in a Business Environment



A business does not exist in a vacuum, but is a part of a broader community. Individuals need to know how to conduct themselves professionally with a range of stakeholders and as part of a team. At a business level, a set of values and standards need to be developed and followed to ensure that the conduct of the organisation is ethical.

### 1: BUSINESS ETHICS

- What are business ethics?
- Developing a code of ethics
- Developing a code of conduct
- Ethical dilemmas

### 2: RESPECT OF DIFFERENT CULTURES, ETHNICITIES, VALUES

- Cultural awareness in the workplace
- Cultural knowledge
- Overcoming stereotypes

### 3: PLAN TO ACHIEVE TEAM OUTCOMES

- Goal setting and planning
- Team roles and responsibilities
- Code of conduct

### 4: DEVELOPING TEAM COHESION

- Input of team members to planning, decision making and operational aspects
- Supporting team members
- Providing feedback to team members
- Serving as a role model for others

### 5: EMOTIONAL INTELLIGENCE

- Identify your and others different personality styles
- How different styles affect communication, goal achievement and stress level
- Choosing to act rather than react
- Being accountable for yourself and others

### 7: MANAGING DIFFERENCES

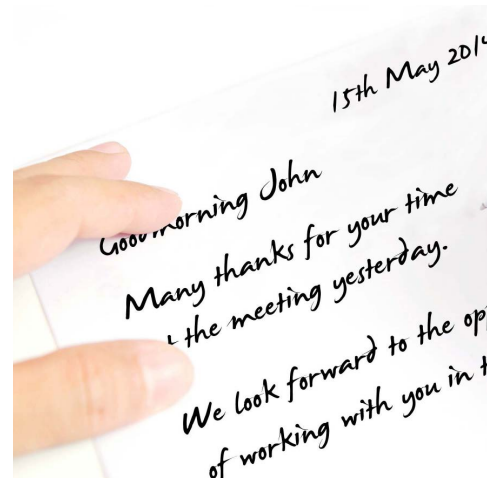
- Significance of workplace diversity
- Promoting respect
- Conflict resolution

### 8: CONTINUOUS IMPROVEMENT

- What is continuous improvement?
- Continuous improvement process
- Cultivating a culture of continuous improvement

# Unit 3

## Communication



Communication is essential to the achievement of coordinated actions by members of the organisation. It reduces misunderstanding, enhances teamwork and helps to ensure efficient task completion. All employees should have a professional phone manner and be able to draft basic business correspondence.

### 1: PHONE SKILLS AND MANNERS

- Answering incoming calls
- Phone etiquette
- Taking complete and accurate phone messages

### 2: WRITTEN CORRESPONDENCE

- Meeting organisational requirements
- Drafting the body of a message

### 3: EMAIL WRITING AND ETIQUETTE

- Structuring a message
- Sending emails
- Replying to emails

### 4: CONDUCTING PRESENTATIONS

- Oral presentation
- Electronic presentations
- Presentation aides

### 5: EFFECTIVE QUESTIONING

- Open and closed questioning
- Funnel questioning
- Probing questions
- Leading questions

### 6: HANDLING OBJECTIONS AND COMPLAINTS

- Initial response
- Negotiating a solution
- Communicating a solution

### 7: PROCEDURES AND CHECKLISTS

- The need for procedures and checklists
- Documenting procedures
- Documenting checklists

### 8: WRITING A REPORT

- Reporting writing in business
- Determining purpose, objectives and audience
- Structuring a report
- Presenting a report

# Unit 4

## Financial Life Skills



Financial literacy is essential to establish the set of skills and knowledge that allows an individual to make informed and effective decisions with all of their financial resources.

### 1: PERSONAL BUDGETING

- Principles of budgeting – setting personal budgets
- The cost of living
- Managing income and expenditure
- Shopping around
- Value solution to suit needs and wants

### 2: FINANCIAL HAZARDS

- HP and pay as you go dangers
- Common retail traps
- Features of credit cards and their relevance to the user
- Responsible credit card use

### 3: SAVINGS AND INVESTMENTS

- Saving for the future
- Interest rates
- Security on investments.

### 4: LOANS AND MORTGAGE

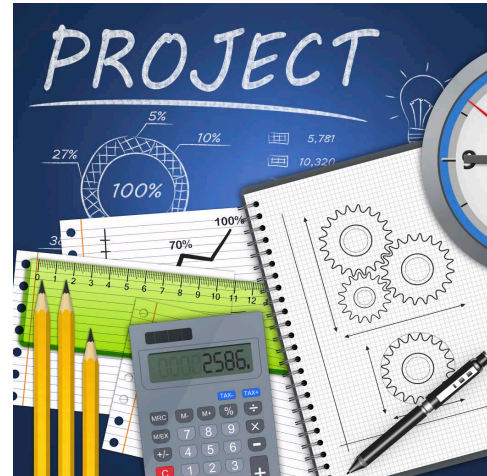
- Personal loans
- Home loans
- Income to mortgage ratio awareness

### 5: EMPLOYMENT

- Wages and Salaries
- Gross wage vs Nett Wage
- The total cost of hiring an employee

# Unit 5

## Project Management



Project Management principles and approaches are essential for any person or team members that are involved in the selection, planning and execution of a project. This unit provides a sound introduction to project management and introduces seven key aspects of project management to students.

### 1: FUNDAMENTALS

- What is a project?
- What is project management?
- What is the role of a project manager?
- Project lifecycle
- Project management functions

### 2: PROJECT SCOPE MANAGEMENT

- Project requirements
- The scope statement
- Scope management

### 3: PROJECT TIME AND COST MANAGEMENT

- Why monitor and control time and cost
- Methods for time and cost management

### 4: PROJECT QUALITY MANAGEMENT

- The essence of quality
- Quality assurance, quality control and quality planning
- Quality management system

### 5: PROJECT RISK MANAGEMENT

- Risk and risk management
- The risk management process
- The risk register

### 6: PROJECT COMMUNICATIONS MANAGEMENT

- Communications within the project environment
- Communication methods and protocols
- Communication management – tools and techniques

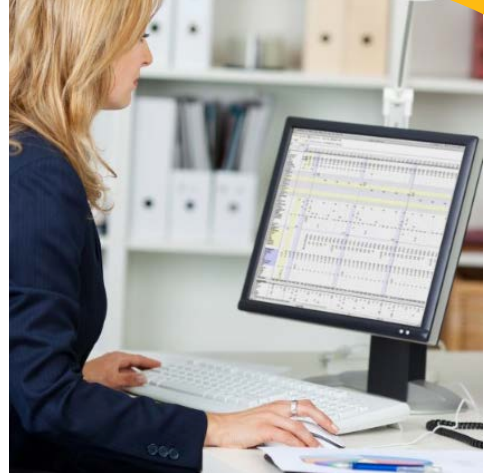
### 7: PROJECT STAKEHOLDER MANAGEMENT

- Stakeholder identification and analysis
- Stakeholder management/engagement





## Excel: Using Spreadsheets



Microsoft Excel is an important program to understand, because of the key role it plays in many sectors. It is the most used spreadsheet program in many business activities, classwork and even for personal data organisation. Excel plays a vital role in performing formula based arithmetic and calculations, and other activities that may require mathematical calculations.

### 1: SPREADSHEET BASICS

- Spreadsheet anatomy and entering data
- Basic skills to increase readability
- Saving, storing and sharing;
- Printing;
- Keyboard shortcuts

### 2: WORKING WITH DATA

- Copying, moving and grouping
- Find and replace
- Remove duplicates
- Getting rid of unwanted spaces
- Removing improper capitalisation in text
- Split names and concatenate

### 3: PERFORMING CALCULATIONS

- Standard operators
- More complex use of standard operators
- Functions to make complex calculations
- Number formats

### 4: VIEWING DATA

- Navigating
- Freeze panes and view options
- Hiding data
- Sort and filter

### 5: CHARTS

- Charts
- Combination chart