## DRAFT PERFORMANCE BANDS

### Business Services – Office Administration

The typical examination performance in this band:

<table>
<thead>
<tr>
<th>Band</th>
<th>Description</th>
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| **Band 6** | Consistently and correctly communicates using precise industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.  
• Demonstrates a thorough understanding and application of the performance required in a range of work tasks.  
• Applies an in-depth knowledge and understanding relevant to specific competencies.  
• Demonstrates an extensive understanding of legislation as it applies to the business services industry.  
• Demonstrates high level skills in problem solving, planning and applying review strategies to manage efficiently a range of complex tasks to achieve quality outcomes consistently.  
• Exhibits a comprehensive understanding of enterprise procedures and policies and their importance in the business environment.  
• Demonstrates high level skills in the use of appropriate technologies to produce quality outcomes.  
• Demonstrates critical judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources. |
| **Band 5** | Communicates, using specific industry and enterprise terminology, in a manner appropriate to the workplace.  
• Demonstrates a detailed understanding and application of the performance required in a range of work tasks.  
• Demonstrates a detailed knowledge and understanding relevant to specific competencies.  
• Demonstrates an understanding of legislation as it applies to the business services industry.  
• Demonstrates comprehensive skills in problem solving, planning and applying review strategies to manage efficiently a range of complex tasks to achieve quality outcomes consistently.  
• Exhibits a thorough understanding of enterprise procedures and policies and their importance in the business environment.  
• Demonstrates comprehensive skills in the use of appropriate technologies to produce quality outcomes.  
• Demonstrates accomplished judgement and reasoning to select, organise and evaluate relevant information from a variety of sources. |
| **Band 4** | Communicates, using industry and enterprise terminology, in a manner appropriate to the workplace.  
• Demonstrates a sound understanding and application of the performance required in a range of tasks.  
• Demonstrates a sound knowledge and understanding relevant to specific competencies.  
• Demonstrates a basic understanding of legislation as it applies to the business services industry.  
• Demonstrates skills in problem solving, planning and applying review strategies to manage a range of tasks to achieve quality outcomes.  
• Exhibits a general understanding of enterprise procedures and policies and their relationship to business success.  
• Demonstrates skills in the use of appropriate technologies to complete a range of tasks.  
• Frames written responses in a descriptive manner. |
| **Band 3** | Communicates using basic industry and enterprise terminology.  
• Demonstrates an understanding of the performance required in a limited range of work tasks.  
• Demonstrates a basic knowledge and understanding relevant to specific competencies.  
• Displays a limited understanding of legislation that applies to the business services industry.  
• Demonstrates basic skills in problem solving to manage a range of tasks to achieve outcomes.  
• Exhibits a general understanding of enterprise procedures and policies.  
• Demonstrates skills in the use of appropriate technologies to complete a range of tasks.  
• Frames written responses using unsupported generalisations. |
| **Band 2** | Communicates using non-industry specific terms.  
• Demonstrates a superficial understanding of the performance required in a limited range of work tasks.  
• Demonstrates a limited knowledge and understanding relevant to specific competencies.  
• Displays an elementary understanding of legislation that applies to the business services industry.  
• Demonstrates elementary skills in problem solving to complete tasks.  
• Exhibits some understanding of enterprise procedures and policies.  
• Demonstrates elementary skills in the use of technologies to complete a task.  
• Frames written responses using unsupported generalisations and irrelevant material. |
| **Band 1** | |