

## Step 2: Determine the size of the learning resource(s)

### Example 1

BCGBC4007A – Plan building or construction work		
Topics	Sub-topics	Competency reference – performance criteria
Organise materials, plant and equipment supply.  <b>Element:</b> Determine all the resources required.	Assess and confirm availability of materials with suppliers.  Purchase process for construction materials and building supplies.  Procedures for controlling and recording of deliveries to site.  Procedures for recording hire of plant and equipment.	1.3 The availability of materials is assessed and confirmed with suppliers.  2.1 Organisational strategies for implementing construction operations are identified. <b>Range statement:</b> purchasing processes for building supplies or construction materials.  1.6 Procedures for controlling and recording site deliveries are implemented.

This example is taken from the Series 10 *BuildRight Toolbox*. The resource is one of a series of related learning objects. Your planning document might also include details about the resource's relationship to range statement, required skills, critical aspects of evidence, employability skills.

### Example 2

#### Scenario: Taking it back - customer returning jacket for refund

Task	Unit/element/performance criteria
Gather required information.	<i>SIRXCCS002A Interact with customers</i> 1.1 Conduct communication with customers in a professional, courteous manner according to store policy.  1.8 Use verbal and non-verbal communication to develop rapport with customers during service delivery.  <i>SIRXCOM001A Communicate in the workplace</i> 1.3 Create effective service environment through verbal and non verbal interaction according to store policy and procedures.  1.4 Use questioning and active listening to determine customer needs.
Decide whether to grant a refund.	<i>SIRXCCS002A Interact with customers</i> 1.2 Meet customer needs and reasonable requests or refer to supervisor.

This example is taken from the Series 10 *Retailer Toolbox*. It shows a scenario-based learning resource which covers elements from more than one Unit of Competency.