

Facilitation plan – *Making Great Business Documents*



Note: suggestions have been outlined for when students may complete discussion activities and therefore when tutor summaries of these would be useful, however the timing of these will depend on the pace of the learners you are supporting. Adjust suggested timings accordingly.

Week	Learner tasks	Facilitator tasks	Text to reuse
Before the course starts	<ul style="list-style-type: none"> Log in to course. Get used to navigating around the course and iQualify. 	<ul style="list-style-type: none"> Review any learner data available e.g. previous study, demographics etc. 	
		<ul style="list-style-type: none"> Review and update your profile in iQualify. 	
		<ul style="list-style-type: none"> Review learner access to the online course. Contact those learners who are yet to login. 	<p>Hi,</p> <p>I'm Caitlin, the facilitator for <i>Making Great Business Documents</i>.</p> <p>I can see you haven't logged into iQualify to see your course yet. We encourage our learners to login before the course start so they can begin to find their way around the course and iQualify. It also helps us ensure we resolve any access troubles before you need to start studying.</p> <p>If you're having trouble logging in,</p> <ul style="list-style-type: none"> Go to iQualify. Enter your email Select Forgot password? <p>Doing this will send a link to your email to reset your password.</p> <p>If you're still having trouble contact our helpdesk.</p> <p>Hope to see you online soon,</p> <p>Caitlin</p>

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1	<ul style="list-style-type: none"> • Familiarise yourself with the iQualify page for this course. • Read the course overview and assessment overview. • Begin Module 1 • Icebreaker: Who is who? 	<ul style="list-style-type: none"> • Introduce yourself to the students in the talk channel, it's okay if this is more or less a repeat of what you've got in your profile. 	<p>Hello,</p> <p>I'm Caitlin, your facilitator for this course.</p> <p>As your facilitator I'll be posting in the General channel each time we start a new module to say what you should be completing. I'll also be checking in on progress and guiding our group discussions. But really I'm just here to help you learn and succeed.</p> <p>I began my journey into business administration with a job at a local high school and over the years shifted to coordinator roles in human resources and logistics. I've worked in such a range of different roles that I have a good sense of the huge variability in administration roles. So as you can see I'm reasonably experienced, but the job changes, so I'm still always learning, that's one of the reasons I love this subject so much – you can never get bored!</p> <p>In my personal life I'm a keen runner and love to take my two dogs Hunter and Charlie out with me for a jog. I really love how friendly everyone is when you've got your dogs with you and will easily come up for a chat and a pat with the dogs.</p> <p>As I mentioned above, I'm here to help. So, the best way to contact me is either through the talk channels or by email: caitlin@org.com. I check these daily, but generally in the afternoon. You can usually expect a response sometime in the next day.</p> <p>Look forward to getting to know the rest of you,</p> <p>Caitlin</p> <hr/> <p>Post for Announcements channel Welcome to the Announcements channel. This channel is for facilitators to post important information – changes to due dates or resources, reminders about upcoming tasks or workshops etc.</p> <p>Post for General channel Welcome to the General channel. This channel is for learners to post any questions about the course – clarification about content, trouble finding resources etc.</p> <p>Remember, if you've got the question... other learners are probably wondering the same thing. For that reason, we really encourage you to post your questions into the channel rather than email. And if you know the answer to another learner's question – please feel free to respond!</p>

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			<p>Note: As a facilitator, in this channel if you'd like to encourage others learners to answer you could use:</p> <p>That's a great question [Learner A]. I want to encourage discussion about this question. So I wondered... does anyone else have any thoughts about [Learner's] questions? Particularly [add clarification to help other learners help Learner A].</p> <p>This week we're starting (and finishing) Module 1. It's a really short module, so you should only dedicate about an hour to reading through it. Don't forget to complete the 'Who's who' discussion (including reading other learners' introductions). As this is the fourth course, by now you would have seen how helpful it can be to say "hi" and make connections with your fellow learners.</p> <p>This week is also a good time to have a look at:</p> <ul style="list-style-type: none"> • the structure of the course (read the overview and open the contents menu) • the study plan (link in the top right of the overview) – be sure to add in your own commitments to have a plan for busy weeks • the requirements for the assessments (go to the assessments tab, then click on each assessment). <p>If you have any questions, just reply to this post.</p>
2	<ul style="list-style-type: none"> • Module 2: Promotional documents <ul style="list-style-type: none"> – Introduction to promotional documents – Create briefs and plans for promotional documents • Discussion: Attention-grabbing 	<ul style="list-style-type: none"> • Post to introduce and explain Module 2. 	<p>This week we're starting Module 2. You've got four weeks to work though this module, but that time also includes beginning your work on your first assignment (and submitting it in week 5). The focus of this module is on promotional documents from planning through to making, editing and printing.</p> <p>The challenges through the module will help you practice the skills you need for the assignment, so I recommend going to the assessments tab, printing the first assignment and having it with you as you go through the module. Then...</p> <ol style="list-style-type: none"> 1. When you get to a challenge activity, give it a go and see if you can do it. 2. If you get stuck, feel free to post a question in the General talk channel and/or try a quick google search. 3. Once you've completed the challenge, see if there's anything similar in the assignment, can you do it? Then...

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	<p>promotional documents</p>		<p>4. Either give the assignment task a go right away or... pop something in your diary to remind you to have another go at another time that suits your schedule (just don't leave it too late!)</p> <p>I hope these steps help you, but if you've got your own methods that work – that's great! Feel free to share your own methods here by replying to this post. You never know, your way might really help someone else!</p>
		<ul style="list-style-type: none"> • Check in on the Icebreaker: Who is who? from the previous week. To encourage learners, after a few of learners have introduced themselves you can reply to one or two. 	<p><i>Ideas for responding to learners...</i></p> <p>@Jai, I love biking too. Hoping to do the rail trail later this year.</p> <p>or...</p> <p>@Rhiannon, I used to work in hospitality too. I enjoy seeing the contrast in techniques between that and administration.</p> <p>or...</p> <p>I see a few of you are already working in the administration area. That's brilliant! Feel free to share your on-the-job tips as we go through the course – every job is different.</p>
3	<ul style="list-style-type: none"> • Module 2: Promotional documents <ul style="list-style-type: none"> – Produce promotional documents • Discussion: Acknowledging people's work 	<ul style="list-style-type: none"> • Check in to see which learners have accessed the course. Ensure the learning mentor group has been able to contact those learners who haven't accessed. • Remind learners that Assignment 1 is due in two weeks' time and to apply for extensions before the due date, if needed. 	<p>Just a reminder that assignment 1 is due in two weeks, [insert day, date and time for clarity]. If you have questions about the assignment – post a question in the assessments channel. If you want to ask for an extension, contact me directly via caitlin@org.com.</p>

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4	<ul style="list-style-type: none"> • Module 2: Promotional documents <ul style="list-style-type: none"> - Edit, save and print the document • Discussion: Social appropriateness 	<ul style="list-style-type: none"> • Check in on the discussions from week 3 and this week (4) as they support Assignment 1: Task 5. During the discussion (about half of the learners have posted), support engagement by complimenting contributions and encouraging further contributions. 	<p>I'm enjoying reading through people's thoughts. [Learner A] your comment about [w] made me think about [x]. And [Learner B] your thoughts align really well with [y – resource/principle]. Great work!</p> <p>I encourage others to keep contributing [can include time period e.g. "over the next week"]. It's really worthwhile to see how each of you [approach/interpret z] and you taking the time to reflect and write your response will really help you with task 5 of the first assessment.</p> <p><i>Or if the discussion hasn't taken off...</i></p> <p>I see we've only got a few contributions so far. For those yet to post, please take a moment to add your own thoughts – even if it's only to say you agree with someone. It's really worthwhile to see how each of you [approach/interpret z] and you taking the time to reflect and write your response will really help you with [outcome/assessment].</p>
		<ul style="list-style-type: none"> • Review learner engagement. Follow up with those learners who have not yet accessed Module 3 units. You might like to remind them that learners often find studying easiest when they break it up into chunks, carve out some dedicated study time and give themselves just one task to complete in that time. 	<p>Hi [Name],</p> <p>I've noticed you haven't started Module 2 yet. It's not unusual that life has other priorities for you while you're studying!</p> <p>We've found learners often find studying easiest when they break it up into chunks, carve out some dedicated study time and give themselves just one task to complete in that time. So, if you can see if you can find one half hour session this week to pop into module 3 and get through the first 2-3 pages.</p> <p>Just remember if your circumstances have changed or you need help, you have support through your student mentors and can always apply for an extension for the second assignment if you need it (but you need to apply in the next week).</p> <p>Hope to see you online,</p> <p>Caitlin</p>
5	<ul style="list-style-type: none"> • Review and finish modules 1 and 2 	<ul style="list-style-type: none"> • Remind students Assignment 1 is due this week and what to look out for. 	<p>Just a reminder that assignment 1 is due this week, [insert day, date and time for clarity].</p> <p>As you submit, remember to work through the checklist at the end of the assignment and double-check that you've included all the screenshots/attachments you need.</p>

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	<ul style="list-style-type: none"> Submit Assignment 1: Promotional documents 	<ul style="list-style-type: none"> Check in on the week 3 and 4 discussions again and summarise any of the key themes. 	<p>When you've finished all your checking, head over to the assessments tab, select the assignment 1 link, that's where you'll find the submission button.</p> <p>Great work and I look forward to giving you your feedback on your first assignment for the course.</p> <p>P.S. Remember to give yourself a wee break after submitting your assignment too. Studying can be hard and giving yourself breaks and celebrating (even if it's just soak in the bath or a small treat) helps you keep up the motivation you'll need to complete the course.</p> <p>For instance, for week 3:</p> <p>Great, most of you have explained that it's completely okay to use other people's work as long as they've given permission (and usually acknowledge the original). It's also fine if the work is under "creative commons" (cc) as you saw in the video above.</p> <p>Or for week 4:</p> <p>Most of you decided to pick the photos without people, the ones that focused on the products (as that's what's the promotion is about!). That's wonderful. Many of you also suggested a few of the photos might send the wrong message (for instance the second photo). There's no real right or wrong answer for this discussion, what it is important to remember is to use professional and respectful images and that others from different backgrounds might react differently to photos than you to so it's good to consider social and cultural factors.</p>
6	<ul style="list-style-type: none"> Module 3: Introduction to business presentations <ul style="list-style-type: none"> Introduction to business presentations Getting started with your presentation Discussion: Effective presentation 	<ul style="list-style-type: none"> Post to introduce and explain Module 3. For example: 	<p>This week we're onto our last module! We've got 5 weeks on Module 3 where our focus is on presentations.</p> <p>For a lot of you, this will be the first time you've used PowerPoint. That's okay, just remember to spend some time just playing around in the application – you can't break anything! We spend 5 weeks on this module and your second assignment.</p> <p>This module has everything you need for the last assignment, work through the modules and challenges, ask/search when you get stuck and try to keep up the momentum as we get close to the end of the course (and your qualification!).</p>

Week	Learner tasks	Facilitator tasks	Text to reuse
7	<ul style="list-style-type: none"> Review and finish module 3 Submit Assignment 2: Business documents 	<ul style="list-style-type: none"> Remind students Assignment 2 is due this week. 	<p>Just a reminder that assignment 2 is due this week, [insert day, date and time for clarity].</p> <p>As you submit, remember to:</p> <ul style="list-style-type: none"> work through the checklist at the end of the assignment double-check that you've included all the screenshots/attachments you need read through your feedback from the first assignment to make sure your remembering things you might have forgotten for the first assignment. <p>When you've finished all your checking, head over to the assessments tab, select the assignment 2 link and submit.</p>
Remaining weeks 17-20	<ul style="list-style-type: none"> Resubmit assignment 3 if required. 	<ul style="list-style-type: none"> Congratulate and thank learners for completing the course (and programme!). Remind them of and celebrate progress from the beginning of the course. 	<p>Kei runga noa atu! (outstanding!) You've finished the course! And... seeing as this is the last course in the programme... you've finished the qualification! For some of you this might have been your first time studying, so well done! Think about how much you've learned and progressed from the first course to now. Hopefully you've got a whole new set of skills and are feeling ready to take those skills into a step into (or up) in administration.</p> <p>All the best for your future adventures!</p>

