



BSBWRT411

WRITE COMPLEX DOCUMENTS

ASSESSOR GUIDE

Assessment 3 of 3

Role Play and Submission of Final Documents

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SWINBURNE
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EDUCATION

Assessment Instructions

There are two [2] parts to this assessment:

- **Task 1: Role Play:** This task is a role play in which you will play the role of a Senior Fitness Instructor at Bounce Fitness. Your assessor will play the role of the Bounce Fitness Manager. The role play requires you to discuss your draft documents and PowerPoint Presentation with your assessor.
- **Task 2: Submission of final documents.** Rectify your documents based on assessor feedback and submit the final documents and PowerPoint Presentation for 'approval' in Task 2 (submission of final for grading).

Additional resources and supporting documents

To complete this assessment, you will need:

- Internet access and Teams Meeting or access to a telephone
- A quiet indoor location.

SCENARIO

You are a Senior Fitness Instructor at Bounce Fitness. You have been asked by the Bounce Fitness Manager to write a **business case** to purchase new gym cleaning machines for **each** of the five centres. You have been approved a capital budget of \$50000 which is released through the normal Bounce Fitness purchasing process.

Machines must include:

- Floor scrubber machines
- Heavy duty janitor trollies
- Commercial 3 in 1 shampoo carpet cleaning machine.

You have also been asked to develop a PowerPoint Presentation (for staff) based on the Business Case and a Procedure for Caring for and Maintaining Floor Scrubber.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please

consider the environment before printing this assessment.

TASK 1 – ROLE PLAY SEEK FEEDBACK AND IDENTIFY GAPS IN DRAFTS

In this task, you will participate in a ten-minute **Microsoft Teams or telephone meeting** with your assessor. You will continue your role as a Senior Fitness Instructor at Bounce Fitness and your assessor will role-play the Bounce Fitness Manager. You meet to discuss the draft documents and PowerPoint Presentation you developed in Assessment 2. In this meeting, you will confirm the information in each is cohesive and satisfies their purpose and requirements. The basis of the discussion will focus on:

- Identifying gaps in the required information
- Discussing additional material to add to your drafts
- Identifying revisions to be implemented to your drafts.

Instructions

1. Please contact your assessor via the Discussion Forum to organise a suitable time. Your assessor will then schedule a session via Teams at the agreed time for this role play to occur.
2. Read recap of scenario from Assessment 2:

SCENARIO

You are a Senior Fitness Instructor at Bounce Fitness. You have been asked by the Bounce Fitness Manager to write a **business case** to purchase new gym cleaning machines for **each** of the five centres. You have been approved a capital budget of \$50000 which is released through the normal Bounce Fitness purchasing process.

Machines must include:

- Floor scrubber machines
- Heavy duty janitor trollies
- Commercial 3 in 1 shampoo carpet cleaning machine.

You have also been asked to develop a PowerPoint Presentation (for staff) based on the Business Case and a Procedure for Caring for and Maintaining Floor Scrubber.

3. In the role play you must:
 - use listening and questioning skills to seek additional information of confirmation
 - follow accepted communication practices and protocols when seeking information or feedback including speaking clearly and using appropriate language
 - ensure the role play is no more than ten (10) minutes in duration.

You will be provided with feedback form the assessor role-playing the manager which you must implement in Task 2 prior to submitting your final documents and PowerPoint Presentation. Please ensure you take sufficient notes and clarify you have understood the assessor's feedback.

Assessor Instructions

This task aims to review the student's three (3) drafts submitted in Assessment 2 and provide feedback which student must incorporate into the final documents for Task 2. The meeting should be no more than ten (10) minutes.

You must:

- ensure students have included minimum of one (1) visual or graphic (in a document or the PowerPoint Presentation).
- identify at least one gap (for example, data, information, knowledge, or additional materials) that the student must incorporate into each of the two documents and the PowerPoint Presentation). Potential gaps are provided in the following table.

| Document | Possible feedback to students related to identified gaps |
|---------------|--|
| Business case | <ul style="list-style-type: none">• More information on benefits of machines |

| | |
|-------------------------|---|
| | <ul style="list-style-type: none"> • Conditions of warranties • Maintenance costs • Image/s of recommended machines • Hyperlinks to websites where machines can be purchased • Link to a video demonstration of maintaining equipment • Contact details of suppliers for maintenance issues |
| PowerPoint presentation | <ul style="list-style-type: none"> • More information on benefits of machines • Conditions of warranties • Maintenance costs • Image/s of recommended machines • Hyperlinks to websites where machines can be purchased • Link to a video demonstration of maintaining equipment • Contact details of suppliers for maintenance issues |
| Procedure | <ul style="list-style-type: none"> • Visual or graphic of key piece of machinery • Flow chart of procedure steps • Manufacturers contact details • Maintenance guidelines • Conditions of warranty • Safety information, for example Personal Protective Equipment |

Assessor Marking Guide

Student role play must demonstrate they have:

| Criteria | Yes | No |
|--|--------------------------|--------------------------|
| <ul style="list-style-type: none"> • Used listening and questioning skills to seek additional information and confirm requirements to complete Task 2 (including feedback suggestions) - Repeated/paraphrased information to ensure understanding is correct - Provided relevant responses to questions | <input type="checkbox"/> | <input type="checkbox"/> |
| <ul style="list-style-type: none"> • Followed accepted communication practices and protocols when seeking information or feedback from others | <input type="checkbox"/> | <input type="checkbox"/> |

TASK 2 – RECTIFY AND FINALISE DOCUMENTS AND POWERPOINT PRESENTATION

In this Task, you will create final versions incorporating your assessor’s feedback from Task 1.

Instructions

1. Address feedback and any gaps or suggestions for additional content provided to you by the assessor role-playing the Bounce Fitness Manager in Task 1: Role Play.
2. Use the Microsoft Word ‘Comment’ function to indicate where feedback has been actioned and issue ‘Resolved’.
3. Check your Business Case and Procedure documents, and PowerPoint Presentation and confirm all requirements are met.
4. Save the files to your device as ‘Final’. For example:
 - a. Task 2 PowerPoint Presentation Template_Final
 - b. Task 2 Procedure Template_Final
5. Submit final Business Case, PowerPoint Presentation and Procedure to your assessor, who will be taking on the role of Bounce Management to ‘approve’ your final documents.

Assessor Marking Guide

Student amendments and rectifications may include spelling, punctuation and grammatical errors, a better transition of information, restructuring content. Amendments must include responding to the content gap identified by the assessor in the role play meeting [Task 1: Role Play].

They must demonstrate they have:

| Criteria | Yes | No |
|--|--------------------------|--------------------------|
| Saved document or PPT Presentation as ‘Final’ | | |
| • Document 1 – Business case for new cleaning machines | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 2 – PowerPoint Presentation summarising business case | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 3 – Procedure for Caring for and Maintaining Floor Scrubber | <input type="checkbox"/> | <input type="checkbox"/> |
| Incorporated feedback from Task 3 | | |
| • Document 1 – Business case for new cleaning machines | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 2 – PowerPoint Presentation summarising business case | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 3 – Procedure for Caring for and Maintaining Floor Scrubber | <input type="checkbox"/> | <input type="checkbox"/> |
| Reviewed document and satisfied document purpose and requirements are met | | |
| • Document 1 – Business case for new cleaning machines | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 2 – PowerPoint Presentation summarising business case | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 3 – Procedure for Caring for and Maintaining Floor Scrubber | <input type="checkbox"/> | <input type="checkbox"/> |
| Proofread before submission: correct spelling, grammar, and punctuation. | | |
| • Document 1 – Business case for new cleaning machines | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 2 – PowerPoint Presentation summarising business case | <input type="checkbox"/> | <input type="checkbox"/> |
| • Document 3 – Procedure for Caring for and Maintaining Floor Scrubber | <input type="checkbox"/> | <input type="checkbox"/> |

✓ Congratulations you have reached the end of Assessment 1!