



BSBOPS405

Organise business meetings

Assessment 2 of 3

Project



Assessment Instructions

Task overview

This assessment task is divided into eight (8) parts. Read the instructions for each part carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- *Aussie Tool Shed Meeting Policy and Procedure*
- *Regional and Store Managers Quarterly Meeting Minutes*
- *Aussie Tool Shed Quarterly Meeting recording*

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.

Scenario

Aussie Tool Shed is an Australian-owned hardware chain founded in 2010 by three tradespeople, Charlie Sparks, an electrician, Jamie Plumber, a plumber, and Alex Carpenter. They were frustrated with the quality of products and level of service they received from other hardware stores and believed there was a market for a better alternative. They knew they were willing to pay a bit more to obtain quality products and services and believed that many others, tradies and DIYers, would be too. The vision was of a hardware chain offering Australian made products (where possible) and genuine service by qualified tradespeople.

Today, Charlie, Jamie and Alex run Aussie Tool Shed from its headquarters in Sydney. The organisation has rapidly expanded and now has stores in each state in Australia and a solid online presence. They have a distinct differentiation point: employing trade qualified staff, stocking Australian-made products, DIY tutorials and Q&As accessible from a web browser, and dedicated DIY and trades advice hotlines.

You are to assume the role of Robbie Stevens, Personal Assistant to Charlie, Jamie and Alex at Aussie Tool Shed. Part of your role is to organise meetings when required. The Quarterly Meeting of Aussie Tool Shed Regional and Store Managers is scheduled to take place three weeks from now, and you have been asked to organise this meeting.

You have been provided with the following information:

- The meeting must be held in accordance with Aussie Tool Shed Meeting Policy and Procedure
- Charlie will chair the meeting, with yourself in the role of Robbie Stevens, responsible for taking the minutes
- All Aussie Tool Shed Regional and store managers are to be invited; a list is provided below:

Name	Position	Organisation
Charlie Sparks	Founder	Aussie Tool Shed Head Office
Jamie Plumber	Founder	Aussie Tool Shed Head Office
Alex Carpenter	Founder	Aussie Tool Shed Head Office
Robbie Stevens	Personal Assistant	Aussie Tool Shed Head Office
Colin Macrae	Marketing Manager	Aussie Tool Shed Head Office
Paul Thomas	Regional Manager	Aussie Tool Shed
Jane Hanson	Regional Manager	Aussie Tool Shed
John Hyatt	Store Manager	Aussie Tool Shed
Ellie Tolley	Store Manager	Aussie Tool Shed
Sam Smith	Store Manager	Aussie Tool Shed

- As Aussie Tool Shed is Australia wide, members are to be offered the option of attending virtually
- It is preferred that the meeting be held on a Monday or a Tuesday since the stakeholders and Aussie Tool Shed personnel are available only on these days.
- The meeting must run for a maximum of four hours, including a thirty-minute break for lunch and a fifteen-minute break for afternoon tea.
- Topics to be discussed include:
 - The new community involvement initiative
 - Last quarter performance
 - The new marketing campaign
 - Opening of a new store at Greenfields
- It was noted in the arrangements for the previous meeting that three [3] of the attendees have special requirements, these are:
 - Colin Macrae has a life-threatening nut allergy
 - Paul Thomas requires wheelchair access
 - John Hyatt has coeliac disease

Part 1 – Plan the meeting

Below is the Aussie Tool Shed Meeting Planner template. Use this template throughout this assessment to help you keep track of arrangements as you organise them (and make sure nothing is overlooked). Begin with filling in the details you know (e.g., date, purpose). As you work your way through each section of the assessment, you will need to return to the Aussie Tool Shed Meeting Planner template and update the details as you confirm them.

The template should be fully completed once you have completed section 6 of this assessment.

Aussie Tool Shed Meeting Planner					
Part 1 – Preliminary plans [using information from the scenario]					
Meeting purpose/style:	Quarterly Regional Managers meeting				
Date of meeting:	DD/MM/YYYY	Time:	10:00 – 2:45 [any time that fits with suggested break time is acceptable]		
Chairperson:	Charlie Sparks				
Minute-taker:	Student Name				
Part 2 – Choose the meeting venue		Part 4 – Obtain approval		Part 5 – Book meeting arrangements	
Venue [Incl special request:	Central Boardroom [Paul Thomas requires wheelchair access]	To be approved by:	Charlie Sparks	Received approval:	DD/MM/YYYY
		Approval requested:	DD/MM/YYYY	Booked:	DD/MM/YYYY
Part 3 – Choose the catering		Part 4 – Obtain approval		Part 5 – Book catering arrangements	
Catering [Incl special request:	Superb Catering – Light lunch (finger food) + Gourmet afternoon tea [Colin Macrae, life-threatening nut allergy. John Hyatt, Coeliac]	To be approved by:	Charlie Sparks	Received approval:	DD/MM/YYYY
		Approval requested:	DD/MM/YYYY	Booked:	DD/MM/YYYY
Part 6 – Prepare meeting documents					
Agenda prepared [Incl all meeting documents, e.g. minutes of the previous meeting]	DD/MM/YYYY	Dispatched: DD/MM/YYYY			

Question: As organiser and minute-taker of this meeting, describe how you will comply with the legal requirements and Aussie Tool Shed meeting policies and procedures that govern meetings to ensure all participants needs are met. [Approximate word count: 70 words]

Assessor instructions:

Students must state how they have complied with legislation, particularly the Disability Discrimination Act [1992], as one participant uses a wheelchair [accessibility]. Students should also refer to Aussie Tool Shed Meeting Policy and Procedure, particularly venue and catering choices [allergies].

Students may also include Age Discrimination Act 2004, Racial Discrimination Act 1975, Sex Discrimination Act 1984 and Privacy Act 1988

Students are to use this template from Part 1 to Part 6 of this assessment to help them keep track of arrangements as they organise them [and make sure nothing is overlooked]. They will begin by filling in the details they know from the scenario [e.g., date, purpose]. As they work through each section of the assessment, they will need to return to this template and update the details as they confirm them.

The template should be fully completed and provide a summary of the meeting details when the completed assessment is submitted.

Part 2 – Chose the meeting venue

You now need to choose an appropriate location for the meeting. Ensure that the room is suitable for the number of members attending and has the facilities and equipment required.

Aussie Tool Shed Head Office has a boardroom that seats up to eight people. For larger numbers, an external venue needs to be booked. Below is a list of venues that Aussie Tool Shed has approved as meeting their requirements. Note that these rooms are only available on select days of the week.

Approved Local Function Rooms							
Room	Cost (Inclusive of GST)	Availability					
		M	T	W	TH	F	S
The Corner Room 4-person meeting room. info@cornerroom.com.au	\$20 per hour \$45 per half day \$80 per full day \$320 per week	✓	✓			✓	✓
Fernvale Room 6-person meeting room. info@fernvale.com.au	\$25 per hour \$55 per half day \$100 per full day \$400 per week	✓					
The Central Boardroom 15-person boardroom. info@centralbr.com.au	\$50 per hour \$110 per half day \$200 per full day \$800 per week	✓				✓	✓
The Executive Boardroom 25-person boardroom. info@theexec.com.au	\$80 per hour \$180 per half day \$300 per full day \$1200 per week		✓	✓			✓
The Blue Room 20-person training room. info@blueroom.com.au	\$60 per hour \$110 per half day \$200 per full day \$800 per week						✓
The Green Room 45-person training room. info@greenroom.com.au	\$80 per hour \$180 per half day \$300 per full day \$1200 per week				✓	✓	✓
The Lake Auditorium 150-person auditorium. info@lakeroom.com.au	\$100 per hour \$225 per half day \$400 per full day \$2000 per week	✓	✓	✓	✓	✓	
Daintree Auditorium 450-person auditorium.	\$200 per hour \$450 per half day	✓	✓			✓	✓

info@daintree.com.au	\$800 per full day \$4000 per week						
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- *All venues provide complimentary water, tea and coffee, mints, pens and notepads.
- *All venues are fully equipped with IT requirements (projector, sound system etc.) included in the price, but they MUST be requested at the time of booking.
- *All rooms are fully accessible to those with restricted mobility.

Assessor instructions: Student’s choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. Sample answer is provided in the space below.

<p>Make a note of which room you choose and the reasons for your choice below (you will need to refer to Aussie Tool Shed Meeting policy and procedure). You will need this in Part 4. (Approximate word count: 50 words)</p>
<p>Choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. E.g. The Central Boardroom seats 15, so it will accommodate all participants comfortably (Fernvale too small) without wasting money on a larger room (Blue Room \$10.00 extra).</p>

*Return to Part I and update **Part 2** of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 3 – Choose the catering

You now need to choose appropriate catering for the meeting. Check what level of catering is required before proceeding [check Aussie Tool Shed Meeting Policy and Procedure]. If catering is required, Aussie Tool Shed prefers to use Superb Conference Catering. Below is a list of their services.

Superb Conference Catering	
Options	Price per person (including GST)
Standard Morning/Afternoon tea platter menu, including tea, coffee, juice and biscuits	\$9.00
Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pastry selection	\$12.00
Lunch - Variety of finger foods	\$17.50
Lunch – Hot/cold buffet	\$22.00
Dinner - Banquet style menu	\$28.00
Buffet lunch/dinner	\$60.00
Delivery	\$50.00

*Special dietary requirements are catered for, and most options are usually available at short notice. However, we recommend advising us at least three days notice prior to the event.

Assessor instructions: Student's choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. Sample answer is provided in the space below. The best answer is 4 hours + - Main meal (e.g., buffet selection hot and cold dishes) and morning/afternoon tea as above. However, this could vary depending on the time selected for the meeting

Make a note of which catering option you choose and the reasons for your choice below (you will need to refer to Aussie Tool Shed Meeting policy and procedure). You will need this in Part 4. [Approximate word count: 70 words]

Aussie Tool Shed Meeting Policy and Procedure 2.1.8 states:
Catering for meetings is as follows:
1-2 hours – Tea, Coffee and biscuits

2-3 hours – Tea, Coffee and morning tea (e.g. pastries or similar)

3-4 hours – Light meal (e.g. finger food) and morning tea as above

4 hours + – Main meal (e.g. buffet selection hot and cold dishes) and morning/afternoon tea as above

If catering is to be provided, participants dietary requirements must be checked

*Return to Part 1 and update **Part 3** of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 4 – Obtain approval prior to booking

You will need to have your choice of venue and catering approved by Charlie before completing the bookings. Send Charlie an email using the template provided outlining requesting approval. The email must clearly state:

- your recommendation for venue and catering
- a breakdown of the costs involved
- an explanation of your choices (from the notes you made in Parts 2 and 3).

Ensure that your email is professionally written, with no spelling or grammatical errors. (Approximate word count: 100 words)

Assessor instructions: Email should contain correct spelling and grammar, be professionally structured. Students should justify choices from notes in Part 2 and 3 according to the Aussie Tool Shed Meeting Policy and Procedure. Must contain a recommendation for venue and catering, a breakdown of the costs involved and an explanation of your choices. Sample answer is provided in the space below.

To	charlie@aussietoolshed.com.au
Cc	
Add a subject: Upcoming quarterly meeting	

Hi Charlie,

I propose the following arrangements for the quarterly meeting.

Venue – The Central Boardroom (It is on the Approved Local Function Rooms list and seats 15, so our group of 10 will be quite comfortably accommodated.)

Catering – Superb Catering

- Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pasty selection
- Lunch - Variety of finger foods

Venue cost (incl GST): \$00.00

Catering cost (incl GST): ~~\$00.00~~ (0 attendees @\$00.00 per person)

Total Meeting cost: \$00.00

Venue cost (incl GST): \$110.00

Catering cost (incl GST): ~~\$295.00~~ (10 attendees @\$295.00 per person)

Total Meeting cost: \$405.00

This is in line with the Aussie Tool Shed Meeting Policy and Procedure

Sig Student Name

*Return to Part I and update **Part 4** of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 5 – Book meeting arrangements

Charlie has approved your choice of venue and catering and asked you to go ahead and make the bookings.

- A) Complete the booking form below and email it to the Conference Coordinator at your chosen venue using the email template provided. Be sure to add any special requests. Ensure that your email is professionally written, with no spelling or grammatical errors. [Approximate word count (email): 30 words]

Assessor instructions: Students choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. Special requests must be included. Sample answer is provided in the template below.

Meeting room booking form				
Organisation name:	Aussie Tool Shed			
Date of meeting:	DD/MM/YYYY			
Start Time:	10:00 – 2:45 [any time that fits with suggested break time is acceptable]	Finish Time:	10:00 – 2:45 [any time that fits with suggested break time is acceptable]	
Organiser:	Student Name			
Contact details:	Phone or email			
Room set up			Yes	No
	Number of attendees	ten [10] physical	<input type="checkbox"/>	<input type="checkbox"/>
	Remote attendees		<input type="checkbox"/>	<input type="checkbox"/>
	Wi-Fi		<input type="checkbox"/>	<input type="checkbox"/>
	Projector		<input type="checkbox"/>	<input type="checkbox"/>
	Smartboard		<input type="checkbox"/>	<input type="checkbox"/>
	Whiteboard & markers		<input type="checkbox"/>	<input type="checkbox"/>
	Butchers paper		<input type="checkbox"/>	<input type="checkbox"/>
	Sound system		<input type="checkbox"/>	<input type="checkbox"/>
	Breakout rooms		<input type="checkbox"/>	<input type="checkbox"/>
	Theatre		<input type="checkbox"/>	<input type="checkbox"/>
	Classroom		<input type="checkbox"/>	<input type="checkbox"/>
	U-shaped		<input type="checkbox"/>	<input type="checkbox"/>
	Boardroom		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Round table		<input type="checkbox"/>	<input type="checkbox"/>
Catering				
	Tea/coffee		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Morning Tea		<input type="checkbox"/>	<input type="checkbox"/>
	External		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notes: One participant uses a wheelchair. One participant has a life-threatening nut allergy. One participant is Coeliac. Catering is by Superb Catering.				

Students should select a suitable configuration such as boardroom, may select additional resources such as Wi-Fi

Assessor instructions: Email should contain correct spelling and grammar, be professionally structured. Sample answers is provided in the space below.

To	info@centralbr.com.au
Cc	
Add a subject: Aussie Tool Shed Quarterly Meeting	
Attachments: bookingform.docx	
<p>Good Afternoon,</p> <p>Please find attached the booking form for Aussie Tool Shed Quarterly Meeting on DD/MM/YYYY</p> <p>There will be ten people present.</p> <p>Sig Student Name</p>	

B) Now that you have selected suitable catering, draft an email to Superb Catering using the email template provided with your request. The email must clearly state:

- details of catering required, including package selected and the number of attendees,
- specify clearly any dietary requests.

Ensure you provide them with all required details, including any special requests. Ensure that your email is professionally written, with no spelling or grammatical errors. [Approximate word count: 60 words]

Assessor instructions: The email must clearly state:

- details of catering required including package selected and number of attendees
- specify clearly dietary requests.

Email should have correct spelling and grammar and be professional structured.

To	info@superbcatering.com.au
Cc	
Add a subject: Catering for Aussie Tool Shed Quarterly Meeting	
<p>Good Afternoon,</p> <p>I would like to request the following catering for 9 participants at the Aussie Tool Shed Quarterly Meeting on DD/MM/YYYY:</p> <ul style="list-style-type: none"> Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pasty selection Lunch - Variety of finger foods <p>Please note, 1 participant has a life-threatening nut allergy, and 1 is Coeliac.</p> <p>Sig Student Name</p>	

*Return to Part I and update Part 5 of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 6 – Prepare the meeting documents

Check the Aussie Tool Shed Meeting Policy and Procedure and prepare the required meeting documents as stated. Once you have prepared these documents, send them as attachments to all invitees using the email template provided. Ensure that your email is professionally written, with no spelling or grammatical errors. [Approximate word count (email): 60 words]

Assessor instructions: Students must complete the agenda with all information provided in the scenario. Sample answer is provided in the table below.

Meeting Agenda	
Date:	DD/MM/YYYY
Time:	10:00 – 2:45 [any time that fits with suggested break time is acceptable]
Location:	The Central Board Room
Zoom link:	WWW.XXXXXXXXXXXXXXXXXX
Purpose:	Quarterly Meeting of Regional and Store Managers

Attachments:	Nil	
Chairperson: Charlie Sparks	Minute taker: Robbie Stevens	
Invited Attendees:		
Jamie Plumber	Paul Thomas	
Alex Carpenter	Jane Hanson	
Sam Smith	John Hyatt	
Colin Macrae	Ellie Tolley	
	Agenda Items	Person responsible
1	Welcome	
2	Apologies	
3	Minutes of last meeting	
4	Matters arising from the Minutes	
6	Correspondence	
7	The new community involvement initiative	
8	Last quarter performance	
9	The new marketing campaign	
10	Opening of a new store at Greenfields	
11	Other business	
12	Close - time, date and place of next meeting	

Assessor instructions: Email must be professionally written, with no spelling or grammatical errors.

To	Allmanagers@aussietoolshed.com.au
Cc	
Add a subject:	
Attachments: Agenda for the Quarterly Meeting of Regional and Store Managers, Minutes of the previous meeting	
<p>Good Afternoon,</p> <p>Charlie, Jamie and Alex are pleased to invite you to the Quarterly Meeting of Regional and Store Managers. Please find attached the agenda for the meeting and the minutes from the previous meeting. Please RSVP by DD/MM/YYYY (7 days) and be sure to include any special requests such as diet or accessibility with your RSVP.</p>	

Sig Student Name

Assessor instructions: Students choice of venue should reflect Aussie Tool Shed Meeting policy and procedure [fourteen [14] days before inter-store/office meetings]. Sample answers is provided in the space below.

Question: According to Aussie Tool Shed Meeting Policy and Procedure, when should this email be sent? (Approximate word count: 60 words)

A notice of the meeting must be sent out via email at least seven (7) days before scheduled in-store/office meetings, fourteen [14] days before inter-store/office meetings and one month for the AGM. The notice should include a link for those who wish to attend virtually. RSVPs should be at least three (3) days before scheduled in-store/office meetings and seven (7) days before inter-store/office meetings and the AGM.

The following people have RSVP'd and will be attending the meeting in person:

Name	Position	Organisation	Attending	Requests
Charlie Sparks	Founder	Aussie Tool Shed Head Office	Yes	
Jamie Plumber	Founder	Aussie Tool Shed Head Office	Yes	
Alex Carpenter	Founder	Aussie Tool Shed Head Office	Yes	
Robbie Stevens	Personal Assistant	Aussie Tool Shed Head Office	Yes	
Colin Macrae	Marketing Manager	Aussie Tool Shed Head Office	Yes	Nut allergy
Paul Thomas	Regional Manager	Aussie Tool Shed	Yes	Wheelchair access
Jane Hanson	Regional Manager	Aussie Tool Shed	Yes	
John Hyatt	Store Manager	Aussie Tool Shed	Yes	Coeliac
Ellie Tolley	Store Manager	Aussie Tool Shed	Yes	
Sam Smith	Store Manager	Aussie Tool Shed	Yes [online]	

*Return to Part I and update Part 6 of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 7 – Pre-meeting checks

- a) It is now three (3) days until the meeting takes place. Use the Meeting Planner checklist provided in Part 1 to confirm that all arrangements are in place and that nothing has been overlooked prior to meeting commencement.

You are particularly concerned that nothing is overlooked for those attendees with special needs. Take this opportunity to confirm that suitable arrangements are in place for these attendees. John Hyatt is a Coeliac, and Colin Macrae has a life-threatening nut allergy. It is vital that their meals are prepared correctly. You decide to telephone your chosen caterers to ensure that all staff are aware of these needs to prevent any calamities.

This is a role-play activity which will require you to collaborate with another student within the same course.

The other student will play the role of catering manager at Superb Catering.

Role Play instructions:

Participant 1 (yourself): You are to confirm that arrangements are in place for John Hyatt and Colin Macrae. You will need to discuss the following:

- John's nut allergy is life-threatening. Not only is he unable to eat nuts, but his food must not come into contact with nuts, for example, from the same utensils being used in preparation.
- Any food containing nuts must be clearly labelled so that John can avoid it
- Colin's condition is not immediately life-threatening; however, accidentally consuming gluten can make him very ill.
- Request that John be served a gluten-free main meal, and gluten-free selections are clearly labelled at break times.
- You will also need to advise Superb Conference Catering of the change in numbers. Calculate the new catering cost for nine (9) attendees and confirm this with the catering manager.

Participant 2: Will play the role of a catering manager at your Superb Catering. You will need to brief participant two (2) about the requirements of their role.

It is preferred you include fellow students to help you complete this task. You can contact your fellow students via the Discussion Forum. If you are unable to find participants to perform in the roles identified, contact your trainer/assessor via the Discussion Forum, who can discuss options for pairing up with other students to complete Part 7. During the role-play recording, you will be expected to demonstrate the following:

- Communicate in a clear and professional manner

- Provide the catering manager with specific instructions on the attendees' dietary requirements
- Ask open-ended questions to get additional information regarding the caterer's proposed management of these requirements
- Ask closed questions to clarify understanding of information
- Paraphrase to show understanding

Recording instructions

You must select an appropriate video conferencing application to use, i.e., a smartphone, tablet or personal computer via Microsoft Teams, Zoom, Skype etc. The consultation must be recorded. [maximum length of video recording 5 minutes]

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying "I agree" to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This recording will be recorded and submitted through my course online learning platform to my Assessor for grading.

As a participant in this session, I confirm I am happy to be included in this recording by stating, "I agree."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

If participants have not provided consent within the recording, it will not be viewed or marked by the assessor and will need to be redone and resubmitted.

Observation Form

Student Name:	Student's name must reflect the name in the Assessment Agreement section of this workbook. E.g. Leslie Stewart
Name of Workplace/ Organisation:	Assessor must write the name of the workplace/organisation where assessment is conducted. E.g. Aussie Tool Shed
Task Title <i>Refer to task title.</i>	Assessor must specify the title of task where this observation is applicable. Part 7 – Pre-meeting checks
Date of Observation:	Assessor must write the date when observation is conducted. E.g. 15 Mar 20xx

Did the student demonstrate the following during the consultation?	Yes	No	Overall feedback
Foundation skill - Oral communication			
During the meeting did the student: a. Clarify the specific instructions for dietary requirements using vocabulary appropriate to context, purpose and audience <ul style="list-style-type: none"> • Change in catering cost/numbers (incl GST): \$265.50 (9 attendees @ \$29.50 per person) • Dietary needs 			Assessor must provide specific written comments here on the student's performance.
b. Asks questions and listens to responses to clarify understanding			
Provide overall feedback on the student's performance and any supplementary feedback to assist the student in addressing any areas of improvement			
Assessor must provide their overall feedback to the student based on their observation of the task.			

b) You were advised in Part 6 that Sam Smith will be attending the meeting virtually. Draft an email to Central Boardroom using the email template provided confirming that there will be nine (9) physical attendees, one (1) remote, and that videoconferencing facilities will be required. Ensure you provide them with all required details, that your email is professionally written, and has no spelling or grammatical errors. (Approximate word count: 50 words)

Assessor instructions: Email should have correct spelling and grammar and be professional structured. Email must clearly state that one person will be attending virtually and that videoconferencing facilities will be required. Sample answer is provided in the space below.

To	info@centralbr.com.au
Cc	
Add a subject: Aussie Tool Shed Quarterly Meeting	
Attachments:	
Good Afternoon,	

Please find attached the booking form for Aussie Tool Shed Quarterly Meeting on DD/MM/YYYY

We have been advised that there will now be only nine (9) people attending physically and one person virtually. Could you please update your records to reflect this change and ensure videoconferencing facilities are in place?

Regards

Sig Student Name

Part 8 – Record the meeting minutes

As you are the minute taker for this meeting, you must take notes of the meeting to complete the minutes. You have been provided with a recording of one topic of the meeting, ensure you make accurate notes of this topic. You are not required to make notes of the other three topics. [Approximate word count: words]

Assessor instructions: Students must take initial notes of the meeting before completing the minutes in the space below. These can be structured as the student likes but must capture the main details of the recording.

Meeting Notes (100 – 200 words)

Now that you have taken your notes from the meeting recording complete the Meeting Minutes template below. The minutes must be professionally structured, with correct spelling and grammar.

Once you are satisfied that you have correctly summarised the important points, including outlining key decisions and actions for implementation, have your minutes checked by the Chair (Charlie) for accuracy.

Another student in the same course will assume the role of Charlie for this activity. Copy your original Meeting Minutes template into an email and send them to Charlie, who will check your minutes for accuracy against the meeting recording. Take a screenshot of Charlie's reply and paste it below:

Check minutes for accuracy

Complete the final version of the minutes, including any suggestions by the student checking the original version

Assessor instructions: Students must include any appropriate suggestions from the student playing the role of Charlie. Minutes template must be completed in full. Sample answer is provided in the template below.

Meeting Minutes		
Date:	DD/MM/YYYY	
Time:	10:00 – 2:45 [any time that fits with suggested break time is acceptable]	
Location:	The Central Board Room	
Purpose:	Quarterly General Meeting of Regional and Store Managers	
Attachments:	Nil	
Chairperson: Charlie Sparks		Minute taker: Robbie Stevens
Attendees:		
Jamie Plumber		Paul Thomas
Alex Carpenter		Jane Hanson
Sam Smith		John Hyatt
Colin Macrae		Ellie Tolley
Apologies:		
Nil		
	Agenda Items	Person responsible
1	Welcome	
2	Apologies	
3	Minutes of last meeting	
4	Matters arising from the Minutes	
6	Business arising from Correspondence	

7	Introduction of a new community involvement initiative	<p>Answers will vary but should include: The purpose of this initiative is to:</p> <ul style="list-style-type: none"> • Take part in building the community • Build brand awareness • Build community relationships • Build image as a good corporate citizen • Foster goodwill <p>Choice of project with the management and team of the individual store Executive team to discuss linking the program to store KPIs Head Office to send out memo Paul Thomas to liaise with store managers</p>
8	Last quarter performance	
9	The new marketing campaign	
10	Opening of a new store at Greenfields	
11	Business arising from the agenda	
12	Close - time, date and place of next meeting	

Now that your minutes have been checked for accuracy distribute them by email to all participants using the email template provided. Ensure that your email is professionally written, with no spelling or grammatical errors. [Approximate word count: 30 words]

Assessor instructions: Students email must be professionally written, with no spelling or grammatical errors. Sample answer is provided in the space below.

To	allmanagers@aussietoolshed.com.au
Cc	
Add a subject: Minutes of Quarterly Meeting of Regional and Store Managers	
Attachments: Meeting Minutes	
<p>Good Afternoon,</p> <p>Charlie, Jamie, and Alex would like to thank all the participants who attended the recent Quarterly Meeting of Regional and Store Managers. Please find attached the minutes for this meeting.</p> <p>Sig Student Name</p>	

Assessment Checklist

Students must have completed all parts within this assessment before submitting. This includes:

The student has completed the activities in this workbook		✓
▪ 1	▪ Meeting planner ▪ Question	<input type="checkbox"/>
▪ 2	▪ meeting planner ▪ Notes	<input type="checkbox"/>
▪ 3	▪ Meeting planner ▪ Notes	<input type="checkbox"/>
▪ 4	▪ Meeting planner ▪ Email	<input type="checkbox"/>
▪ 5	▪ Meeting planner ▪ Booking form ▪ Emails	<input type="checkbox"/>
▪ 6	▪ Meeting planner ▪ Agenda ▪ Email ▪ Question	<input type="checkbox"/>
▪ 7	▪ Role-play recording ▪ Email	<input type="checkbox"/>
▪ 8	▪ Meeting notes ▪ Meeting minutes ▪ Emails	<input type="checkbox"/>

 Congratulations you have reached the end of Assessment 1!