



CHCCOM002

ASSESSOR GUIDE

Use communication to build relationships

Assessment 2 of 3

Project



Assessment Instructions

Task overview

This assessment task is divided into 2 Parts.

- Part A: Communication feedback
- Part B: Meeting preparation

Read each part carefully before completing the tasks in the spaces provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Youth Matters Communications Policy and Procedure
- Youth Matters Professional Development Plan Policy and Procedure

Each of the above resources are available on the Assessment 2 page of the LMS.

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.

Part A: Communication feedback

CASE STUDY:

You are a Support Officer working at Youth Matters (YM), a youth focused not-for-profit community service organisation. You report to Kai Ezra (ke@ym.org.au), Manager Support Services Region 2.

As part of your Professional Development Plan, you are required to seek and reflect on feedback from your clients, internal and external co-workers based on your current communication skills.

In line with the **YM Performance Development Plan Policy and Procedure** (found on the *Assessment 2 page of the LMS*), surveys are distributed to nominated contacts on a bi-annual basis. This process was initiated with collection complete for your most recent contacts including clients, internal and external co-workers.

NOTE: Use your own name and your email address as your initials@ym.org.au for Part A.

Task 1: Seek feedback

Develop an email to request feedback collected in line with section 3 of the **YM Performance Development Plan Policy and Procedure**.

Ensure your communication is positive and professional and capture the following:

- Address the email to the correct party and include a cc notation with your managers details. Include your email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments (if any).
- In the content of the email:
 - Identify yourself by name and title, and confirm your manager by name and title.
 - Request recent feedback from survey process in line with section 3 of the **YM Performance Development Plan Policy and Procedures**.
- Sign off the email appropriately and include your name in the signature.

Capture this communication in the email template below.


(Approximate word count: 100 words in the body of the email)

Assessor instructions: Students must draft an email communication to HRfeedback@ym.org.au in line with the **YM Professional Development Plan Policy and Procedure** document. This communication is to request feedback as received in the latest feedback collection process.

Their communication must be positive and professional and incorporate the following:

- Addressed to HRfeedback@ym.org.au and cc'd to their manager, ke@ym.org.au.
- Include their own email as their initials@ym.org.au.
- Enter a fictional date and time.
- Include an appropriate Subject.
- Identify any attachments as appropriate.
- In the content of the email:
 - Identifies themselves by name and role and confirm manager details.
 - Request recent feedback from survey process in line with the Performance Development Plan Policy and Procedures.
- Sign off the email appropriately and include their name in the signature.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions above.

Email Template	
To:	hrfeedback@ym.org.au
From:	ME@ym.org.au
CC:	ke@ym.org.au
Date/time:	23/8/23 @ 9:15am
Subject:	Professional Development Plan Feedback
Attachments:	N/A
<p>To HR,</p> <p>My name is <<student name>> and I am a Support Officer reporting to Kai Ezra, Manager Support Services Region 2.</p> <p>I am looking to commence my Professional Development Plan review and would appreciate if you could send me through any feedback received in the recent feedback process.</p> <p>If you could please forward this to myself for review, cc'ing my Manager, Kai Ezra, at your earliest convenience, this would be appreciated.</p> <p>Kind regards, <<Students name>></p>	
 Support Officer 100 Young St, Summer Hill, NSW 2130 Phone: 1800 777 777 http://www.youthmatters.org.au	

Task 2: Review feedback

FEEDBACK REPORT			
Name:	<<Students name>>		
Title:	Support Officer		
Manager Name:	Kai Ezra		
Manager Title:	Manager Support Services, Region 2		
CLIENT RESULTS	AVERAGE	LOWEST	HIGHEST
1: Strongly disagree, 2: Disagree, 3: Neutral, 4: Agree, 5: Strongly agree			
The Support Officer listened attentively to my concerns and needs.	4.8	3	5
The Support Officer verbally communicated my options/ opportunities clearly.	3.8	2	5
The Support Officer followed up my meeting/s with clear and concise written confirmation of my options/ opportunities.	2.7	1	5

The Support Officer provided me with all the information I needed to understand my options and access resources as appropriate.	2.5	1	5	
Overall, I am satisfied with the communications I received from the Support Officer.	3.1	1	5	
Number of responses	7			
COMMENTS (5 clients)	Izy: You are fabulous and wonderful in all interactions and written communications inside and outside of meetings. Thanks for all your help!			
	Stephanie: You are very kind and I know you are trying to help however, English is my 2nd language (I am Spanish born) so I often struggle to understand the detail of what we discuss in our meetings.			
	Pat: I am very satisfied with your communication. You come across as respectful, patient, and helpful in person. Your written messages with instructions are clear and direct, making follow-up easy.			
	Jon: I am happy with all your communication and support. Thanks mate.			
	James: I can understand spoken English but cannot read it when written. I am fine in conversations but have not been able to read your messages - I had not realised you had been sending any written communication to me until now. I had to ask someone else to fill in this feedback for me. Please consider alternative methods of communication or some other process to ensure I received, understood and can action documents you send based on Mandarin Chinese.			
CO-WORKERS RESULTS (internal and external)				
1: Strongly disagree, 2: Disagree, 3: Neutral, 4: Agree, 5: Strongly agree		AVERAGE	LOWEST	HIGHEST
The Support Officer communicated and collaborated effectively with me in support of our client.		3.3	1	4
The Support Officer demonstrated sound verbal communication in all face-to-face interactions.		2.2	1	4
The Support Officer followed up meeting/s with clear and concise written confirmation of our clients requirements.		2.9	2	5
The Support Officer provided me with all the information I needed to support our client.		3	1	5
Overall, I am satisfied with the communications I received from the Support Officer.		2.8	2	4
Number of responses	5			
COMMENTS (2 co-workers commented + 1 external co-worker commented anonymously)	Kai (internal co-worker): In all my communications I have found you clear and concise. This includes conversations about the care of your clients, written programs to support your clients and those of your peers and other professional communications.			
	Dan (internal co-worker): I found you very easy to communicate with when we worked on developing material for a support program to be applied across the organisation. I feel that you were able to communicate well in person and online when we workshopped solutions, made decisions and implemented them. Your written communication was exceptional in terms of formalising program documents and templates and helping to communicate them across the business. We have had a great uptake and much positive feedback.			
	Anonymous (external co-worker): I did not agree with the planned care for our mutual client at handover and found that my point of view was not considered. This was particularly frustrating as I made my thoughts known but you just continued with your plan without any discussion. This also meant I only received information in support of your plan and nothing on alternatives.			

Review the above **Feedback Report** and complete a reflection of the results. Based on the cumulative data and specific comments provided, identify areas of strength and those for improvement in relation to your communication skills, including any communication barriers. Consider potential solutions for each of the issues identified.

1. Personal details – Record your details in line with the case study.
2. Strengths identified – Provide an overall summary of the strengths identified by clients and co-workers.

3. Areas for improvement – Identify 3 specific issues from the comments as supported by the data and outline at least 1 potential solution for each. Consider section 5 of the **YM Communications Policy and Procedure** (found on the **Assessment 2** page of the LMS) to determine potential solutions around client based issues.

Capture these details and reflections in the report below.

Assessor instructions: Students must review the feedback provided in order to identify strengths and 3 areas for improvement and proposed solutions.

A sample answer is provided below. Students answers may vary however they must reflect strengths and issues as directly flagged in the feedback above.

They must also include the issues identified in the feedback above including any communication barriers and potential solutions which include:

- A client receiving written communication that they cannot understand – needs a translator (see **YM Communications policy and procedure** – section 5).
- A client who cannot understand verbal communication – needs an interpreter (see **YM Communications policy and procedure** – section 5).
- An external co-worker who feels that they were not seen or heard in a recent client plan handover – need to incorporate a form of consultation and agreement in treatment plans going forward. Could perhaps implement a policy for escalation/decision making where differing solutions are proposed for clients across departments and/or organisations.

FEEDBACK REFLECTION	
Name:	<<Student name>>
Title:	Support Officer
Manager Name:	Kai Ezra
Manager Title:	Manager Support Services, Region 2
STRENGTHS	
Strengths identified: (Approximate word count: 50 words)	<p><i>Feedback from clients identified strengths including:</i></p> <ul style="list-style-type: none"> • Kind with a willingness to help. • Respectful and patient. • Clear and direct messaging (for those who can understand it). <p><i>Feedback from clients identified strengths including:</i></p> <ul style="list-style-type: none"> • Clear and concise communication. • Good contributor in consultation on programs. • Solid documentation and written communication around programs.
AREAS FOR IMPROVEMENT	
ISSUES IDENTIFIED	PROPOSED SOLUTIONS
Include name (where available), relationship, feedback summary and communication gap. (Approximate word count: 30 words)	(Up to 50 words)
1. <i>Stephanie (Client): Speaks Spanish primarily and struggles to understand the conversation when we meet. Need to ensure she can understand our conversations.</i>	<i>Seek approval from manager and engage an interpreter for all verbal communication with Stephanie going forward.</i>
2. <i>James (Client): First language is Mandarin Chinese and cannot understand written communication. Need to ensure he can read and understand written collateral.</i>	<i>Seek approval from manager and engage a translator to translate documentation for all written communication with James going forward.</i>
3. <i>Anonymous (external co-worker): Poor consultation when coordinating client care handover. Need to improve consultation to determine and agree mutually appropriate care plans at handover.</i>	<i>Create a process to outline the handover communication stages incorporating consultation and agreement of care plans by both/all parties as part of the procedure. Confirm final decision-making</i>

	<p><i>process where agreement is not reached between care practitioners.</i></p> <p><i>OR</i></p> <p><i>Reach out to all active external co-workers to determine how current clients are going and whether they would like to discuss or review the case plan at all. Listen to any issues raised and work with them on a mutually agreeable case plan.</i></p>
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Task 3: Confirm solution

Select 2 issues and solutions from the list above to present to your manager for implementation. These issues must include:

1. Barriers to communication with a client [refer to *section 5* of the **YM Communications Policy and Procedure** (found on the ***Assessment 2*** page of the LMS)]
2. A conflict or difficult situation involving an internal or external co-worker.

Ensure your communication is positive and professional and captures the following:

- Address the email to your manager. Include your email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments (if appropriate).
- In the content of the email:
 - Provide background related to reflection on your recent client and co-worker feedback.
 - Identify the 2 issues related to a difficult situation and a barrier to communication, referencing the relevant feedback in Part A Task 2.
 - Present potential solutions that you propose to implement to address the issues.
 - Seek approval to implement these solutions.
- Sign off the email appropriately and include your name in the signature.

Capture this communication in the email template below.

[Approximate word count: 200 words in the body of the email]

Assessor instructions: Students must draft an email communication to their manager to gain approval to proceed with 2 solutions addressing issues identified in their client and co-worker feedback from Part A Task 2. These issues must include:


1. Barriers to communication with a client [refer to *section 5* of the **YM Communications Policy and Procedure** (found on the ***Assessment 2*** page of the LMS)]
2. A conflict or difficult situation involving an internal or external co-worker.

Communication must be positive and professional and address the following:

- Address the email to their manager. Include their email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments (if appropriate).
- In the content of the email:
 - Provide background related to reflection on their recent client and co-worker feedback.

- Identify the 2 issues related to a barrier to communication and a difficult situation, referencing the relevant feedback in Part A Task 2 and any relevant components of the **YM Communications Policy and Procedure** where appropriate.
- Present potential solutions to implement.
- Seek approval to implement these solutions.
- Sign off the email appropriately and include their name in the signature.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions and reflect issues and solutions identified in Part A Task 2.

Email Template	
To:	ke@ym.org.au
From:	ME@ym.org.au
CC:	
Date/time:	23/8/23 @ 9:15am
Subject:	Communication feedback and proposed solutions
Attachments:	N/A
<p>To Kai,</p> <p>As you know, I recently received feedback from my clients and co-workers focused on my communication skills. In this feedback I have identified a few key issues that I would like to work to address.</p> <p>My client Stephanie has identified that she speaks Spanish primarily and she struggles to understand the conversation when we meet. In order to ensure she can understand our conversations, I would like to engage an interpreter for our meetings in line with the <u>YM Communications Policy and Procedure</u>, section 5.</p> <p>An anonymous co-worker has identified that I demonstrated poor consultation when coordinating client care handover. In order to address any potential conflict going forward I need to improve my consultation to determine and agree mutually appropriate care plans at handover. I feel I am not the only person who may have done this so to achieve this I would like to create a process to outline the handover communication stages incorporating consultation and agreement of care plans by both/all parties as part of the procedure. Confirm final decision-making process where agreement is not reached between care practitioners.</p> <p>Please consider the solutions outlined above and provide approval to proceed with these solutions if appropriate.</p> <p>Kind regards, <<Students name>></p>	
 Support Officer 100 Young St, Summer Hill, NSW 2130 Phone: 1800 777 777 http://www.youthmatters.org.au	

Task 4: Implement solution

CASE STUDY:

Your manager has read your recommendations and is in agreement that these would be a good way to address the communication barrier and potential conflict identified.

Kai has approved the recommendations and would like you to prioritise implementing your client solution in line with the **YM Communications Policy and Procedure** (found on the ***Assessment 2*** page of the LMS) as identified.

Based on the communication barrier raised by a client in the feedback process, and in line with section 5 of the **YM Communications Policy and Procedure**, you must implement your solution by engaging with your client via email and confirming the process going forward.

Ensure your communication is professional and respectful and captures the following:

- Address the email to your client (their email address is theirname1978@hotmail.com.au. Include your email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments (if appropriate).
- In the content of the email:
 - Confirm receipt of their feedback, acknowledge and accept the communication barrier as identified.
 - Outline the plan for communications going forward, in line with section 5 of the **YM Communications Policy and Procedure**.
 - Confirm details of any services to be engaged and details of your next meeting (provide at least 2 scheduling options), incorporating any changes to this process,
 - Request confirmation that they:
 - understand the proposal,
 - feel it promotes their right to support,
 - agree to this change in process, and
 - are free to attend the next session as outlined.
- Sign off the email appropriately and include your name in the signature.

Capture this communication in the email template below.

[Approximate word count: 250 words in the body of the email]

Assessor instructions: Students must draft an email communication to their manager to gain approval to proceed with 2 solutions addressing issues identified in their client and co-worker feedback from Part A Task 2.


Based on the communication barrier raised by a client in the feedback process, and in line with section 5 of the **YM Communications Policy and Procedure**, you must implement your solution by engaging with your client via email and confirming the process going forward.

Ensure your communication is professional and respectful and captures the following:

- Address the email to the client @ theirname1978@hotmail.com.au. Include their email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments (if appropriate).
- In the content of the email:
 - Confirm receipt of their feedback, acknowledge and accept the communication barrier as identified.
 - Outline the plan for communications going forward, in line with section 5 of the **YM Communications Policy and Procedure**.
 - Confirm details of any services to be engaged and your next meeting (providing at least 2 scheduling options), incorporating any changes to this process where appropriate,
 - Request confirmation that they:
 - understand the proposal,

- feel it promotes their right to support,
 - agree to this change in process, and
 - are free to attend the next session as outlined.
- Sign off the email appropriately and include your name in the signature.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions and reflect the client communication barrier presented to their Manager in Part A Task 3.

Email Template	
To:	<i>Stephanie1978@hotmail.com.au</i>
From:	<i>ME@ym.org.au</i>
CC:	
Date/time:	<i>23/8/23 @ 9:15am</i>
Subject:	<i>Interpreter support</i>
Attachments:	<i>N/A</i>
<p>To <i>Stephanie,</i></p> <p><i>Thank you for your recent feedback related to my communication skills.</i></p> <p><i>I apologise for not recognising language and verbal communication as a challenge for you earlier. I understand where you are coming from and have escalated this to my Manager who has approved the use of an interpreter in all future meetings. This has been done to ensure that you are able to receive what I am telling you in your preferred language and have the opportunity to ask as many questions as you like.</i></p> <p><i>In line with the YM Communications Policy and Procedure I have reached out to Health Care Interpreter Service – Western Sydney Local Health District and they have identified a health and care focused Spanish/English interpreter who can join us at our next meeting.</i></p> <p><i>Moving forward with this I was hoping I could schedule our next catch up for either:</i></p> <ul style="list-style-type: none"> • <i>16/8/23 @ 3:00pm</i> • <i>17/8/23 @ 9:00am</i> <p><i>I am able to confirm the interpreter is available for either session at your convenience.</i></p> <p><i>Please confirm if you feel this will address any communication barriers at our meetings going forward, if you believe it supports your right to and access of our services, if you are happy to proceed on this basis and if so, which of the above appointments you would like to book in.</i></p> <p><i>Thank you again for sharing this challenge with me so that I may address it and work with you better.</i></p> <p>Kind regards, <<<i>Students name</i>>></p>	
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p>Support Officer 100 Young St, Summer Hill, NSW 2130 Phone: 1800 777 777 http://www.youthmatters.org.au</p> </div> </div>	

Part B: Meeting preparation

CASE STUDY:

Continuing in the role of a Support Officer at Youth Matters [YM], based on your outstanding communication skills around program development, Kai, your manager, has asked you to coordinate and facilitate a meeting to discuss upcoming initiatives and collaborations for Youth Support Services.

The meeting must be scheduled for Friday 13th October at 10:00am. I have secured the Conference Room A at YM Head Office (100 Young St, Summer Hill, NSW) for this meeting.

You have been asked to invite the following stakeholders to the meeting:

- Mila Thompson – Executive Support Services Manager [MT@ym.org.au]
- Lila Williams – Manager Support Services Region 1 and Community Liaison [LW@ym.org.au]
- Kai Ezra – Manager Support Services Region 2 [KE@ym.org.au]
- Eden Lau – Data [Trend] Analyst [EL@ym.org.au]
- Samir Patel –Support Officer and Fundraising Coordinator [SP@ym.org.au]
- Jasmine Chen –Support Officer [JC@ym.org.au]
- Aisha Singh –Support Officer [AS@ym.org.au]
- Ali Robinson –Specialist Support Officer at Legal Aid [ARobi@LegalAid.org.au]
- Rich Webb–Specialist Support Officer at Job Seekers [Rich_Webb@Seekers.com.au]
- Murry Chaumont –Specialist Support Officer at Health Care and Addiction Centre [MC433@HCAC.org.au]

You will need to incorporate the following topics into the meeting:

- Discuss trends in youth needs raised through the organisations present – 10 minutes.
- Identify support available through current partnership organisations – 10 minutes.
- Identify new partnership opportunities to support new trends – 10 minutes.
- Brainstorm creative fundraising events or opportunities to support YM's programs – 5 minutes.
- Discuss upcoming community events for promotion – 5 minutes.

NOTE: You will need to facilitate the meeting, however where appropriate specialists are scheduled to attend, they are required to present on topics in line with their area of expertise.

In order to ensure any outcomes are actioned, a follow up meeting must be scheduled for 2 weeks after this session for the same day and time.

Some of the planned participants can be reluctant to participate, while others are a little too passionate and tend to dominate discussions. With this in mind you will need to consider how to run the session to maximise fair engagement from everyone.

Task 1: Identify facilitator strategies

Based on the case study above, identify 3 strategies you will look to implement within the meeting to encourage all participants contribute equally. Outline how you will implement these strategies.

Assessor instructions: Students must identify and describe how they will incorporate 3 strategies within a planned meeting to ensure all participants are engaged and contributing to the session.

Sample answers are provided below. Students answers may vary however they must reflect a strategy that encourages fair participation across a range of roles.

STRATEGY (Up to 10 words)	IMPLEMENTATION (Approximate word count: 30 words)
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1.	Set the expectations early.	Prior to the meeting, send out an agenda and any relevant materials to participants, including Kai Ezra and other team members. Highlight the importance of their insights and contributions in advancing YM's mission.
2.	Ice-breaker	Start the meeting with a brief ice-breaker activity to create a relaxed atmosphere and foster connections among participants. For example, you could ask each participant to share their favorite youth-related memory.
3.	Open-Ended Questions	<p>Frame questions in an open-ended manner to encourage thoughtful responses. Instead of asking "Do you agree?" ask "What are your thoughts on this approach?"</p> <p>Additional answers may include:</p> <ul style="list-style-type: none"> • Address everyone: Ask for specific individuals by name to encourage responses from those not otherwise being captured. • Round-Robin Sharing: Invite each participant to share their ideas, thoughts, or suggestions in a round-robin format. This ensures everyone has an opportunity to contribute without interruption. • Use of Visual Aids: Incorporate visual aids, such as charts or slides, to illustrate ideas and concepts. Visuals can stimulate discussion and make complex topics more accessible. • Encourage Diverse Perspectives: Acknowledge that different viewpoints enrich the conversation. Encourage participants to share from their unique backgrounds and experiences.

Task 2: Develop an agenda


Using the information provided in the case study above, you must create an Agenda for the meeting.

Include all the relevant information outlined and be sure to take note of the roles of all the meeting attendees in relation to presenters for specific topics to be discussed.

Capture the details in the Agenda template provided below in line with the process outlined in the **YM Communications Policy and Procedure** document.

Assessor instructions: Students must create an agenda in line with the case study information and **YM Communications Policy and Procedure** document.

The correct answer is provided below. Students answers may vary a little however they must capture all the specific information provided in relation to the meeting as requested by Kai.

 MEETING AGENDA	
Meeting Title:	<i>Initiatives and collaborations</i>
Date:	<i>13/10/23</i>
Time:	<i>10-11am</i>
Location:	<i>100 Young St, Summer Hill NSW</i>
Attendees:	<ul style="list-style-type: none"> • <<Student Name>> - Support Officer and Facilitator [xx@ym.org.au] • Mila Thompson – Executive Support Services Manager [MT@ym.org.au] • Lila Williams – Manager Support Services Region 1 and Community Liaison [LW@ym.org.au]

- Kai Ezra – Manager Support Services Region 2 [KE@ym.org.au]
- Eden Lau – Data (Trend) Analyst [EL@ym.org.au]
- Samir Patel –Support Officer and Fundraising Coordinator [SP@ym.org.au]
- Jasmine Chen –Support Officer [JC@ym.org.au]
- Aisha Singh –Support Officer [AS@ym.org.au]
- Ali Robinson –Specialist Support Officer at Legal Aid [ARobi@LegalAid.org.au]
- Rich Webb–Specialist Support Officer at Job Seekers [Rich_Webb@Seekers.com.au]
- Murry Chaumont –Specialist Support Officer at Health Care and Addiction Centre [MC433@HCAC.org.au]

AGENDA

1.	<p>Welcome and Introduction</p> <ul style="list-style-type: none"> • Welcome • Table meeting purpose • Introduction of attendees • Review previous minutes if appropriate • Present agenda 	<<Student name>>	10 minutes
2.	<i>Discuss trends in youth needs raised through the organisations present.</i>	Eden Lau	10 minutes
3.	<i>Identify support available through current partnership organisations.</i>	<<Student name>>	10 minutes
4.	<i>Identify new partnership opportunities to support new trends.</i>	<<Student name>>	10 minutes
5.	<i>Brainstorm creative fundraising events or opportunities to support YM's programs.</i>	Samir Patel	5 minutes
6.	<i>Discuss upcoming community events for promotion.</i>	Lila Williams	5 minutes
7.	<p>Recap of action items from the meeting</p> <ul style="list-style-type: none"> • Provide attendees an opportunity to raise any additional topics or concerns if appropriate • Summarise key takeaways • Confirm agreed action items • Confirm agreed responsibilities for each 	<<Student name>>	5 minutes
8.	<p>Closing remarks and adjournment</p> <ul style="list-style-type: none"> • Mention team announcements, upcoming meetings or important events if appropriate • Closing remarks include confirmation of next meeting [27/10/23 @10am] • Adjourn meeting 	<<Student name>>	5 minutes

Minutes prepared by:

Meeting adjourned:

Task 3: Circulate the agenda

CASE STUDY:

Your manager, Kai has reviewed your Agenda and is happy for this to be circulated to the intended participants.

Kai previously sent the meeting invitation so you will need to circulate this as a separate communication.

A meeting invitation has already been sent, so this is an additional communication to go out to the attendees via email. So they are clear on the meeting details you must clarify the purpose of the meeting and draw their attention to details of who will be required to present on any specific topics.

Ensure your communication is positive and professional and captures the following:

- Address the email to all the meeting participants based on email addresses included in the case study. Include your email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments by name in the *Attachments* section and referenced again in the *content*.
- In the content of the email:
 - Provide a brief introduction of Youth Matters for context.
 - Introduce yourself as a YM representative and facilitator for the upcoming meeting.
 - Provide a brief summary of the purpose of the meeting.
 - Provide them with a copy of the Agenda [referenced as an attachment only].
 - Draw their attention to the presenters throughout the session.
 - Request they review the agenda and consider any ideas or opportunities beforehand.
 - Ask that any comments or questions be raise directly with you ahead of the meeting.
- Sign off the email appropriately and include your name in the signature.

Capture this communication in the email template below.

[Approximate word count: 300 words in the body of the email]

Assessor instructions: Students must draft an email communication to the invited attendees for a meeting as requested by their manager in the case study. This invitation must outline the purpose of the meeting and provide attendees with an Agenda for review.

Their communication must be positive and professional and captures the following:

- Address the email to all the meeting participants based on email addresses included in the case study. Include their email as appropriate.
 - NOTE: Date and Time can be fictional.
- Capture an appropriate Subject for the email.
- Identify any attachments by name in the Attachments section and reference again in the content.
- In the content of the email:
 - Introduce YM and themselves as the facilitator for the upcoming meeting.
 - Provide a brief summary of the purpose of the meeting.
 - Provide them with a copy of the Agenda [referenced as an attachment only].
 - Draw their attention to the presenters throughout the session.
 - Request they review the agenda and consider any ideas or opportunities beforehand.
 - Ask that any comments or questions be raise directly with them ahead of the meeting.
- Sign off the email appropriately and include your name in the signature.

A sample answer is provided below. Students answers will vary, however must address the elements captured in the assessor instructions and reflect the meeting brief from Kai and the Agenda details from Part B Task 2.

Email Template

To:	<i>KE@ym.org.au, mt@ym.org.au, lw@ym.org.au, el@ym.org.au, sp@ym.org.au, jc@ym.org.au, as@ym.org.au, arobi@legalaid.org.au, rich_webb@seekers.com.au, mf433@hcac.org.au</i>
From:	<i>ME@ym.org.au</i>
CC:	
Date/time:	<i>2/9/23 @ 9:15am</i>
Subject:	<i>YM Initiatives and Collaboration Meeting Agenda</i>
Attachments:	<i>Initiatives and Collaboration Meeting Agenda.doc</i>

Recently you would have received a meeting invitation to a session on Initiatives and Collaborations from Kai or Youth Matters.

Youth Matters (YM) aim to provide local youth with compassionate and comprehensive community services support, empowering individuals and promoting their physical, mental, and social well-being in collaboration with other services. At YM we strive to make a positive impact by delivering person-centered care, fostering inclusivity, and collaborating with stakeholders to enhance the overall health and quality of life of those aged 25 and under within our community.

I am <<student name>> and I am a Support Officer at Youth Matters and I have been asked to facilitate this session.

The purpose of this meeting is to look into current trends being identified across our organisations so that we may engage current collaboration opportunities among us and identify additional collaboration opportunities that may exist in our community in order to support our clients going forward.

We also hope to identify some additional fundraising and promotion opportunities.

So that you may come prepared for this session I have created and attached an Agenda for you.

So that we get the most out of the meeting I have assigned some of the topics for discussion to experts in these areas. Please check the agenda beforehand so you can prepare yourself to present areas assigned to you.

Regardless of whether you are presenting or not, I would greatly appreciate if you could read the agenda, consider some of the issues and trends you may know of and start to have a think about how we can work together and engage others to best support our clients.

If you have any comments or questions about this meeting or the planned agenda, please reach out to me ahead of this meeting.

I look forward to us coming together to see what opportunities we can maximise to provide the very best support to each other and our clients.

Kind regards,
<<Students name>>



Support Officer
100 Young St, Summer Hill, NSW 2130
Phone: 1800 777 777
<http://www.youthmatters.org.au>

Assessment checklist:

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

Part A: Communication feedback		
1	Seek feedback – email per Policy and Procedure	<input type="checkbox"/>
2	Review feedback – reflection report	<input type="checkbox"/>
3	Confirm solution – email Manager	<input type="checkbox"/>
4	Implement solution – email client	<input type="checkbox"/>
Part B: Meeting preparation		
1	Identify facilitator strategies	<input type="checkbox"/>
2	Develop an agenda	<input type="checkbox"/>
3	Circulate the agenda – email participants	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 2!

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