



BSBWRT411

ASSESSOR GUIDE

Write complex documents

Assessment 3 of 3

Role-play

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. Another participant will play the role of the Bounce Fitness Manager. The role play requires you to discuss your draft documents and PowerPoint Presentations with the participant.
- **Task 2: Submission of final documents.** Rectify your documents based on the feedback you received during the role-play 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:

- Access to a virtual room using a system such as Zoom, Skype or Teams.
- A quiet indoor location.
- Manufacturing Guidelines – Caring for and Maintaining Floor Scrubber (Provided in Assessment 1)
- Bounce Fitness Style Guide. (Provided in Assessment 1)
- Draft Business Case (Created in Assessment 1)
- Draft PowerPoint Presentation (Created in Assessment 1)
- Draft Procedure (Created in Assessment 1)

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 \$50,000 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 **role-play meeting** with one other participant.

You will continue your role as a Senior Fitness Instructor at Bounce Fitness the other participant will role-play the Bounce Fitness Manager. During the role-play meeting, you will discuss the draft documents and PowerPoint Presentations you developed in Assessment 2 to ensure 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 in your drafts.

Role play instructions

The role-play must include at least number two (2) participants, must not exceed ten (10) minutes in duration and must address all requirements listed under 'Key Observation criteria'.

Key observation criteria

During the role-play, you will be required to:

- use listening and questioning skills to seek additional information or confirmation of the task completed
- follow accepted communication practices and protocols when seeking information or feedback, including speaking clearly and using appropriate language

In this task, you will participate in a role/play meeting with others. These may be resourced using your Workplace Supervisor or Peer where you are already working in the industry your qualification relates to.

Participants' briefing instructions

Before commencing your recording, you must fully brief the participants, providing them with the context of the role-play/meeting and briefing instructions so that they can prepare for the recording.

Participant 1 Student - Senior Fitness Instructor

The purpose of this meeting is to meet with the Bounce Fitness Manager and for you to present and discuss your draft Business Case for purchasing new gym cleaning machines, draft PowerPoint Presentation for staff and draft Procedure for Caring for and Maintaining Floor Scrubber.

Before the role-play meeting

To prepare for this meeting, please provide the participant role-playing the Bounce Fitness Manager with a copy of:

- the role-play scenario
- your draft Business Case
- your draft PowerPoint Presentation
- your draft Procedure for Caring for and Maintaining Floor Scrubber
- Bounce Fitness Style Guide

This will allow them to prepare and contribute to the meeting.

During the role-play meeting

After you have presented your draft documents, you must discuss with your manager:

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

During the meeting, you must ask the Bounce Fitness Manager the following questions:

1. Could you please clarify if there are any specific details or data missing from the draft Business Case that would strengthen my proposal for purchasing the new gym cleaning machines?
2. In terms of the draft PowerPoint Presentation, are there any topics or information that you believe should be expanded upon or included to ensure that our staff are well-informed about the new cleaning equipment and procedures?
3. Regarding the draft Procedure for Caring for and Maintaining Floor Scrubber, do you have any suggestions for revisions or improvements to make the instructions more comprehensive or easier to follow for our maintenance staff

You will be provided with feedback from the participant role-playing the manager, which you must implement in Task 2 prior to submitting your final documents and PowerPoint Presentations. Please ensure you take sufficient notes and clarify you have understood the feedback.

Participant 2 Workplace Supervisor or Peer - Bounce Fitness Manager

You will play the role of the Bounce Fitness Manager.

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 \$50,000 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.

Before the role-play meeting

- Familiarise yourself with role-play scenario.
- Review the:
 - Draft Business Case
 - Draft PowerPoint Presentation
 - Draft Procedure for Caring for and Maintaining Floor Scrubber
 - Bounce Fitness Style Guide

During the role-play meeting

The purpose of this role-play meeting is to review the student's draft documents and PowerPoint Presentation and provide feedback which the student must incorporate into the final documents. The meeting should be no more than ten (10) minutes.

The student will talk through the following draft documents:

- draft Business Case
- draft PowerPoint Presentation
- draft Procedure for Caring for and Maintaining Floor Scrubber.

During the meeting, you will be asked three questions by the student. The responses you provide must be based on the information contained in the Bounce Fitness Style guide and your own personal experience in the industry.

For example, when asked

1. *Could you please clarify if there are any specific details or data missing from the draft Business Case that would strengthen my proposal for purchasing the new gym cleaning machines?*

Approach this question by focusing on fundamental aspects of a business case rather than industry-specific details. Also, consider if the student has followed the document format, style and structure guidelines in the Bounce Fitness Style Guide. A possible response may be,

'In today's market, there's a growing emphasis on sustainability and eco-friendly practices. Therefore, it would be beneficial to include information on the energy efficiency ratings of the machines, any eco-friendly cleaning solutions they utilize, and their overall carbon footprint.'

| | |
|--|---|
| Other possible feedback areas for the Business Case. | <ul style="list-style-type: none"> • More information on the 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 |
|--|---|

For example, when asked

2. *In terms of the draft PowerPoint Presentation, are there any topics or information that you believe should be expanded upon or included to ensure that our staff are well-informed about the new cleaning equipment and procedures?*

Approach this question by focusing on general principles of effective communication rather than industry-specific details. A possible response may be,

'Our staff may have varying levels of familiarity with these machines, so it's crucial to ensure that the presentation covers everything from basic operation to troubleshooting common issues.'

| | |
|---|--|
| Other possible feedback areas for PowerPoint. | <ul style="list-style-type: none"> • More information on the 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 |
|---|--|

| | |
|--|---|
| | <ul style="list-style-type: none"> • Contact details of suppliers for maintenance issues |
|--|---|

For example, when asked

3. *Regarding the draft Procedure for Caring for and Maintaining Floor Scrubber, do you have any suggestions for revisions or improvements to make the instructions more comprehensive or easier to follow for our maintenance staff?*

Approach this question by considering general principles of procedural documentation and user-friendliness rather than industry-specific details. A possible response may be,

'One suggestion for improvement is to include more visual aids or diagrams to supplement the written instructions. Visual representations can often simplify complex procedures and make them easier to understand, especially for our maintenance staff, who may have varying levels of technical expertise.'

| | |
|--|---|
| Other possible feedback areas for the procedure. | <ul style="list-style-type: none"> • Visual or graphic of the key piece of machinery • Flow chart of procedure steps • Manufacturers contact details • Maintenance guidelines • Conditions of warranty • Safety information, for example, Personal Protective Equipment |
|--|---|

You must:

- ensure students have included a 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.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

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 with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Colab. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participants in this session indicate their consent to be included in this recording by stating their name and job title."

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

Save the video recording using the following naming convention,

BSBWRT411_StudentName_yymmdd_Tasknumber_Role Play.

Include this recording as part of your assessment submission.

Assessor Instructions

The role-play requires a ten (10) minute meeting between a Senior Fitness Instructor played by the student and a participant acting as the Bounce Fitness Manager. They will discuss draft documents and PowerPoint Presentations developed in Assessment 2 to ensure they are cohesive and meet their purpose. The focus will be on identifying information gaps, discussing additional material, and identifying revisions needed for the drafts.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

| Observation Checklist <i>(to be completed by the Assessor)</i> | |
|--|--|
| Use this checklist while reviewing the recorded role play: | |
| Did the student.... | Satisfactory/Not Yet Satisfactory |
| Use listening and questioning skills to seek additional information or confirmation of the task completed The student must: <ul style="list-style-type: none"> • Nod and use verbal cues. • Maintain eye contact with the Bounce Fitness Manager. • Refrain from interrupting the manager while they are speaking. • Repeat/paraphrase information to ensure understanding is correct. • Provide relevant responses to questions. • Pay close attention to the feedback and questions provided by the Bounce Fitness Manager. • Use questioning skills to probe deeper into any areas where more information or confirmation is required. • Ask follow-up questions to ensure they fully understand the expectations and any suggested changes. | <input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory |
| Follow accepted communication practices and protocols when seeking information or feedback, including speaking clearly and using appropriate language The student must: <ul style="list-style-type: none"> • Speak clearly and confidently • Use professional language • Address the Bounce Fitness Manager respectfully • Communicate their points concisely, avoiding unnecessary tangents or distractions. • Actively listen to the manager's feedback and instructions. • Demonstrate their listening skills by maintaining eye contact, nodding, and providing verbal cues as appropriate. | <input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory |
| Assessors Name: | |

Date:

TASK 2 – RECTIFY AND FINALISE DOCUMENTS AND POWERPOINT PRESENTATION

In this Task, you will create final versions incorporating the Bounce Fitness Manager's feedback from Task 1.

Instructions

1. Address feedback and any gaps or suggestions for additional content provided to you by 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 the 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 Instructions

Student amendments and rectifications may include spelling, punctuation and grammatical errors, a better transition of information, and restructuring content. Amendments must include responding to the content gap identified by the Bounce Fitness Manager in the role-play meeting, Task 1.

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"/> |

Assessment checklist

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

| | | |
|--------|-------------------------------|--------------------------|
| Task 1 | Role-play Recording | <input type="checkbox"/> |
| Task 2 | Final Business Case | <input type="checkbox"/> |
| | Final PowerPoint Presentation | <input type="checkbox"/> |
| | Final Procedure | <input type="checkbox"/> |
| | | <input type="checkbox"/> |

Congratulations! You have reached the end of Assessment 3.

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