



BSBOPS405

ASSESSOR GUIDE

## Organise business meetings

Assessment 1 of 3

Short Answer Questions

## Assessment Instructions

### Task overview

This assessment task is divided into fourteen (14) short answer questions. Read each question 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



### 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, an electrician; Jamie, a plumber; and Alex, a 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 employed as a Personal Assistant to Charlie, Jamie and Alex, and part of your role is to organise meetings when required. Answer the following questions about your role in organising business meetings for Aussie Tool Shed.

### Question 1

List ten (10) items commonly found on Aussie Tool Shed Meeting Agendas.

[Approximate word count: 40 words]

#### Assessor Instructions

The following are sample answers (students must identify 10 items from the list below):

- Meeting's purpose
- Date, time and location of the meeting
- Welcome
- Attendance/Apologies
- Minutes of the previous meeting
- Correspondence
- Reports from office, e.g. the Treasurer
- Agenda items
- General business
- Other business
- Date, time and location of next meeting
- Close

Aussie Tool Shed Agenda Items			
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

### Question 2

List ten (10) items commonly found in Aussie Tool Shed Meeting Minutes.

[Approximate word count: 40 words]

### Assessor Instructions

The following are sample answers (students must identify 10 items from this list):

- Date
- Time
- Location
- Purpose
- Attachments
- Chairperson
- Minute taker
- Attendees
- Agenda Items
- Welcome
- Apologies
- Minutes of the last meeting
- Matters arising from the Minutes
- Business arising from Correspondence
- Business arising from the agenda
- Close - time, date and place of next meeting

Aussie Tool Shed Meeting Minutes			
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

### Question 3

When organising a meeting for Aussie Tool Shed, what is the minimum notice period that should be provided for the meeting types listed below?

[Approximate word count: 50 words]

### Assessor Instructions

The following are sample answers. Students must provide all three (3).

In-store/office meetings	At least seven (7) days
Inter-store/inter-office meetings	At least fourteen (14) days
Annual General Meeting (AGM)	At least one month

### Question 4

Explain the term "Quorum"

[Approximate word count: 70 words]

### Assessor Instructions

A sample answer is provided in the space below.

Formal meetings often require a quorum — a minimum number of participants in attendance who are eligible to vote, to make a decision by the group binding. If a meeting proceeds without the correct number of participants and votes are received, the vote will be invalid.

For example, for a board meeting, a quorum, unless otherwise defined by the board, represents at least half of the board members. This meeting is recorded formally.

### Question 5

What is the quorum required by Aussie Tool Shed for AGMs?

[Approximate word count: 25 words]

### Assessor Instructions

A sample answer is provided in the space below.

A quorum of at least 50% of invited stakeholders must be achieved for AGMs and any meeting involving voting on matters included on the agenda.

### Question 6

According to the Aussie Tool Shed Meeting Policy and Procedure, how should resolutions be recorded?

[Approximate word count: 20 words]

### Assessor Instructions

A sample answer is provided in the space below.

- 2.2.9. All resolutions should be recorded within minutes.
- 2.3.2. Motions and resolutions must be documented in verbatim by the minute-taker.

### Question 7

According to the Aussie Tool Shed Meeting Policy and Procedure, how should minutes be stored?

[Approximate word count: 50 words]

### Assessor Instructions

A sample answer is provided in the space below.

All meeting documentation such as Meeting Minutes, Meeting Agendas, Meeting Sign In Sheets or any other documentation used or discussed at the meeting must be stored electronically in D drive under the context of the meeting. For example, staff meetings must be saved under D:Meetings/Staff/DDMMYY.

### Question 8

Describe three techniques you can use to communicate with participants and other stakeholders when planning a meeting.

[Approximate word count: 80 words]

#### Assessor Instructions

A sample answer is provided in the space below.

Name of Communication Technique		Description of Technique
1.	Oral communication	This includes phone calls, presentations, and face-to-face communication. Face-to-face communication can include during meetings and one-to-one conversations, where you can discuss specific details of the meeting and any documentation required. Phone calls may be used for informal meetings, to confirm arrangements or to clarify points
2.	Written communication	This includes documents such as letters, memorandums, faxes, and reports. While these primarily contain text, these can include visuals to help illustrate specific details about the meeting (e.g. a map of the venue). This is used for agendas, minutes and invitations
3.	Online communication	This includes mediums such as email, instant messaging, forums, and intranet websites. This is useful for organising meetings within an organisation

### Question 9

According to the Aussie Tool Shed Meeting Policy and Procedure, when should meeting minutes and other documents be distributed?

[Approximate word count: 25 words]

#### Assessor Instructions

Sample answer provided in the space below.

2.4.1. Final copies of the updated Meeting Minutes must be distributed to all staff, including those who were absent, within three (3) days.

### Assessment checklist

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

1	9 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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**Congratulations! You have reached the end of Assessment 1.**

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