



BSBOPS405

ASSESSOR GUIDE

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 Manager's 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.





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 to create a hardware chain offering Australian-made products (where possible) and genuine service from 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; You will play the role of Robbie Stevens and be 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 campaigns
- 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 by 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.

Assessor Instructions

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 a summary of the meeting details should be provided when the completed assessment is submitted.

Aussie Tool Shed Meeting Planner					
Part 1 – Preliminary plans (using information from the scenario)					
Meeting purpose/style:	Quarterly Regional Manager's Meeting				
Date of meeting:	DD/MM/YYYY	Time:	10:00 – 2:45 (any time that fits with the 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)	To be approved by:	Charlie Sparks	Received approval:	DD/MM/YYYY
		Approval requested:	DD/MM/YYYY	Booked:	DD/MM/YYYY

	wheelchair access)				
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 (including 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 participant's 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 the 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

Part 2 – Choose 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's 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 to meet 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. info@daintree.com.au	\$200 per hour \$450 per half day \$800 per full day \$4000 per week	✓	✓			✓	✓

*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

The student's choice of venue should reflect the Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. A sample answer is provided in the space below.

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)

The choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, as well as the approved suppliers list and scenario needs. For example, the Central Boardroom seats 15, so it will accommodate all participants comfortably (Fernvale is too small) without wasting money on a larger room (Blue Room \$10.00 extra).

*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 - A 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

The student's choice of caterer should reflect the Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. A sample answer is provided in the space below. The best answer is 4 hours + - Main meal (e.g., buffet selection of 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 of 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 I and update **Part 3** of the Aussie Tool Shed Meeting Planner template before proceeding.

Part 4 – Obtain approval prior to booking

You will need Charlie to approve your choice of venue and catering 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 and be professionally structured. Students should justify choices from notes in Parts 2 and 3 according to the Aussie Tool Shed Meeting Policy and Procedure. It must contain a recommendation for venue and catering, a breakdown of the costs involved and an explanation of your choices. A sample answer is provided in the space below.

Email Template

To	charlie@aussietoolshed.com.au
Cc	
Add a subject: Upcoming quarterly meeting.	
<p>Hi Charlie,</p> <p>I propose the following arrangements for the quarterly meeting.</p> <p>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.</p> <p>Catering – Superb Catering</p> <ul style="list-style-type: none">• Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pastry selection• Lunch - A variety of finger foods <p>Venue cost (incl GST): \$00.00 Catering cost (incl GST): <u>\$00.00</u> (0 attendees @\$00.00 per person) Total Meeting cost: \$00.00</p> <p>Venue cost (incl GST): \$110.00 Catering cost (incl GST): <u>\$295.00</u> (10 attendees @\$295.00 per person) Total Meeting cost: \$405.00</p> <p>This is in line with the Aussie Tool Shed Meeting Policy and Procedure.</p>	

Kind Regards
Students 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.

- 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. A 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 the suggested break time is acceptable)	Finish Time:	10:00 – 2:45 (any time that fits with the 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"/>
<p>Notes:</p> <p>One participant uses a wheelchair. One participant has a life-threatening nut allergy. One participant is Coeliac.</p> <p>Catering is by Superb Catering.</p> <p>Students should select a suitable configuration, such as a boardroom, and may select additional resources, such as Wi-Fi.</p>			

Assessor Instructions

Email should contain correct spelling and grammar and be professionally structured. A sample answer is provided in the space below.

Email Template

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 the Aussie Tool Shed Quarterly Meeting on DD/MM/YYYY.</p> <p>There will be ten people present.</p> <p>Kind Regards Students 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 professionally structured.

Email Template

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 - A variety of finger foods <p>Please note that 1 participant has a life-threatening nut allergy, and 1 is Coeliac.</p> <p>Kind Regards Students 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. A sample answer is provided in the table below.

Meeting Agenda		
Date:	DD/MM/YYYY	
Time:	10:00 – 2:45 (any time that fits with the 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 the 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.

Email Template

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> <p>Kind Regards Students Name</p>	

Assessor Instructions

Students' choice of venue should reflect Aussie Tool Shed Meeting policy and procedure (fourteen (14) days before inter-store/office meetings). A sample answer is provided in the space below.

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

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

Name	Position	Organisation	Attending	Requests
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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) In this task, you are required to conduct a role-play with one other student.

It is now three (3) days before the meeting is scheduled to take 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.

Role play instructions

The meeting must include at least number 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:

- Listen for specific information during the meeting
- Convey specific instructions using vocabulary appropriate for context, purpose and audience
- Asks questions and listens to responses to clarify understanding

Participant information

During the role-play, you will demonstrate your skills in interacting with at least one other person. Participants in your role play may be:

1. friends or family members; or
2. Fellow student/s who will play the role of a team member.

Option 1: Friend or family member

Should you complete this task with friends or family members, you must fully brief the participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student participant

Please contact your fellow students via the Discussion Forum and coordinate your role-play with them directly.

Fellow student participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Students will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Participants' briefing instructions

Participant 1 (Robbie Stevens role-played by the student)

Prior to the role-play meeting, brief the participant about the requirements of their role.

During the role-play meeting

You are to confirm that catering arrangements are in place for John Hyatt and Colin Macrae. You will need to discuss the following with the catering manager of Superb Catering:

- **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.

You must ask the following questions:

1. *Could you please explain the specific protocols you have in place to prevent cross-contamination and ensure that John's food remains completely nut-free?*
2. *How do you ensure that the labelling of gluten-free selections is clear and accurate, making it easy for Colin to identify them without any confusion?*

Participant 2

Will play the role of a catering manager at your Superb Catering.

It is three (3) days before Aussie Tool Sheds scheduled Quarterly Regional Manager's Meeting. Robbie Stevens, the meeting organiser, has contacted you to confirm the catering arrangements and to confirm that nothing has been overlooked for those attendees with dietary requirements.

During the role-play meeting

- When the participant asks what protocols Superb Catering have in place to prevent cross-contamination and ensure that John's food remains completely nut-free, you must respond:
We take dietary requirements very seriously here at Superb Catering. For John's nut allergy, rest assured that we have strict protocols in place to prevent any cross-contamination. Our kitchen staff are trained to handle allergens carefully, and we will ensure that John's food is prepared separately from any nuts and that utensils are thoroughly cleaned to avoid any contact.

- When the participant asks how Superb Catering ensure that the labelling of gluten-free selections is clear and accurate, making it easy for Colin to identify them without any confusion, you must respond:

We take great care to ensure that the labelling of gluten-free selections is clear and accurate. Our staff are trained to use distinct labels specifically for gluten-free items, and these labels are prominently displayed next to or on the food items themselves. Additionally, we make sure that gluten-free options are separated from other food items to avoid any potential cross-contamination.

- Confirm the numbers and cost of the catering with Robbie Stevens and advise him that you will update the catering order.

Recording instructions

Your role play must be recorded with all participant/s captured in a virtual room using an application such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their names and the roles they are playing to provide their consent.

"This session 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 participant/s in this session indicate their consent to be included in this recording by stating their name and the role they are going to play."

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: Unit Code_StudentName_yymmdd_Part 7_Role Play. Include this recording as part of your assessment submission.

Assessor Instructions

It is three (3) days before Aussie Tool Sheds scheduled Quarterly Regional Manager's Meeting. Robbie Stevens, the meeting organiser, has contacted the catering manager at Superb Catering to confirm to ensure suitable arrangements are in place for John Hyatt, who has Coeliac disease and cannot tolerate gluten, and Colin Macrae, who has a life-threatening nut allergy. He also wants to finalise the numbers and the cost of the catering.

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
Listen for specific information during the meeting. The student must: 1. Actively seeking clarification and confirmation on how food containing nuts will	

<p>be labelled to prevent accidental consumption by John.</p> <ol style="list-style-type: none"> 2. Attentively listen to the catering manager's explanation about the availability and labelling of gluten-free options for Colin. 3. Engaging in the discussion about adjusting the catering order for the change in attendee numbers 	<p><input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory</p>
<p>Convey specific instructions using vocabulary appropriate for context, purpose and audience. The student must:</p> <ol style="list-style-type: none"> 1. Clearly articulate the dietary requirements of John Hyatt and Colin Macrae, using terms such as "life-threatening nut allergy" and "Coeliac," which convey the seriousness of the situation. 2. Use precise language to communicate instructions, such as "ensure that John's food is prepared separately from any nuts" and "clearly label all food containing nuts" to convey the specific actions required to accommodate the dietary needs effectively. 3. Request specific accommodations, such as "gluten-free meals" and "clearly labelled gluten-free selections" for Colin, 4. Provide clear direction regarding changes in catering cost/numbers (incl GST): \$265.50 (9 attendees @ \$29.50 per person) 	<p><input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory</p>
<p>Asks questions and listens to responses to clarify understanding The student must:</p> <ol style="list-style-type: none"> 1. Ask about the specific protocols in place to prevent cross-contamination for John's nut allergy, ensuring that his food will be prepared separately and utensils will be thoroughly cleaned. 2. Inquire about the labelling of all food containing nuts to avoid any accidental consumption by John. 3. Seek assurance regarding the availability and labelling of gluten-free options for Colin, ensuring that they are safe for him to consume. 4. Confirm the change in attendee numbers and calculate the adjusted catering cost for nine attendees, ensuring that the catering order is accurate. 	<p><input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory</p>
<p>Assessor's Name:</p>	

Date:	
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b) You were advised in Part 6 that Sam Smith will be attending the meeting virtually. Draft an email to the Central Boardroom using the email template provided confirming that there will be nine (9) physical attendees and one (1) remote attendee 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: 75 words)

Assessor Instructions

Email should have correct spelling and grammar and be professionally structured. The email must clearly state that one person will be attending virtually and that videoconferencing facilities will be required. A sample answer is provided in the space below.

Email Template

To	info@centralbr.com.au
Cc	
Add a subject: Aussie Tool Shed Quarterly Meeting.	
Attachments:	
<p>Good afternoon,</p> <p>Please find attached the booking form for the Aussie Tool Shed Quarterly Meeting on DD/MM/YYYY.</p> <p>Kindly note that there has been a change in the attendance numbers. We have been informed that there will now be nine (9) attendees physically present, with one person joining virtually.</p> <p>Could you please update your records accordingly to reflect this change and ensure videoconferencing facilities are in place?</p> <p>Your confirmation of these changes would be appreciated.</p> <p>Kind Regards Students Name</p>	

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 from the meeting; ensure you make accurate notes on this topic. You are not required to make notes on the other three topics.

(Approximate word count: 100-200 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. Students' responses must reflect the sample response provided below.

Meeting Notes (100 – 200 words)
<p>Item 7 - Community Involvement Initiative</p> <p>Purpose</p> <ul style="list-style-type: none">• build brand awareness• community relationships• build Aussie Tool Shed's image as a good corporate citizen• foster goodwill <p>Each store will select its own project. Must be a registered charity and reflect a local community need. Must be approved by Head Office. The store must remain open.</p> <p>Volunteer basis. Volunteers:</p> <ul style="list-style-type: none">• must wear full uniform• comply with code of conduct• WHS policy and procedures <p>Some suggestions include</p> <ul style="list-style-type: none">• Local Landcare• RFS• Meals on Wheels• Clean up Australia <p>Store managers to involve all team members</p> <p>Paul suggested maybe integrating this into store KPIs or competition to get everyone onboard.</p> <p>ACTION ITEM - The executive team to discuss and report back at the next meeting.</p> <p>Management to send out a staff memo to let staff know about the initiative.</p> <p>Paul Thomas to liaise with store managers.</p>

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 it 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. The minutes template must be completed in full. A sample answer is provided in the template below.

Meeting Minutes		
Date:	DD/MM/YYYY	
Time:	10:00 – 2:45 (any time that fits with the 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 the last meeting	
4	Matters arising from the Minutes	
6	Business arising from Correspondence	
7	Introduction of a new community involvement initiative	Answers will vary but should include: The purpose of this initiative is to:

		<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</p> <p>Executive team to discuss linking the program to store KPIs</p> <p>Head Office to send out a memo</p> <p>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' emails must be professionally written, with no spelling or grammatical errors. A sample answer is provided in the space below.

Email Template

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 of this meeting.</p>	

Kind Regards
Students Name

Assessment checklist

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

Part 1	<ul style="list-style-type: none">• Meeting planner• Question	<input type="checkbox"/>
Part 2	<ul style="list-style-type: none">• Meeting planner• Notes	<input type="checkbox"/>
Part 3	<ul style="list-style-type: none">• Meeting planner• Notes	<input type="checkbox"/>
Part 4	<ul style="list-style-type: none">• Meeting planner• Email	<input type="checkbox"/>
Part 5	<ul style="list-style-type: none">• Meeting planner• Booking form• Emails	<input type="checkbox"/>
Part 6	<ul style="list-style-type: none">• Meeting planner• Agenda• Email• Question	<input type="checkbox"/>
Part 7	<ul style="list-style-type: none">• Role-play recording• Email	<input type="checkbox"/>
Part 8	<ul style="list-style-type: none">• Meeting notes• Meeting minutes• Emails	<input type="checkbox"/>

Congratulations! You have reached the end of Assessment 2.

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