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Organise business meetings

Assessment 3 of 3

Project

Version 1.0

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
- Aussie Tool Shed Heads of Department Meeting recording
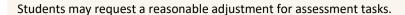
Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.
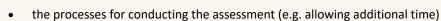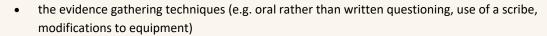
Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

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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.

- Sam 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
Sam Smith	Store manager	Aussie Tool Shed Harbourside
Paul Thomas	NSW Regional Manager	Aussie Tool Shed Head Office
Jake Jones	Head of Tools	Aussie Tool Shed Harbourside
Robbie Stevens	Personal Assistant	Aussie Tool Shed Harbourside
Jane Jackson	Head of Outdoor Living	Aussie Tool Shed Harbourside
Olga Owens	Head of DIY	Aussie Tool Shed Harbourside
Damian Davis	Head of Indoor Living	Aussie Tool Shed Harbourside
Steve Sparks	Head of Electrical	Aussie Tool Shed Harbourside

- It is preferred that the meeting be held on a Monday or a Tuesday since the stakeholders and Aussie Tool Shed Harbourside Store personnel are available only on these days.

- This informal meeting will run for around two (2) hours, with afternoon tea provided afterwards.

- Topic to be discussed include:

  o The new community involvement initiative

- It was noted in the arrangements for the previous meeting that three (3) of the attendees have special requirements. These are:

  o Olga Owens is a diabetic

  o Steve Sparks is lactose intolerant

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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 Part 6 of this assessment.

Aussie Tool Shed Meeting Planner					
Part 1 – Preliminary plans (using information from the scenario)					
Meeting purpose/style:	To share information on new Community Involvement Initiative with department heads				
Date of meeting:	DD/MM/YYYY		Time:	10:00 – 2:45 (any time that fits with the suggested break time is acceptable)	
Chairperson:	Sam Smith				
Minute-taker:	Student Name				
Part 2 – Choose the meeting venue		**Part 4 – Obtain approval**		**Part 5 – Book meeting arrangements**	
Venue (Incl special request:	Aussie Tool Shed Harbourview boardroom	To be approved by:	Sam Smith	Received approval:	DD/MM/YYYY
		Approval requested:	DD/MM/YYYY	Booked:	DD/MM/YYYY
Part 3 – Choose the catering		**Part 4 – Obtain approval**		**Part 5 – Book meeting arrangements**	
Catering (Incl special request:	Superb Conferencing Catering – Gourmet afternoon tea (Olga Owens has diabetes, and Steve Sparks is lactose intolerant, has a low level of	To be approved by:	Sam Smith	Received approval:	DD/MM/YYYY
		Approval requested:	DD/MM/YYYY	Booked:	DD/MM/YYYY

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	English and identifies as a First Nations Elder)				

Part 6 – Prepare meeting documents					
Agenda prepared Agenda prepared (Incl all meeting documents, e.g. minutes of the previous meeting)	DD/MM/YYYY	Dispatched: DD/MM/YYYY			

Question: As the organiser and minute-taker of this meeting, describe how you have complied 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, such as Racial Discrimination Act 1975, Sex Discrimination Act 1984 and Privacy Act 1988. Students should also refer to the Aussie Tool Shed Meeting Policy and Procedure, particularly venue and catering choices.

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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 Harbourside has a boardroom that seats up to eight people. This can be booked by emailing Alice, the Operations Manager, at alice@aussietoolshedharbourside. For larger numbers, an external venue needs to be booked. Below is a list of venues that Aussie Tool Shed has arrangements with. 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	$50 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	$200 per hour $450 per half day	✓	✓			✓	✓	

450-person auditorium. info@daintree.com.au	$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.

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
The choice of venue should reflect Aussie Tool Shed Meeting policy and procedure, approved suppliers list and scenario needs. This meeting only has eight attendees, so they will fit in the Aussie Tool Shed Harbourside boardroom and not have to pay a room fee.

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

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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
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 pasty selection	$12.00
Lunch - Variety of finger foods	$17.50
Lunch – Hot/cold buffet	$22.00
Dinner - Banquet style menu	$28.00
Buffet lunch/dinner	$60.00
Delivery	$50.00

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

Assessor Instructions

Students' choice of venue should reflect 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 2-3 hours – Tea, Coffee and morning tea (e.g. pastries or similar).

Make a note of which catering option you choose and the reasons for your choice below. You will need this in Part 4

(Approximate word count: 50 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 tea as above

If catering is to be provided, participant's dietary requirements must be checked

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

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Part 4 – Obtain approval prior to booking

You will need to have your choice of venue and catering approved by Sam before completing the booking. Send Sam an email outlining the reasons for your choice (from the notes you made in Parts 2 and 3) using the email template provided. 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	sam@aussietoolshed.com.au
Cc	

Add a subject: Upcoming meeting

Hi Sam,

I propose the following arrangements for the quarterly meeting
Venue – The Aussie Tool Shed Harbourside Boardroom is big enough to fit the team and has no cost associated with it.

Catering – Superb Catering
Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pasty selection

Venue cost (incl GST): $00.00
Catering cost (incl GST): $00.00 (0 attendees @$00.00 per person)
Total Meeting cost: $00.00

Venue cost (incl GST): $00.00 (on-site)
Catering cost (incl GST): $96.00 (8 attendees @$12.00 per person)
Total Meeting cost: $96.00

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

Kind Regards
Students Name

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

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Part 5 – Book meeting arrangements

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

a. Complete the booking form below and email it to the contact person 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:	1:00 – 3:00 (any time that fits with suggested break time is acceptable)	Finish Time:		1:00 – 3:00 (any time that fits with suggested break time is acceptable)
Organiser:	Student Name			
Contact details:	Phone or email			
Room set up			Yes	No
	Number of attendees 8		☐	☐
	Remote attendees		☐	☐
	Wi-Fi		☐	☐
	Projector		☐	☐
	Smartboard		☐	☐
	Whiteboard & markers		☐	☐
	Butchers paper		☐	☐
	Sound system		☐	☐
	Breakout rooms		☐	☐
	Theatre		☐	☐
	Classroom		☐	☐
	U-shaped		☐	☐
	Boardroom		☒	☐
	Round table		☐	☐
Catering				
	Tea/coffee		☒	☐
	Morning Tea		☐	☐
	External		☒	☐
Notes:				

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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	alice@aussietoolshedharbourside
Cc	

Add a subject: Upcoming meeting

Attachments: booking form

Good afternoon,

I would like to book the board room for our department heads meeting on DD/MM/YYYY

There will be eight (8) people present.

Kind Regards
Students Name

b. Now that you have selected suitable catering, draft an email to Superb Conference 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 meeting

Good afternoon,

I would like to request the following catering for the Aussie Tool Shed Quarterly Meeting:

- Gourmet Morning/Afternoon tea platter, including premium teas, barista coffee, juice and pasty selection

Please note that 1 participant has diabetes, and 1 is lactose intolerant.

Kind Regards
Students Name

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

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Part 6 – Prepare the meeting agenda

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)

Meeting Agenda		
Date:	DD/MM/YYYY	
Time:	1:00 – 3:00 (any time that fits with suggested break time is acceptable)	
Location:	Aussie Tool Shed Harbourside Board Room	
Purpose:	To share information on the new Community Involvement Initiative with department heads	
Attachments:	Nil	
Organiser: Sam Smith		Minute taker: Robbie Stevens
Invited Attendees:		
Paul Thomas		Jane Jackson
Jake Jones		Olga Owens
Steve Sparks		Damian Davis
	Agenda Items	Person responsible
1	Welcome	
2	The new community involvement initiative	
3	Questions	
4	Close and thanks	

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Email Template

<table>
<tr><td>To</td><td>departmentheads@aussietoolshedharbourside.com.au; pthomas@aussietoolshed.com.au</td></tr>
<tr><td>Cc</td><td></td></tr>
</table>

Add a subject: Heads of Department meeting

Attachments: Agenda

Good afternoon,

Our Regional Manager, Paul Thomas, will be joining us for our next department heads meeting. Please find attached the agenda for this meeting. Please RSVP by DD/MM/YYYY (3 days) and be sure to include any special requests such as diet or accessibility with your RSVP.

Kind Regards
Students Name

Assessor Instructions

Students' choice of venue should reflect Aussie Tool Shed Meeting policy and procedure (seven (7) days before scheduled in-store/office meetings). A sample answers is provided in the space below.

Question: According to Aussie Tool Shed Meeting Policy and Procedure, when should this email be sent?

(Approximate word count: 60 words)

A notice of the meeting must be sent out via email at least seven (7) days before scheduled in-store/office meetings, fourteen (14) days before inter-store/office meetings and one month 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, seven (7) days before inter-store/office meetings and the AGM

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

Name	Position	Organisation	Attending	Requests
Sam Smith	Store manager	Aussie Tool Shed Harbourside	Yes	
Paul Thomas	NSW Regional Manager	Aussie Tool Shed Head Office	Yes	
Jake Jones	Head of Tools	Aussie Tool Shed Harbourside	Yes	
Sally Stowe	Personal Assistant	Aussie Tool Shed Harbourside	Yes	
Jane Jackson	Head of Outdoor Living	Aussie Tool Shed Harbourside	Yes	
Olga Owens	Head of DIY	Aussie Tool Shed Harbourside	Yes	Diabetic
Damian Davis	Head of Indoor Living	Aussie Tool Shed Harbourside	Yes	
Steve Sparks	Head of Electrical	Aussie Tool Shed Harbourside	Yes	Lactose-free

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

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Part 7 – Pre-meeting checks

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

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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 the meeting. Ensure you make accurate notes.

(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)
Welcome to everyone Paul introduced the community involvement initiative Purpose: - build brand awareness   - community relationships   - build Aussie Tool Shed's image as a good corporate citizen   - foster goodwill   Each store must be involved and select a project that reflects its own community needs. Some suggested projects could be: - Local Landcare   - RFS   - Meals on Wheels   - Clean up Australia   Requirements, must: - be a registered charity   - reflect community need   - can't reflect badly on Aussie Tool Shed (ATS)   - approved by head office   - participation is on a volunteer basis   - volunteers must wear full uniforms   Initiate will be in store time. The number of staff involved will depend on the size of the project and manned by volunteers. If the initiative operates on a weekend, staff will be paid as per the Fairwork Enterprise Agreement If PPE is required, it will be assessed by heads of department and supplied by ATS. Staff are expected to comply with ATS's code of conduct and policies and procedures. Three events per year are expected each staff member is expected to participate at least once a year. There will be a suggestion box in the lunchroom for staff to nominate their favourite charity.

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.

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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 (Sam) for accuracy.

Another student in the same course will assume the role of Sam for this activity. Copy your original Meeting Minutes template into an email and send it to Sam, who will check your minutes for accuracy against the meeting recording. Take a screenshot of Sam'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 Sam. The minutes template must be completed in full. A sample answer is provided in the template below.

Meeting Minutes	
Date:	DD/MM/YYYY
Time:	1:00 – 3:00 (any time that fits with suggested break time is acceptable)
Location:	Aussie Tool Shed Harbourside Board Room
Purpose:	To share information on new Community Involvement Initiative with department heads
Attachments:	Nil
Chairperson: Sam Smith	Minute taker: Robbie Stevens

Attendees:	
Paul Thomas	Jane Jackson
Jake Jones	Olga Owens
Steve Sparks	Damian Davis

Apologies:	
Nil	

	Agenda Items	Person responsible
1	Welcome	
2	Introduction of a new community involvement initiative	Answers will vary but should include: The purpose of this initiative is to: • Take part in building the community

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		• Build brand awareness
		• Build community relationships
		• Build image as a good corporate citizen
		• Foster goodwill
		Choice of project with the management and team of the individual store
		• Penalty rates to be paid for weekend work
		• PPE to be supplied by ATS
		• Code of conduct applies to all volunteers
3	Questions	
4	Close and thanks	

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)

Email Template

To	departmentheads@aussietoolshedharbourside.com.au; pthomas@aussietoolshed.com.au
Cc	

Add a subject: Community Involvement Initiative meeting

Attachments: Meeting Minutes

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

Good afternoon,

I'd like to thank all participants of the recent meeting with Paul about the Community Involvement Initiative. Please find attached the minutes for this meeting.

Kind Regards
Students Name

Assessment checklist

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

Part 1	• Meeting planner • Question	☐
Part 2	• Meeting planner • Notes	☐
Part 3	• Meeting planner • Notes	☐
Part 4	• Meeting planner • Email	☐
Part 5	• Meeting planner • Booking form • Emails	☐
Part 6	• Meeting planner • Agenda • Email • Question	☐
Part 7	• Review of meeting planner	☐
Part 8	• Meeting notes • Meeting minutes • Emails	☐

Congratulations! You have reached the end of Assessment 3.

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