



BSBCMM211

Apply communication skills

ACMGEN310

Provide reception services for an animal care facility

ASSESSOR GUIDE

Assessment 2 of 2

Short Answer Questions



Assessment Instructions

Task overview

This assessment task is divided into 28 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:

- Read and review the learning content



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: Bray's K9 Rescue and Rehabilitation

You are a trainee receptionist at Bray's K9 Rescue and Rehabilitation. Your main responsibilities involve client interactions.

As part of this role, you are required to contact relevant stakeholders, such as:

- Clients: to arrange adoption meetings, answer queries, schedule appointments as well as take adoption payments.
- Management/supervisor: confirm appointment times, seek clarification and approval.
- Foster carers: organise for the pick-up and return of foster animals.

Sometimes, these interactions are done face-to-face at the reception desk. Occasionally, members of the public may contact you to seek assistance in rehoming or surrendering their animals. In these circumstances, you must collect all information from the client before consulting with your supervisor Karen Greening. Your supervisor will advise you if the facility has the capacity to take on the client's animal. Your supervisor had recommended that you follow the policies and procedures outlined in Bray's K9 Client Engagement and Communication Policy.docx when communicating with stakeholders.

Question 1

Review [Bray's K9 Client Engagement and Communication Policy.pdf](#).

Based on this document:

- identify three (3) different ways you can communicate with clients or other staff members
- identify two (2) occasions when each type of communication would be used.

Ensure that you include one (1) verbal and one (1) non-verbal communication type in your answer.

Approximate word count: 1-30 words in each section

Assessor Instructions:

Students must demonstrate their ability to identify 3 different ways to communicate in the workplace and when these types of communication channels would be used. Sample benchmark answers are provided below for assessor reference.

	Communication Type 1	Communication Type 2	Communication Type 3
Communication type/s: <i>(Must include at least 1 verbal and 1 non-verbal)</i>	Face-to-Face	Phone calls	Email
Indicate if this is a verbal or non-verbal method:	<input type="checkbox"/> Verbal <input type="checkbox"/> Non-verbal	<input type="checkbox"/> Verbal <input type="checkbox"/> Non-verbal	<input type="checkbox"/> Verbal <input type="checkbox"/> Non-verbal
Examples of two (2) occasions where it is applied in the workplace:	Client consultations or appointments Staff meetings The following answers are also acceptable.	Client enquiries Making appointments	Confirmation of appointments Providing information The following answer is also acceptable:

	<ul style="list-style-type: none"> • interviews • general conversations with colleagues • Adoption appointments • General enquiries 		Communicating instructions or news.
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Read through the rest of the scenario below and answer questions 2 and 3.

Scenario continued...

One afternoon, just after your lunch break, you find a voice message (voicemail) left by a potential new client. You immediately listen to the message:

'Hi, this is Steve Smith. I'm wondering if there are any Border Collies available for adoption. If so, is it possible to arrange for an appointment sometime tomorrow afternoon? Please call me back on 0415546988 as soon as you get this message. Thank you.'

After listening to the client's message, you check the list of dog breeds available for adoption and have found a two-year-old Border Collie called 'Timmy'. Jane Simmons is currently providing foster care for Timmy and her phone number is recorded as 0412296522.

Question 2

Based on the **scenario above**, complete the table below. Ensure that you:

- identify three (3) work tasks you must undertake in response to the client's message
- name the stakeholder/s that you will communicate with for each identified work task.

Approximate word count: 8-25 words each section

Assessor Instructions:

The student is required to read the scenario in front of question 1 and the continued scenario above question. The student needs to identify 3 work tasks based on scenarios. Once the three work tasks have been identified, you need to identify the different stakeholders you would need to interact with.

	Work task 1	Work task 2	Work task 3
Description of work task:	Consult with the supervisor regarding the client's request. Agree on available timeslots for an appointment based on available capacity at the facility.	Arrange for pick-up and return of the foster animal.	Respond to the client's voice message by returning the call. Set an appointment for an initial adoption meeting and answer any queries.

	Work task 1	Work task 2	Work task 3
Stakeholders that you will be communicating with:	Supervisor	Foster Carer, Jane Simmons	Client, Steve Smith

Question 3

Based on the **scenario** mentioned above, **write a plan** to verbally communicate with the two relevant stakeholders you've identified in your answer to question 2 to arrange the adoption appointment.

Use the *Verbal Communication Plan* template given below to document your plan.

Identify the following information for each of the communication activities you plan to engage in:

- Communication task – what is the purpose of your communication?
- Identified stakeholders – who will you communicate with? (You need to ensure you are communicating with a different stakeholder for each activity)
- Communication method – how will you communicate with your audience?
- Information to be communicated – what will you communicate with your stakeholders? Target date of communication activity – when do you plan to engage in your communication activity?

Approximate word count: 45-65 words

Assessor Instructions:

The student needs to read the scenarios above and complete the table below about 2 examples of communication tasks. They need to identify two communication tasks: stakeholders they need to engage with, method of communication, and information that needs to be communicated to that stakeholder. Exemplar answers provided in the table below.

Criterion	Communication task 1	Communication task 2
Description of the task:	To check if the animal can be dropped off to the facility for an appointment with a client, possibly tomorrow afternoon.	Confirm adoption appointment date and time.
Identified stakeholder/s:	The foster carer - Jane Simmons	The client – Steve Smith
Communication method:	Phone call	Phone call

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Information to be communicated:	Updated information regarding the animal's current condition. May include: - behavioural needs - environmental needs - exercise needs - Housing requirements - nutritional requirements - current health/behaviour of the dog at the moment Confirm the earliest date and time suitable for an adoption appointment.	Gain information about the potential adoptees to determine if they are suitable. Communicate date and time of the adoption appointment as clarified with the foster care's availability to drop-off the animal at the facility.
When you plan to communicate [target date]:	<Today's date>	<Today's date>

Read through the rest of the scenario below and answer **question 4**.

Scenario continued...
 As part of your role at *Bray's K9 Rescue and Rehabilitation*, you are required to use a variety of written information such as:

- send emails to your supervisor,
- submit reports on your daily tasks and accomplishments.

Your supervisor had recommended that you follow the formats for written information as outlined in *Bray's K9 Client Engagement and Communication Policy.docx*.

Question 4

Review [Bray's K9 Client Engagement and Communication Policy.pdf](#) and identify the standards and formats for written information. Based on this document outline, you need to follow three (3) formats when writing an email.

Approximate word count: 30-50 words

Assessor Instructions:
 The student needs to read the provided Bray K9 Communication Policy and identify 3 formats when writing an email to someone.
 In the table below exemplar answers have been provided.

- Have a subject line that reflects what the email is about, e.g. if it's a meeting, the subject line must contain the word 'Meeting.'
- Write subject line with letters in title case, e.g. Weekly Catchup Meeting.
- Use the font Calibri for the message body.

- Use font size 11 for text in the message body.
- Use an appropriate email closing depending on the receiver of the message.

Scenario continued...

As part of your role at *Bray's K9 Rescue and Rehabilitation*, you are required to present information to your supervisor, clients and other team members on various occasions, such as:

- Explaining the background story of a rescued animal to a foster carer
- Provide information about animals available for adoption to a client
- Provide a formal monthly update on the facility's achievements [e.g. animals rescued, animals rehomed/adopted, etc] to the supervisor and the team.

Question 5

In the table below, provide an explanation against the three presentation styles identified.

Approximate word count: 30-50 words in each section

Assessor Instructions:

Students must review the identified presentation style and provide the appropriate description of each. Exemplar answers have been provided below.

Presentation Style	Description
Storyteller	Those with a storyteller presentation style will often use an emotive approach from past experiences to gauge the audience's attention.
Freeform	The freeform presentation style is reserved for those with an abundance of experience on the topic which they are facilitating. Like the freeform presentation style, the freeform presentation style also applies the sharing of short stories of personal experiences to convey a message.
Visual	The visual presentation style, as the name suggests relies heavily on the use of visual aids such as graphs, charts, and images to capture the audience experiences. Using visuals can help the audience understand what you are explaining.

Question 6

Review relevant information on presentation formats as outlined in [Bray's K9 Client Engagement and Communication Policy.pdf](#).

According to your role at *Bray's K9 Rescue and Rehabilitation*, assume that you are preparing to present the monthly update to your supervisor and others in the team. Within this context, outline:

- the format you will follow to structure your presentation
- the type of information you plan to discuss as part of the presentation.

Use the table given below to document your answer.

Approximate word count: 10-15 words for each section

Assessor Instructions:
The learner must identify the format (that includes 4 parts) of the presentation and the relevant information that would be provided in each part of the presentation. A sample benchmark has been provided.

Presentation format (outline each part of the format per row)	Type of information to be discussed as part of the presentation
Introduction	Explanation of the purpose of report and an outline of what will be discussed.
Body	Discussion of findings, including survey results, insights from clients that were interviewed.
Conclusion	Summary of the key points of the report discussed during the presentation
Forum	Answers to questions from the audience to clarify any doubts.

Question 7

Refer to [Bray's K9 Client Engagement and Communication Policy.pdf](#) and outline the steps to be followed to complete each work task listed in the table.

Approximate word count: 55-85 words in each section

Assessor Instructions:
The student must review the attached document for Bray's K9 Client Engagement and Communication Policy and complete the table below. Identified in the table are various tasks the student may encounter, and they need to identify the steps they need to complete and do the work task effectively.

The policies and procedures section provides exemplar answers based on Bray's K9 Engagement and Communication Policy.

#	Task	Policies and procedures to be followed
a)	Answering a telephone call.	<ul style="list-style-type: none"> • answer calls as promptly as possible • advise the caller on answering of the name of the staff answering the call, and the company name • deal with the call, redirect the call or take a clear message as appropriate • always return calls within one business day and ensure any follow-up activities are carried out promptly • record all significant telephone calls in the form of a file note in the company's record keeping system and regularly review these records to identify issues and ensure this commitment is being met.

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#	Task	Policies and procedures to be followed
b)	Handling a customer enquiry at the reception face-to-face.	<ul style="list-style-type: none"> enter into a dialogue in a meaningful and respectful manner provide them with informed and accurate information actively listen and respond to verbal feedback in a courteous manner follow up in a timely manner any enquiries that cannot be resolved at the time record all verbal interactions with the correspondent must be by way of file note or email and saved to the company's record management system.
c)	Checking-in a customer accompanied by two animals at the Bray's K9 rescue and rehabilitation facility	<ul style="list-style-type: none"> Ring the bell on arrival. Ensure all animals are retrained either by lead or in a transportation crate or in a cardboard box for rescued animals. Copies of vaccination papers need to be produced on arrival. Only 4 animals allowed in the reception area at any one time. Check in is strictly between 7am and 7pm.

Question 8

Define each of the four [4] communication styles and provide three [3] characteristics of each in the table below.

Approximate word count: 20-40 words in each section

Assessor Instructions:

Students must demonstrate their ability to define each type of communication style and provide three [3] characteristics of each.

Communication style	Definition	Characteristics [3]
Passive communication style	People who demonstrate a passive communication style often avoid expressing their feelings and/or opinions even though it fails to promote their needs and rights.	1. Allowing others to interrupt them when they try to speak
		2. Allowing others to make decisions for them
		3. Apologising even when they have done nothing wrong.
Aggressive communication style	People who demonstrate an aggressive communication style often express their feelings and/or opinions to promote their own needs even though it violates the rights of others.	1. Being very direct and excessively honest
		2. Interrupting others when they try to speak
		3. Speaking in a loud and demanding voice.
Passive-aggressive communication style	People who demonstrate a passive-aggressive communication style don't express their feelings and/or opinions outright but do so in subtle and indirect	1. Refusing to acknowledge their own anger
		2. Stating their true feelings rudely towards the end of interactions
		3. Using sarcasm to mask their true intentions.

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Communication style	Definition	Characteristics [3]
	ways, failing to promote their own needs and the violation of the rights of others.	
Assertive communication style	People who demonstrate an assertive communication style directly express their feelings and/or opinions in a way that is considerate of those they are communicating with. They promote their own needs while still respecting the rights of others.	1. Expressing disagreement respectfully
		2. Stating their true needs and wants clearly and respectfully
		3. Speaking with confidence

Question 9

Identify three [3] characteristics of using questioning skills effectively in workplace communication.

Approximate word count: 20-40 words

Assessor Instructions:

The student needs to identify 3 characteristics of question skills that can assist with workplace communication.
Exemplar answers are provided in the space below.

Answers may include, but are not limited to, the following:

- Asking questions that are relevant to the conversation/topic in discussion.
- Using appropriate and non-discriminatory language when asking questions.
- Using the appropriate tone when asking the questions.

Question 10

Outline four [4] techniques for active listening.

Approximate word count: 10-20 words in each section

Assessor Instructions:

Students must demonstrate their understanding of active listening skills.

1.	Acknowledge you are listening with a simple nod of your head, affirming you have heard what has been said
2.	Make regular eye contact but avoid staring at the person talking to you.
3.	Refrain from interrupting when others are talking to you, wait for a moment when you may be able to interject
4.	Display empathy: this is particularly important when dealing with distressed clients

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The following answers are also acceptable:

- allow the speaker to explain their concerns and ask their questions
- reflect on what has been said and then provide an answer
- paraphrase if you require further clarification
- acknowledge what the speaker is saying with a statement or an informal comment 'yep'.

Question 11

Explain each factor that contributes to effective speaking skills in workplace communication.

Approximate word count:

Assessor Instructions:
Students must demonstrate their ability to explain why each factor of speaking skills should be considered.

Factors contributing to speaking skills	Explanation
Use of correct industry terminology:	Always ensure the listener has understood any important directions or advice, and avoid the use of slang, nicknames, or acronyms to people outside the workplace or industry who can make you appear unprofessional.
Use of suitable language:	Use language suitable for the listener's age and experience, remember to be flexible to your audience.
Use of correct grammar:	Always make the effort to be accurate in using grammar.
Use of clear sequence of thoughts and ideas:	Ensure your thoughts are communicated sequentially. People may have difficulty understanding your spoken message if your thoughts are confused and your words are jumbled.

Question 12

In the table below are three (3) examples of client interactions you may encounter when working with animals. Based on the interaction, provide one (1) example of a communication type to assist the client. Provided in the table in dark blue is an example to help you.

Approximate word count: 5-10 words in each section

Assessor Instructions:
Students must identify the most effective communication form for each interaction.
The candidate's answer must reflect at least one of the exemplar answers for each client interaction.

Client interaction	Communication type
Inquiries or instructions about products and services	<ul style="list-style-type: none"> - Phone Conversation - Information brochures

	<ul style="list-style-type: none"> - Emails or written forms of communications - Face to face communication
Collecting payments	<ul style="list-style-type: none"> - Face to face - Face to Face - Over the phone - Email correspondence - Written Correspondance
Advising clients of payment issues	<ul style="list-style-type: none"> - Email Correspondance - Face to Face - Written correspondence

Scenario:

A client has called your workplace and asked if they can pay for the services you have provided over the phone. You ask them to provide you with their card details, and as they tell you their credit card number, you input it immediately into the EFTPOS terminal. Once you have put it in, you ask them to repeat the number again to you since there are people in the waiting room, and you check to make sure the number is correct. You are sitting at the front desk when you answer the phone, and 3 clients are waiting in the waiting room.

Question 13

To ensure you are maintaining client privacy and confidentiality, how should you proceed with the phone call?

Approximate word count: 40-60 words

Assessor Instructions:

Students must identify the correct way to proceed with the phone call to ensure client privacy and confidentiality is maintained.

Candidate's answer must reflect the exemplar.

If I have taken the phone call and there are clients within hearing range, I should move into a private room and proceed with the phone. I should not repeat client credit card details in the hearing range of any other persons to ensure that client privacy and confidentiality are maintained.

If I cannot leave the reception due to privacy issues, I will ask the customer to provide me with the credit card number and put it directly into the EFTPOS machine; once completed, I will ask them to repeat the number one more time to check I put in the correct number before processing the transaction.

Scenario:

You work at a boarding facility. A client has called and asked you how much it will cost to board her dog for 2 weeks. The client advises that her dog is recovering from surgery and will need to be on medication twice a day.

Question 14

Who would you discuss this matter with to ensure the client is provided with the correct information?

Approximate word count: 15-30 words

Assessor Instructions:
Students must identify the correct way to proceed with providing the client with information
Candidate answer must reflect the exemplar answer.

In this situation, I would refer the client to a senior staff member such as my supervisor.

Question 15

List 3 types of information that should be included in an client/animal record.

Approximate word count: 5-10 words

Assessor Instructions:
Students must identify 3 types of information that must be included in every animal record
Candidate answer must reflect the exemplar answer provided

- Animal identification information
- Animal health information
- Client/owner information

Question 16

List 3 examples of animal identification information that should be recorded on each animal file.

Approximate word count: 2-8 words

Assessor Instructions:
Students must provide 3 examples of animal identification information
Candidate answers must reflect any 3 of the examples provided in the exemplar

- Microchip number
- Colouring or patterns
- Species
- Breed
- Age
- Reproductive status
- Name

Question 17

List two examples of animal health information that should be recorded on each animal record.

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Approximate word count: 2-8 words

Assessor Instructions:

Students must provide examples of animal health information that should be recorded on animal records.

Candidate answers must 2 of the examples provided in the exemplar provided.

- Medications
- Allergies
- Vaccination status
- Any recent illness or injury
- Any recent surgeries
- Diet
- Past or current treatments
- weight

Question 18

List 2 examples of important client information that must be recorded on each animal record.

Approximate word count: 10-20 words

Assessor Instructions:

Students must identify 2 pieces of important client information

Candidate answer should reflect the exemplar provided.

- Name
- Contact Number
- Payment Record

Question 19

- a) A new client has made an appointment to have their dog groomed at your facility. How would you collect the animal and owner information?
- b) Once you have collected the information, where would you document or store this information?

Approximate word count: 10-30 words in each section

Assessor Instructions:

Students must demonstrate an understanding of how they would collect animal and client information

Candidate's answer must reflect the exemplar answer

a) New animal/client record form

b) Client and animal information should be added to the permanent record. Any paper forms should be filed according to workplace policy.

Question 20

List 3 species of animals you may handle at an animal care facility?

Approximate word count: 3 words

Assessor Instructions:

Students must identify 3 animals that may be handled at an animal care facility.

Candidate answer must reflect any 3 of the examples provided in the exemplar

- Dogs
- Cats
- Rabbit
- Guinea pig
- Cow
- Sheep
- Mice
- Rat
- Bird
- Snake
- Lizard
- Ferret
- Captive animals – This could be any animal at a zoo or wildlife park (Lion, Gorilla, Meerkat, Zebra)
- Horse

Question 21

Identify 2 types of equipment or software you would use in a receptionist role at an animal care facility.

Approximate word count: 2-5 words

Assessor Instructions:

Students must provide 2 examples of equipment or software that they would use in a receptionist role in an animal care facility

Candidate answers any 2 of the examples provided.

- EFTPOS machine
- Computer
- Microchip scanner
- Client/animal record software such as Ezy vet or RX works
- Phone
- Email account software such as Outlook
- VetPay

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Question 22

List 3 types of payment methods that can be received by an animal care facility and explain the procedure for taking this payment method.

Approximate word count: 150-200 words

Assessor Instructions:

Students must identify 3 types of payment methods and the procedure for taking these payments

Candidate answer must reflect any 3 of the examples provided in the exemplar

Payment method	Procedure for taking payment
Eftpos	Verify the following information: Name on the card Expiry date OR The client may wish to you payWave. Enter the amount required to pay, the client can wave the card over the machine. A pin will be required for purchases over \$100.
Cash	<ol style="list-style-type: none">1. Take the cash from the client2. Count the cash3. Put the cash in the till4. Provide change to the client if required5. Select cash as the payment option in the software used by the facility6. Print the invoice
Cheque	If your facility accepts accept cheques, you will need verify the following information: <ul style="list-style-type: none">• Client's name• Address• Contact details Place the cheque in the till and provide an invoice
Vetpay	Clients are required to apply online and then provide the reference number

Question 23

What techniques could you use to improve your telephone communication skills? Provide 2 examples.

Approximate word count: 4-8 words

Assessor Instructions:

Students must demonstrate knowledge of effective telephone communication skills

Candidate's answer must reflect any 2 examples provided in the exemplar answer.

- Use positive tone
- Clear enunciation
- Loud and clear voice
- Be sincere
- Use their name

Question 24

Complete the table below by providing an example of how you would safely restrain and/or handle each animal.

Approximate word count: 10-70 words in each section

Assessor Instructions:

Students must identify a safe and humane way to handle or restrain each animal.

Candidate answer should reflect the exemplar answer.

Scenario	Restrain/handling technique
A member of the public has found a stray dog. The member of the public is holding the dog by the collar with his fingers.	Get a leash and secure it around the dog's neck
A client has arrived for an appointment. They are carrying their cat. There are dogs in the waiting room.	Give the owner a cage to put the cat in to or ask if you can place the cat into a cage/housing in the facility until it is time for their appointment.
You need to move a cat from one carrier cage to secure housing within the animal facility.	Place the carrier on a bench or surface near the housing. Observe the animal's behaviour and temperament before attempting to remove it from the housing. Open the cage door. Place one hand around the front of the animal and one hand around the tail end of the animal. Pull the animal out of the cage and hold the animal securely against your body. Place the animal in the housing.
You need to return a dog to an owner who is waiting in the reception area.	Place a leash around the animal's neck. Guide the animal out of the cage and walk it to the owner. Pass the leash to the owner.

Question 25

Why is it important to weigh animals every time they visit?

Approximate word count: 25-30 words

Assessor Instructions:

Students must demonstrate knowledge of why it is important to weigh animals on each visit

Candidate answer must reflect the exemplar answer.

It is important to weigh animals on each visit in case their weight changes. Medications, cage sizes and food intake all change depending on an animal's weight.

Question 26

How would you safely and humanely fit a collar for a dog?

Approximate word count: 50-60 words

Assessor Instructions:

Students must demonstrate knowledge of how to safely and humanely fit a collar.

Candidate answer should reflect the exemplar answer.

If the animal does not respond to voice commands, ask someone to assist you in restraining the dog while you fit the collar. When fitting a collar there should be enough room for 2 fingers to fit between the dog and collar. For safety reasons, no more or less should fit between the dog and the collar.

Question 27

How would you safely and humanely fit a leash to a dog?

Approximate word count: 30-40 words

Assessor Instructions:

Students must demonstrate knowledge of safely and humanely fitting a leash to a dog.

Candidate answer must reflect the exemplar.

A collar should be fitted first. The leash should be clipped on to the collar. If the dog does not respond to voice commands or is a cage jumper, ask a someone to assist you.

Question 28

List 3 ways you can confirm the identity of an animal that is housed within your facility.

Approximate word count: 3-5 words

Assessor Instructions:

Students must demonstrate knowledge of identifying features of animals. Candidate answer must reflect 3 examples provided in the exemplar.

1. Name

2. Species
3. Breed
4. Microchip number
5. Colouring and markings
6. Cage card
7. Collar/tag

Assessment checklist:

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

1	28 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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Congratulations, you have reached the end of the Assessment!

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