

BSBCMM401 MAKE A PRESENTATION & BSBWRT401 WRITE COMPLEX DOCUMENTS ASSESSMENT SUMMARY

The assessment activities for *BSBCMM401 Make a presentation & BSBWRT401 Write complex documents* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name

Task	Assessment Results	
Workbook	☐ Satisfactory	☐ Not Yet Satisfactory
Quiz	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for BSBCMM401	☐ Competent	☐ Not Yet Competent
Outcome for BSBWRT401	☐ Competent	☐ Not Yet Competent

Assessor Name

Assessor Signature

Unit Competence Determination Date

[Click here to enter a date.](#)

BSBCMM401 MAKE A PRESENTATION & BSBWRT401 WRITE COMPLEX DOCUMENTS

WORKBOOK INSTRUCTIONS

- This workbook will occur under standard assessment conditions.
 - An oral assessment may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- Assessors are to complete marking in pen of a different colour to the Participant.
- If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a Participant changes their response in writing, they must put their initials next to the written change.
 - If a Participant changes their response verbally, this must be noted on the document by the assessor.

Participant name

Kerry Lisle

Participant signature

K L

Date

Click here to enter a date.

Assessor name

Assessor signature

Date

Click here to enter a date.

Number of activities

Number of activities
answered correctly

Task outcome (Tick)

2		Satisfactory	Not Yet Satisfactory
		☐	☐

ASSESSOR COMMENTS

NOTE

At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.

At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

Consider methods for effectively planning for a presentation:

- Identify two (2) different audience types and explain why each would require a different presentation strategy, format and delivery method.
 - Consider how locations, resources and personnel can influence your choices
- Using examples, explain three (3) aids and materials that can be used to support presentations.
- Provide an example to explain each of the listed regulatory requirements that should be considered when developing a presentation and aids/materials.
- Explain how an organisational style guide should be considered when formatting a presentation and aids/materials.
- Explain the principles of effective oral, visual and written communication.
 - Consider the importance of structuring/sequencing, summarising and emphasising points
 - Provide examples of how persuasive communication techniques can be used to secure audience interest
 - Explain the importance of grammar, punctuation and spelling to conveying meaning and intent
 - Identify the importance of explaining jargon and acronyms

Audience 1

Audience description

Lay audience (no experience)

Explain appropriate strategy, format and delivery method

Clear, logical structure, Focus on audience needs, tell stories.

Audience 2

Audience description

Experts

Explain appropriate strategy, format and delivery method

~~Style~~ Style of Vocab, Source Citations,
up to date documentation

Supportive aids and materials

up to date documentation,
Statistics,
Visual aids

Regulatory requirements

Discrimination

~~Be Professional~~ Be Professional In Conduct & Speech.
and Communication adheres to anti-dis legislation

Safety

Where Presentation is taking place Information
should be given about location of emergency
exits and amenities as well as Potential hazards

Design (i.e. readability and appearance)

The needs for People of all abilities should be
considered. Make it easier to see content by separating
foreground from background. Avoid all caps and underlining

Organisational style guide

Outline the requirements for writing, formatting
and design of documents to ensure consistency
within a document and across multiple documents within
an organisation

Effective communication

Oral

- Speaking clearly (Concise & Professional)
- Using Vocal tone to add emphasis and Keep the audience engaged.
- Asking questions to Confirm Understanding

Visual

- Attention grabbing and engaging
- uses Colour tone to decorate, emphasis or Categorise
- Effectively uses spaces and leads Viewer through the message
- uses Commonly understood symbols

Written

- Professional and Polite wording
- Simple Concise and easy to understand wording.

The Importance of Information in writing is to state

- Purpose of the document
- Audience who read the document
- Stakeholders affected
- Context of the document and uses

Satisfactory
Outcome



Consider the importance of presentation reviews:

- Explain how the listed methods may be used to gather audience feedback during a presentation.
- Outline why it is important to observe audience reactions and modify your planned presentation both whilst presenting and for future presentations.
- Using two (2) examples, identify key personnel you could refer to when updating the central ideas of a presentation.

Presentation feedback

Listening to audience questions

- Adjusting ~~Presentation~~ Presentation accordingly
- Further explanation or extension of Concepts Presented may be needed.

Presenter questioning audience

May question the audience to gauge their understanding

Non-verbal communication

Not all Feedback can be heard. This may be indicated through confusion or boredom.

Modifying planned presentation

To ensure presentation is Creatively engaging, entertaining and Informative.

Changes to central ideas

Example 1

Management
Example 2
Legal advice

Satisfactory
Outcome



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QUIZ INSTRUCTIONS

- This quiz will occur under standard assessment conditions.
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Participant name

Kerry L. Pe

Participant signature

K. L. Pe

Date

Click here to enter a date.

Assessor name

Assessor signature

Date

Click here to enter a date.

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
12		☐	☐

ASSESSOR COMMENTS

1. What can be achieved through an on-site meeting/presentation?
Tick all that apply.

Answer

Choice	Possible Answers
☒	Information is passed on and shared
☒	Visual communication to demonstrate concepts
☒	Information can be confirmed with questioning
☒	Assurance that all parties have received the message

☐

2. Identify two (2) tips for good verbal communication.
Tick two (2) that apply.

Answer

Choice	Possible Answers
☐	Provide instruction once only
☒	Use technical language at all times
☐	Use short, simple sentences and words
☒	Speak clearly and not too fast

☐

3. When speaking to someone, how do you find out that they have understood you correctly? Tick the two (2) best ways.

Answer

Choice	Possible Answers
☐	Observe that they remain silent as you speak
☒	Get that person to acknowledge and repeat the statement back to you
☒	Ask them questions
☐	They will smile at you

☐

4. True or False (Tick your response): The most persuasive method of communication is to talk over your audience.

Answer

☐	True
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☒

☒	False
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5. True or False (Tick your response): A presenter may need to alter their communication style in response to the needs of their audience.

Answer

☒	True
☐	False

☐

6. True or False (Tick your response): A style guide assists with achieving consistency across documents.

Answer

☒	True
☐	False

☐

7. True or False (Tick your response): Colour is an important feature of visual communication.

Answer

☒	True
☐	False

☐

8. True or False (Tick your response): You are only required to provide an overview of structure and content in written information, not information presented orally.

Answer

☐	True
☒	False

☐

9. True or False (Tick your response): The sequence of information can change its meaning.

Answer

☒	True
☐	False

☐

10. Which of the following grammatical rules are correct? Tick all that apply.

Answer

Choice	Possible Answers
☐	Capitalise all words in a sentence
☒	Avoid being too wordy
☒	Use apostrophes for plurals

☐

11. True or False (Tick your response): Punctuation and spelling can change the meaning of a sentence.

Answer

☒	True
☐	False

☐

12. True or False (Tick your response): Audience involvement is acceptable within a presentation, provided they are briefed.

Answer

☒	True
☐	False

☐