

# Assessment 3

## Readygrad

Student name		Student ID	
Student contact email address			
Host company name		Host company mentor	
Host company mentor contact details			
Student role at host company			

### Assessment Instructions

This assessment task assesses your ability to perform skills and demonstrate knowledge satisfactorily regarding the unit of study **BSBIND201 Work effectively in a business environment**.

This assessment and the third party sign offs from your mentor/supervisor will be used to validate your skills and experiences over a period of time. Your mentor/supervisor will sign off that they have witnessed your performance **ONLY**. This is not an indication that you have been deemed satisfactory or not yet satisfactory with this task. This will remain the decision of your assessor.

You will need to have these mentor/supervisor sign offs completed and submitted with your assessment submission. It is your responsibility to submit and collect these from your host company. It is **not** the responsibility of Gradability Pty Ltd to collect these on your behalf. **You can not submit the assessment without your mentor/supervisor signatures.**

You will need to set up two meetings at a mutually agreeable time with your mentor to review your progress in the workplace. The meetings will focus on the completion of your work placement assessments.

The first meeting will be at the half way point of your placement, where you will have completed Part A, Q1-6 of your assessment. During the meeting you will discuss the requirements for the second part of the assessment and have your mentor/supervisor complete the table. These are both in Part A, Q7.

You will then need to complete Part B, Q1-6 of the assessment before the second meeting in your final week of your internship. Read the requirements for this section clearly as you must complete all areas of the assessment before submitting for marking.

The student is an unpaid person completing an internship as work experience and skill development towards completing the course requirements for the Unit of Competency *BSBIND201 Work effectively in a business environment*. For the purpose of this assessment, the terms *employee* and *employer* are used to identify general roles within the workplace and do not imply that the student is an employee of the host company.

# Part A

To be completed in weeks 1-6

## Duty of care

This section of work involves your Duty of Care as a worker in an Australian workplace. In Australia, legislation defines the responsibilities employees and employers in a workplace to ensure that a standard of reasonable care is adhered to while performing any acts that could potentially cause harm. The following questions and tasks will assist you in identifying and practising skills that will support your work skills in an Australian work environment.

1. Assume that you are an employee in the company you are completing an internship in. In the table below consider the listed issues. Identify your rights as an employee in regards to these issues and identify legislation that relates to these issues. You must also identify what your responsibility is in each scenario and what the employer's responsibility is for each issue. You can find assistance in the workplace policy and procedures, your mentor/supervisor or your Human Resources (People and Culture) representative.

Issue	Rights and related legislation	Responsibilities	
		Employee (you)	Employer
Maintaining a safe working environment			
Discrimination and harassment in the workplace			
Bullying and harassment in the workplace			
Consideration of your individual needs			

2. Describe three ways that your host company encourages employees to maintain a satisfactory work - life balance. In what way do these examples support employees to maintain satisfactory balance in work and life outside of work?

--

3. During your orientation you will be exposed to the values and standards of the organisation. In the table below write a summary on three values of the company, three expected standards and how you will personally implement these in your workplace learning at the company. This may mean that you are expected to act in a certain manner, or present yourself in a certain way. Describe how you have done this in order to meet with the organisation's image. *You may attach the company statements and values to your assessment if you wish.*

Organisation's values	How you have implemented these
1.	1.
2.	2.
3.	3.
Organisation's standards	How you have implemented these
1.	1.
2.	2.
3.	3.

4. Every organisation has a standard of presentation and communication that is acceptable for the business. Identify what the standards of presentation and communication are for the workplace you are in. Over the period of a week collect and document three examples of how you and the workers at this workplace uphold these standards. This will require observing how others communicate, and how you adopt communication and presentation styles that are in line with organisational standards. You will be required to identify three examples of when standards were not upheld (please do not mention names or roles of people within the company) and outline what can be done to change this and who you would discuss this with.

*Be mindful during this time of observation that you do not make others feel uncomfortable by staring or overly questioning them about their communication. If you need to discuss anything regarding this task your mentor/supervisor would be the best person to ask.*

Standards of presentation and their related company policy	Standards of communication and their related company policy

Week beginning:			
How you uphold communication styles	How others uphold communication styles	Issues/incidents where communication styles were contrary to policy	What can be done about this? Who do you discuss this with?
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
How you uphold presentation styles	How others uphold presentation styles	Issues/incidents where communication styles were contrary to policy	What can be done about this? Who do you discuss this with?
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.

5. Obtain a copy of the organisational chart for the company. Answer the following questions (approx. 20-40 words per response).

Identify the position that you would be holding if you were employed at this company. This will relate to where you have been placed in the company for your internship. Who are your immediate direct reports? Who, if anyone, would report to you or need to liaise with you in order to complete their jobs?

Who is responsible for updating the organisational chart and when does this occur?

What role/person would you report to? Briefly describe their role and responsibility.

6. Obtain a position description for the role that you have identified in question 3 (above). In the table below identify two objectives of the job (the main purpose of the position), the structure of the work environment and the related service that it provides (the department) and three specific duties that relate to the role. For all of these identify the actions that you will undertake to complete these requirements.

Job objectives	How will you support these requirements in the work role?
1.	
2.	
Structure of the work environment/ service provided	How will you support these requirements in the work role?
Duties related to the job role	How will you support these requirements in the work role
1.	
2.	
3.	

7. **Feedback meeting with mentor/supervisor.** This must take place at the mid point of your internship. This is usually towards the end of week 6. *Read through and familiarise yourself with Part B of your assessment as you will need this for your mid-way point meeting with your mentor/supervisor.*

You are required to organise a meeting with your mentor/supervisor during a time that is mutually beneficial to you both. This should be at the half way point of your internship (around week 6). You must have completed Q1-6 of your assessment (Part A) prior to your meeting. You must provide your responses for Q1-6 to your mentor/supervisor during the meeting. Your mentor/supervisor will need to sign these off as a record that you have completed your requirements thus far.

The purpose of this meeting is to reflect on current workplace learning and practices, discuss your progress and provide a goal for you to work on for the remainder of your internship. This will form the basis of your assessment questions in Part B. You will need to organise a final meeting with your mentor/supervisor in the final week of your internship. Part B will be reviewed by your mentor/supervisor and signed off where satisfactory performance has been achieved. We recommend that this meeting is held on the beginning of the final week, in case you need to further develop some skills that your mentor/supervisor considers needs more work. You will then have until the end of the week to complete and have these requirements signed off.

### Discussion with mentor/supervisor regarding completion of Part A

*NB: Supervisor/mentor sign off will only be accepted as a digital signature or a scanned original signature. We will not accept a change of font as a signature of the supervisor/mentor. This is to ensure authenticity and validity of your assessment responses and to ensure that the meeting has taken place.*

Attendance:	Number of days absent:	
Mentor/supervisor sign off:	<small>Click to insert digital signature</small>	<small>Click to insert scanned signature</small>
Task/related question	Mentor/supervisor sign off	Relevant comments*
Follows all duty of care and legal requirements of the workplace, legislation, regulations and codes of conduct. (Q1)		
Understands Australian workplace culture. (Q2)		
Understands and applies workplace values, codes, policies and procedures related to routine work tasks. ( Q3)		
Dresses professionally and as required by the organisation and role. (Q4)		
Seeks/knows who to seek assistance when difficulties arise. (Q5)		
Works within role requirements and responsibilities and understands the rights and responsibilities of workers and supervisors. (Q6)		
Reviews documentation to identify relevant information and requirements of the job role and the organisation. (Q6)		
Apparent willingness to learn.		

\*Not a compulsory field

### Discussion with mentor/supervisor - goal setting for Part B of assessment task

Discuss your work role with your mentor/supervisor. Select a project/work task that you will focus on for the second part of your internship. Your work task must require you to work as a member of a team where the work you do will be a part of a larger scope of work. This may be a work task that you are already working on, have been involved with or have already had discussion regarding your involvement. It may also be a new task that you and your mentor/supervisor will decide upon during this meeting.

The key elements of this task focus on your ability to manage your time, apply your theoretical knowledge, work in collaboration with others effectively, be flexible and adapt to change. Throughout this task you will also demonstrate your ability to follow instructions, seek clarification and communicate with others to achieve the desired outcomes of the task.

*You will document these requirements at the beginning of Part B.*

# Part B

To be completed in weeks 7-12

Part B focuses on completing work tasks, managing your work and communicating with others in the workplace to complete your tasks.

1. Describe the nature of the project/work task. Include the scope of the work to be done, who you will report to, briefly discuss timeframes for completion and who you will report to (no more than 100 words).

2. Prioritising tasks:

Rank the priority of five tasks within the project/work task. Decide whether these are high, medium or low priority. This should have been discussed with your mentor during your recent mid- point meeting. In the third column provide the time frames in which these tasks need to be completed by.

Task	Priority	Time frame to be completed
1.	1.	
2.	2.	
3.	3.	
4.	4.	
5.	5.	

3. Create a schedule and clarify the expectation of the task with your supervisor. You will be required to use an email calendar or another form of calendar to block out times where you will be working on these tasks. Take a screenshot of this and attach it to below. Describe the questions that you used and the responses and clarifications provided by your supervisor regarding the 5 tasks listed in Part B, Q2.

Click here to insert screenshot 1

Click here to insert screenshot 2

Clarification of tasks:

### Reflecting on your work

4. Provide three examples of how you communicated your needs to help you complete your tasks during the project/work task implementation.

5. Provide the following information on how you worked as a team member on this project/work task.

How did you monitor your progress in the project/work task? (50-60 words)



What forms of communication did you use to ensure that your team members were updated and informed about your progress throughout the project/work task? Provide an example of one of these communications (40-50 words).

What feedback did you receive on your work throughout the project and how did you address changes or act on the feedback that you received? (40-50 words).

6. You are required to prepare a report for your project/ work task. Your report must include the scope of the project: the objectives, the tasks and the outcomes achieved. Document your report below. You will be required to share this with your mentor/supervisor at your final meeting.

### 7. Final Meeting (week 12)

Organise a meeting time on the final week with your mentor/supervisor. Present your report to your mentor/supervisor and discuss how you have found the process. This is an opportunity to provide and receive feedback on your work and the skills that you have learnt. Your mentor/supervisor will need to sign off that you both have discussed the work that you have been doing and that you have shown these skills throughout this part of your project. The feedback from your mentor/supervisor will *assist* us in making a decision on whether or not you are satisfactory for this assessment. Your mentor/supervisor is **not** deciding whether or not you have passed the task.

*NB: Supervisor/mentor sign off will only be accepted as a digital signature or a scanned original signature. We will not accept a change of font as a signature of the supervisor/mentor. This is to ensure authenticity and validity of your assessment responses and to ensure that the meeting has taken place.*

Task/related question	Self- evaluation (student only)	Relevant comments*	Supervisor sign off
Shows initiative and/or is proactive.			<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; text-align: center;">Click to insert digital signature</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; text-align: center;">Click to insert scanned signature</div>
Willingly receives and provides feedback.			<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; text-align: center;">Click to insert digital signature</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; text-align: center;">Click to insert scanned signature</div>

Applies theoretical knowledge to the workplace.			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>
<p>Manages time effectively:</p> <ul style="list-style-type: none"> <li>• Completes all tasks within agreed timeframes</li> <li>• Uses basic communication strategies to implement and complete work tasks</li> <li>• Prioritises tasks and monitors own progress for task completion, seeking assistance when necessary</li> </ul>			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>
Flexible and able to deal with changing priorities.			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>
<p>Contributes to an effective working environment by:</p> <ul style="list-style-type: none"> <li>• Communicating effectively with others, behaving courteously</li> <li>• Using non-discriminatory language</li> <li>• Building rapport and collaborating with other team members.</li> </ul>			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>
Shows ability to take and understand instructions including clarifying requirements and responsibilities of job role.			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>
Completes documentation necessary for work tasks and reporting requirements using clear concise and accurate grammar and language.			<p><a href="#">Click to insert digital signature</a></p> <p><a href="#">Click to insert scanned signature</a></p>

\*Not a compulsory field.

Once you have completed all sections submit your assessment task for marking.