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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.

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| A close up of a logo  Description automatically generated | **Introduction** |
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The assessment tasks for *BSBTWK503 Manage meetings* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *Business Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

**Assessment for this unit**

*BSBTWK503 Manage meetings* describes the performance outcomes, skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

For you to be assessed as competent, you must successfully complete two assessment tasks:

* Assessment Task 1: Knowledge questions – You must answer all questions correctly.
* Assessment Task 2: Project – You must work through a range of activities and complete a project portfolio.

| A close up of a logo  Description automatically generated | **Assessment Task 1: Knowledge questions** |
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**Information for students**

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

* review the advice to students regarding answering knowledge questions in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information**  Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * the maximum time allowed for completing this assessment task * whether or not this task is open-book.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |
| --- | --- |

**Questions**

Provide answers to all of the questions below:

1. Complete the table by providing an explanation of each of the following meeting terminology:

| Agenda |  |
| --- | --- |
| Chair |  |
| Quorum |  |
| Proxy |  |
| Minutes |  |
| Motion |  |
| Actions |  |
| Apologies |  |

1. Discuss a typical meeting structure for a formal meeting. You may answer using a numbered list that explains the structure or by using a written paragraph.
2. Outline a typical meeting structure for an informal meeting.
3. Identify at least three key arrangements that need to be made for a meeting.
4. Outline two responsibilities of a chairperson prior to a meeting.
5. Identify three important aspects of a chairperson’s job during a meeting.
6. Explain why it is important for a chairperson to monitor the participation of all those involved in a meeting.
7. In relation to group dynamics answer the following questions:
8. Explain how, in the role of a chairperson, you would manage someone who is dominating the meeting.
9. Explain how, in the role of a chairperson, you would manage someone who is too shy to contribute to a meeting.
10. Explain how, in the role of a chairperson, you would manage two people having a private conversation within a meeting.
11. Explain group dynamics, including how these are important in relation to conducting meetings.
12. As a chairperson, you need to be aware of the different roles that may be present during a meeting. Provide a definition for each role listed below.

| **Role** | **Definition** |
| --- | --- |
| Initiator |  |
| Clarifier |  |
| Dominator |  |
| Degrader |  |
| Distractor |  |
| Supporter |  |
| Gate keeper |  |

1. Describe two ways of conducting meetings.
2. Identify three advantages of face-to-face meetings and give an example of a workplace situation where this type of meeting may be used.
3. Describe three advantages of virtual meetings and give an example of a workplace situation where this type of meeting may be used.
4. Describe the use of webcams for meetings, including a brief description of how to use video conferencing software and common features.
5. List three different applications you can use to communicate with someone using web conferencing.
6. Explain the purpose of an agenda and identify five items that should be included in an agenda.
7. Explain the purpose of meeting minutes and list five items that should be included in meeting minutes.
8. Explain the difference between informal meeting minutes and formal meeting minutes.
9. Access the Corporations Act 2001 from the Internet and identify the information from the Act that relates to notices of meetings. Now answer the following questions:
10. To whom must a notice of meeting be provided?
11. How must the notice of the meeting be provided? Indicate at least two ways.
12. Identify two organisational policies and procedures relevant to conducting meetings. For each one, explain why it would be important to follow.

**Assessment Task 1: Checklist**

| Student’s name: | | | | |
| --- | --- | --- | --- | --- |
| Did the student provide a sufficient and clear answer that addresses the suggested answer for the following? | Completed successfully? | | Comments | |
| Yes | No |  | |
| Question 1 |  |  |  | |
| Question 2 |  |  |  | |
| Question 3 |  |  |  | |
| Question 4 |  |  |  | |
| Question 5 |  |  |  | |
| Question 6 |  |  |  | |
| Question 7 |  |  |  | |
| Question 8 |  |  |  | |
| Question 9 |  |  |  | |
| Question 10 |  |  |  | |
| Question 11 |  |  |  | |
| Question 12 |  |  |  | |
| Question 13 |  |  |  | |
| Question 14 |  |  |  | |
| Question 15 |  |  |  | |
| Question 16 |  |  |  | |
| Question 17 |  |  |  | |
| Question 18 |  |  |  | |
| Question 19 |  |  |  | |
| Question 20 |  |  |  | |
| Task outcome: | * Satisfactory | | | * Not satisfactory |
| Assessor signature: |  | | | |
| Assessor name: |  | | | |
| Date: |  | | | |

| A close up of a logo  Description automatically generated | **Assessment Task 2: Project Portfolio** |
| --- | --- |

**Information for students**

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a project portfolio.

You will need access to:

* a suitable place to complete activities that replicates a business environment including a meeting space and computer and internet access
* your learning resources and other information for reference
* *Project Portfolio* template
* *Simulation Pack* (if you need a case study).

Ensure that you:

* review the advice to students regarding responding to written tasks in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information** |
| --- | --- |
| Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * how your assessment should be submitted.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

**Activities**

Complete the following activities:

1. Carefully read the following:

| Atom | This project requires you to manage a meeting on two different occasions. You can engage in meetings with friends, colleagues or classmates to discuss a topic related to your college – or you may have the opportunity to manage a real meeting/s in your workplace. This will depend on the way you are participating in this course. These meetings can be virtual meetings or they may be face-to-face meetings – you can decide along with your assessor what will work best for you.  Your meetings must each run for a minimum of 30 mins but must not exceed 1 hour. |
| --- | --- |
|  | Vocational education and training is all about gaining and developing practical skills that are industry relevant and that can help you to succeed in your chosen career. For this reason, conducting real meetings will mean that you are applying your knowledge and skills in a relevant, practical and meaningful way!  Although these meetings can be simulated in the sense that they are not being held in an actual workplace – they need to be based on a real need with each meeting attendee contributing from their own ideas and opinions – not staged or scripted as this would never happen in the real world.  If you are basing this assessment on your college, ideas for meetings you can arrange include:   * WHS meeting in your classroom to discuss your college’s WHS procedures * A physical or virtual meeting between classmates to arrange and discuss the plans for an event or gathering (e.g. end of year workplace dinner) * A meeting to discuss and plan for a charity or sports sponsorship or event * A creative meeting to discuss concept development for a new project or idea * A meeting to review the emergency procedures of the college. * A meeting to brainstorm ideas for student well-being initiatives. * A meeting to discuss potential work opportunities once the students have completed their courses. * A meeting to discuss and design a new mural for a wall on the college grounds. |
|  | You will be collecting evidence for this unit in a Project Portfolio. The steps you need to take are outlined below. Before you begin, complete page 4 of your Project Portfolio.  Speak to your assessor to get approval for the meetings you want to manage prior to beginning your portfolio.  You need access to a meeting policy and procedure as well as agenda and minutes templates. Use the ones provided in the *Simulation Pack* for this unit if not basing this on a real workplace. If your real workplace does not have policies and procedures or templates already developed, you may use those in the *Simulation Pack*. |
| Work through *Section 1* of your *Project Portfolio*. Steps 2 and 3 form part of Section 1. | |

1. Plan your two meetings and verify requirements.

| Person eating | Plan out the two meetings you are going to manage. This includes summarising organisational and legal requirements and describing the meeting requirements and details for each meeting. |
| --- | --- |
|  | During this stage you will need to access your organisation’s meeting policy and any associated procedures. If using the case study, you will find these documents in the *Simulation Pack* for this unit. |
| Open envelope | Verify the meeting requirements for each meeting with relevant individuals. Do this by drafting an email to at least one other person who is your superior (such as your supervisor) to:   * verify the planned meeting requirements and details * agree on the conventions relevant to the type of meeting being planned * request a timeline from the individual to report on the outcomes of the meeting back to them. |
|  | Separate emails are required for each meeting. Your emails should use appropriate structure and implicit communication conventions suitable for email. Make sure you use accurate grammar and spelling. |

1. Finalise meeting arrangements for both meetings.

|  | Assume that your meeting requirements, details and conventions have been approved/verified/agreed to by your supervisor. |
| --- | --- |
| Person eating | Finalise the arrangements for your two meetings. During this step, you need to:   * develop an agenda and at least one other supporting meeting paper (e.g. fact sheet) for each meeting. |
|  | The meeting agenda and supporting document should align with the purpose and context of the meeting and be written in a way that suits the audience for whom it is intended. Make sure you use accurate grammar and spelling. |
| Open envelope | * send out meeting invites for each meeting. * confirm attendance of all attendees for each meeting. * distribute the agenda and meeting papers for each meeting. |
| Document | Attach the relevant attachments in *Section 1* of your *Project Portfolio.*  When you are happy with your planning, have checked and edited your work for accuracy, spelling and grammar, submit to your assessor for approval before proceeding to the next activity step. |
| Work through *Section 2* of your *Project Portfolio*. Step 4 form part of Section 2. | |

1. Conduct your meetings.

| Chat | Prior to the meetings, you are required to brief the minute-taker on the method for recording the meeting notes (you have already planned for this in Section 1). Do this verbally just before the meeting takes place. |
| --- | --- |
|  | If you are basing this assessment on a workplace of your choice, make sure that during your meetings, you encounter, address and resolve at least one problem. Ask your assessor for further guidance if necessary – they can provide you with example problems.  If you are using your college and meeting with other students, your assessor will prompt meeting participants to raise a relevant problem for you to address.  Use the work you’ve done in Section 1 to chair your meeting. |
| Chat | It’s now time to chair your meetings.  Your assessor will be looking to see that you:   * chair the meetings according to your organisational requirements and any agreed-upon conventions for the types of meetings you have organised (refer back to *Section 1* in your *Project Portfolio* to refresh your memory). * follow all legal, regulatory and ethical requirements (refer back to *Section 1* in your *Project Portfolio* to refresh your memory). * promote participation, discussion, problem solving and resolution of issues during the meeting. * keep the meeting on track and within the allocated timeframes for each scheduled agenda item. * communicate effectively during the meeting, including:   + using relevant communication style, tone and vocabulary suited to the meeting context and participants   + asking questions to identify required information and listening to the response.   + asking questions to clarify understanding   + responding to questions as required. |
|  | Your briefings to the minute taker and actual meetings can either be viewed in person by your assessor, your assessor can view online via video conferencing software or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step.  You can schedule your meetings to run on the same day or different days if these meetings are being held at separate times and for different and distinct reasons. Your assessor will provide you with more guidance about when the meetings will take place.  Make sure you follow the instructions above and meet the timeframes as indicated in your meeting agenda and the timeframes in Step 1 above. |
| Person eating | Attach the relevant attachments in *Section 2* of your *Project Portfolio.*  Also collect the meeting notes from the minute-taker – you will use these in Section 3 of your *Project Portfolio*. |

| Work through *Section 3* of your *Project Portfolio*. Step 5 form part of Section 3. |
| --- |

1. Follow up.

| Person eating | After the two meetings have taken place, complete the following activities:   * Review the minutes taken for each meeting and edit as necessary. If the method you briefed the minute-taker with (step 4) did not include the use of a minutes template, transfer the information into a template or formal meeting minutes document. |
| --- | --- |
|  | Use the template provided in the *Simulation Pack*, or any other template relevant to your chosen workplace.  Assume that your superior replied to your emails (from step 2) and requested that meeting outcomes be reported within one business day. |
| Person eating | * Report on the meeting outcomes to your superior (e.g. supervisor) within the designated timelines. Do this by drafting an email to them. |

|  | Separate emails are required for each meeting. Your emails should use appropriate structure and implicit communication conventions suitable for email. Make sure you use accurate grammar and spelling. |
| --- | --- |

| Person eating | * Distribute and store minutes and other follow-up documentation for each meeting according to the organisational requirements (summarised in *Section 1* of your *Project Portfolio)*. To do this:   + distribute the final edited version to the meeting attendees as per meeting policy timeframes (e.g. via email within 2 working days).   + store the minutes and any other meeting papers for follow up according to record-keeping requirements (e.g. using correct file naming conventions within the correct timeframe).   + reflect on how you managed at least two routine problems you encountered when managing your meetings.   Complete *Section 3* of your Portfolio and attach the relevant evidence as you work through these steps. |
| --- | --- |

1. Submit your completed Project Portfolio.

| Document | Make sure you have completed all sections of your Project Portfolio, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary.  Remember to check that all necessary evidence attachments are included.  Submit to your assessor for marking. |
| --- | --- |

**Assessment Task 2: Checklist**

| Student’s name: | | | |
| --- | --- | --- | --- |
| Did the student: | Completed successfully? | | Comments |
| Yes | No |  |
| Plan meeting requirements by:   * summarising the organisational requirements for contacting participants and confirming meetings with them * summarising the organisational requirements for chairing meetings (including identifying templates and other meeting conventions) * summarising the organisational requirements for minutes of meetings (including describing the method for recording meeting notes, time frames for delivery of minutes and how minutes will be distributed) * summarising the legal, regulatory and ethical requirements? |  |  |  |
| For two meetings, plan the meeting details by:   * describing the meeting purpose * outlining the timing, location and type of meeting * describing the meeting participants * outlining any other meeting considerations and details * describing meeting conventions for the type of meting being planned * verifying meeting details via draft email? |  |  |  |
| For two meetings, finalise the meeting arrangements by:   * developing an agenda * developing at least one supporting meeting paper * inviting meeting attendees * confirming attendance * providing attendees with relevant documentation? |  |  |  |
| Conduct two meetings including:   * prior to the meeting briefing the minute-taker on the method for recording the meeting notes * chairing the meetings according to your organisational requirements and agreed-upon conventions for the types of meetings they have organised * follow all legal, regulatory and ethical requirements * promote participation, discussion, problem solving and resolution of issues during the meeting * keep the meeting on track and within the allocated timeframes for each scheduled agenda item? |  |  |  |
| Communicate effectively while chairing two meetings including:   * using relevant communication style, tone and vocabulary suited to the meeting context and participants * asking questions to identify required information and listening to the response * asking questions to clarify understanding * responding to questions as required? |  |  |  |

| Follow up two meetings by:   * reviewing meeting notes and formalise minutes * reporting on the meeting outcomes (by drafting an email within 1 busines day) * distributing the final edited version of minutes to the meeting attendees as per meeting policy requirements * storing the minutes and any other meeting papers for follow up according to record-keeping requirements * reflecting on the problem encountered? | |  |  | |  |
| --- | --- | --- | --- | --- | --- |
| Task outcome: | * Satisfactory | | | * Not satisfactory | |
| Assessor signature: |  | | | | |
| Assessor name: |  | | | | |
| Date: |  | | | | |

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| --- | --- |

| Student name: |  |
| --- | --- |
| Assessor name: |  |
| Date |  |

**Final assessment results**

| Task | Type | Result | | |
| --- | --- | --- | --- | --- |
| Satisfactory | Unsatisfactory | Did not submit |
| Assessment Task 1 | Knowledge questions | S | U | DNS |
| Assessment Task 2 | Project Portfolio | S | U | DNS |
| Overall unit results |  | C | NYC |  |

**Feedback**

* My performance in this unit has been discussed and explained to me.
* I would like to appeal this assessment decision.

Student signature: Date:

* I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: Date: