

Assessment Record



Student 118966 - Jaspreet Kaur
Intake 2021 VIC CA C4AS MASTER - VIC 2021_Certificate IV in Ageing Support
Assessment BSBLDR402 - 2; Assessment Workbook - Lead Effective Workplace Relationships
Revision 3
Attempt # 1

Status Submitted

Assessed By

Information

GENERAL INFORMATION ABOUT THIS ASSESSMENT WORKBOOK

Please review the attached Document

 [1_-Information-Regarding-this-Assessment-Tool-V1_0-Mar20.pdf](#)

INSTRUCTIONS TO STUDENTS – HOW TO USE THIS TOOL

Please review the attached Document

 [2_-Instructions-to-Students-_-How-to-use-this-Tool-V1_0-Mar20.pdf](#)

STUDENTS PLEASE NOTE:

- Your suitability for this program has been determined at your Pre Training Review and again at Enrolment. If at any point you feel that this program is not suitable you are able to withdraw at any time. If this is the case please notify your trainer.
- A zero tolerance to cheating and plagiarism is taken with InterCare Training.
- If you the student are found to have cheated on any forms of assessment, including plagiarism of another's work, you will be required to re-sit an alternative assessment under the supervision of an assessor to confirm competence in this unit.
- You must satisfy the requirements for competency within this Assessment Workbook to achieve a competency outcome.

It is highly recommend that you keep a copy of all assessment work that you submit.

Evidence provided by you is retained for our records and not returned to you.

INDIVIDUAL ASSESSMENT MODES

The attached documentation provides information relating to the assessment.

Please review the attached Document

 [3_-Individual-Assessment-Modes-V1_0-Mar20.pdf](#)

LEARNING GUIDES

Primary resource, Please review the attached document

 [BSBLDR402-_-Lead-effective-workplace-relationships-_-Resource-_-InterCare.pdf](#)

POWERPOINT PRESENTATION

 [BSBLDR402-Lead-effective-workplace-relationships-_-PowerPoint-Presenatation.pdf](#)

STUDENT ASSESSMENT DECLARATION

- ☒ I have undertaken sufficient activities within this unit of competency and I am ready to attempt the assessment required to demonstrate competency.
- ☒ I understand the assessment framework and requirements that will be used by an Assessor to make a formal judgement of my competency
- ☒ The work that I have submitted in this Assessment Workbook is my own.
- ☒ I understand that it is my responsibility to make a copy of my Assessment Workbook and any additional assessment evidence for my own records prior to submitting to my Assessor for marking.
- ☒ I understand the re-assessment process that will be followed if I am unsuccessful in gaining a satisfactory result in the required Assessment Modes.

Student Declaration

Please tick the box below to confirm all of the information above

- ☒ I confirm all of the above

Student Signature

If able please sign below:



ASSESSMENT MODE ONE

Assessment Mode Instructions:

Carefully read the assessment task requirements detailed below and complete as instructed. Completed Project and the required work sample evidence will need to be attached in the required section of this assessment.

Please ask your Assessor to clarify if needed.

The following Assessment tasks are individual assessment and **no group work is permitted**.

Assessment extensions can **only** be authorised by your Trainer.

Upon completion of this Assessment Mode's requirements, the Assessor must complete and sign the Assessment Mode Record of Result.

Student is also required to sign to confirmation feedback and understanding of Assessment outcome.

Assessment Task 1:



1.

Research and provide the following information:

What legislation impacts workplace relationships and what does this encompass?

The suggested response for this question is approximately 2 - 3 references and 25 words per reference

Discrimination, Fair work act, The privacy act, Victorian equal opportunity act.

All these acts and policies encompass holistic relationship in the workplace and they promote well being and fair treatment of all staff.

Assessor's Comments (if required)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

List and explain organisational policies that impact workplace relationships.

The suggested response for this question is approximately 3 - 4 bullet points and explanations

Code of conduct, Duty of care, Health and safety policies, Behavioural consequences policies.

All these policies must be in place for the safe and effective operation of the organisation. All staff have to be made aware of them and how to access them if and when required. The consequences of not following them could be very bad.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

Assessment Task 2:

Research and provide the following information:

Leesa has just joined the WeCare team in a leadership role. Whilst Leesa has worked in the industry for several years, this is her first time as a team leader and she is keen to do a good job and make a positive impact.

Management have indicated that the team have not previously had a designated leader, but due to increasing work demands the team needs to grow, hence Leesa's appointment.

They have advised Leesa that whilst the team of six get the job done, there have been issues with the diversity of the team members and she needs to sort out the issues before new team members join the existing team in the near future.

1.

What techniques will Leesa need to use to develop positive working relationships with her team?

The suggested response for this question is approximately 3 - 4 detailed bullet points

She must arrange meeting with every team member, one on one meeting required. It is important to find out what kind of communication they prefer. She needs to build a trust and repo with team members and let them know that she is approachable whenever they need.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

How will Leesa collect relevant information regarding the team's issues?

The suggested response for this question is approximately 3 – 4 detailed bullet points

Monitoring is the one way she can choose while team members doing their work and she can also get feedback from them. Another way to know more about the team is through the previous supervisor or manager.

Assessors Comments (* if applicable)

-

None

✓ Satisfactory

✗ Not Satisfactory

3.

What will Leesa need to consider when communicating with her team members?

The suggested response for this question is approximately 3 – 4 detailed bullet points

1. The foremost point is to consider the diversity of the team.
2. Cultural background consideration is also important to know that your which action can effect them.
3. Language barrier is the another important point to consider while communication because no communication will complete if others are not understanding what you are saying.
4. Take into consideration each person's personality.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

4.

When leading consultation processes how will Leesa encourage her team members to contribute to issues relating to their work?

The suggested response for this question is approximately 3 – 4 detailed bullet points

1. She should give each person a chance to express their ideas.
2. Give encouragement and praise to them when they make any decision.
3. She should try to understand the point of view of each team member when they are putting forward any issue.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

5.

Describe a range of methods and techniques for communicating information and ideas with team members.

The suggested response for this question is approximately 30 words or 3 – 4 detailed bullet points

Through emails, verbally, power point presentation, during handover and letter.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

6.

What action will Leesa need to take to resolve issues?

The suggested response for this question is approximately 3 – 4 detailed bullet points

1. Communicate with team members individually.
2. Communication with whole team after one on one meetings with all.
3. Come forward with all the issue which each team member raised and ask for suggestions before giving any solution.
4. After communication with all and combining different ideas and her own knowledge she can reach to the final decision which can help to resolve the team issue.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

7.

Explain how work relationships and the cultural and social environment can support or hinder the team achieving planned outcomes.

The suggested response for this question is approximately 50 – 100 words

If the relationship between co workers is not good due to personality, cultural differences or any other difference then it can put a very bad impact on the work environment. If team members are not in good relation as per their work requirement then it will be very bad for any organisation. Good relationships and understanding for other people cultures and social environment can help to maintain a healthy work relationship between team members which will lead to a success. It can be achieved by planning some small meetings by organisation with work fellows to know more about each other and maintain healthy relationship.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Task 3:

Develop Trust and Confidence as Leader



1.

Explain how you develop trust and confidence as a leader.

The suggested response for this question is approximately 50 words or 5 detailed bullet points

1. Good role model - It is the responsibility of a good leader to set the benchmarks for others. Good leaders can show how their vision impact the world and those working toward that vision.
2. Tell the truth - No matter how hard the situation is, always tell the truth. If a leader always support the truth then people are more likely to trust and follow the leader.
3. Be part of the team - Demonstrate loyalty to your team. Always defend them wherever needed and praise then when something good happens.
4. Be Transparent - Encourage questions and ideas from a team to make them sure that they are part of the process.
5. Don't Micromanage - Trust that people hired for the job are good and they will give their best.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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2.

List and briefly explain the three (3) organisational standards that need to be followed to develop and maintain effective relationships.

The suggested response for this question is 3 bullet points and explanations

Social, Ethical and Business codes.

These codes and standards guide behaviour by setting out requirements in regards to colleagues, clients and other external contracts, such as suppliers. They reflect the value of the organisation beliefs that guide behaviour and support the vision. Typical values of organisation include honesty, integrity, safety, courage and development of people.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

How do you gain and maintain the trust and confidence of:

- a) Colleagues
- b) Customers
- c) Suppliers

The suggested response for this question is approximately 3 detailed bullet points or 30 words per section

- A. Respectful, friendly, by leading example, Be supportive.
- B. By knowing what they like and dislike, by being friendly and by being a good listener.
- C. By treating them respectfully.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

4.

Organisational Environments

The suggested response for these question is approximately 50 - 100 words per section

a).

Explain the differences of an organisation's social and cultural environments

Social factors refer to the range of elements that have their roots in the society. When speaking of social factors, one can distinguish them once again to subsets. This is because our society is a composition of five main institutions. They are the family, education, political, religious and economic institution. Hence, when referring to social factors attention should go to all these elements.

These cultural factors or elements have their roots in the culture of a particular society. When comprehending cultural factors, it is vital to have an understanding of culture. A culture encompasses the system of values, attitudes, beliefs, norms, mores, and taboos in society. These systems have been created by the people of the society and have passed on from one generation to the other. In this process of passing on various value systems, they sometimes undergo changes. These can be due to various social factors.

b).

Detail how you would adjust your interpersonal styles when dealing with **Social** and **Cultural** environments and why it is important to do so?

Use clear language - When you are communicating with a culturally diverse audience, keep your language clear, concise, and straightforward.

Understand differences in body language - You may be surprised to learn that different cultures have very different practices when it comes to non-verbal forms of communication. Additionally, some cultures have different comfort levels when it comes to personal space and touching. When in doubt, leave at least one arm's length between you and your colleagues, and keep your hands to yourself.

Practise reflective listening or paraphrasing - When in conversation, paraphrasing or repeating the message back is a good habit to get into. This will help clarify meaning and eliminate issues that may surface as a result of a misunderstanding.

Be open and inclusive of other cultures - Although it's natural to gravitate towards others who share our preferences and traditions, getting to know our fellow colleagues from culturally diverse backgrounds can help build relations and open up your world to new experiences.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

Assessment Task 4:

Develop and Maintain Networks and Relationships



1.

Why is it important to develop networks within and outside the organisation?

The suggested response for this question is approximately 50 words

External networking helps us grow our connections to professionals outside of our organisation and internal networking not only helps individuals add people to their professional networks, it has the added benefit of increasing productivity and engagement inside a company. As it is not just who you know but who knows you, it's time to hone skills and develop strategies for effective, productive and energising networks. Networking is an essential tool because people thrive on interaction. Share and learn about developing and maintaining effective professional networks— the why's and how's. Build on what you know to become a great net worker.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

How does networking benefit the performance of teams and the organisation?

The suggested response for this question is approximately 50 words

Networking is about sharing, not taking. It is about forming trust and helping one another toward goals. Regularly engaging with your contacts and finding opportunities to assist them helps to strengthen the relationship. By doing this, you sow the seeds for reciprocal assistance when you need help to achieve your goals. Your network can be an excellent source of new perspectives and ideas to help you in your role. Exchanging information on challenges, experiences and goals is a key benefit of networking because it allows you to gain new insights that you may not have otherwise thought of. Networking is a great opportunity to exchange best practice knowledge, learn about the business techniques of your peers and stay abreast of the latest industry developments.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

Identify other work relationships that would also assist.

The suggested response for this question is approximately 50 words

Volunteer work - able to provide support to clients, Family and friends, Leisure and lifestyle, The union, Australian nurses federation.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

Assessment Task 5:

Manage Difficulties into Positive Outcomes



1.

Explain how you can utilise the following information to improve the performance of your work team.

The suggested response for this question is approximately 3 bullet points or 30 - 40 words per section

a).

Performance Review Data

1. Use specific language.
2. Use measurement-oriented language.
3. Use powerful action words.
4. Stay positive and constructive.
5. Focus on solving problems.
6. Focus on opportunities for growth.
7. Focus on the individual and avoid bias.
8. Treat good performance with respect.

b).

Customer Satisfaction Survey

1. Use customer satisfaction surveys to measure quality.
2. Measure your marketing effectiveness with customer satisfaction surveys.
3. Use customer surveys to develop new products and services.
4. Arm your employees with customer insights.

c).

Operational Plan

1. Develop a strategic plan.
2. Prioritise your goals.
3. Use leading indicators.
4. Draw on your organisation.
5. Communication is key.

d).

Policies and Procedures

1. set out the aim of the policy.
2. explain why the policy was developed.
3. list who the policy applies to.
4. set out what is acceptable or unacceptable behaviour.
5. set out the consequences of not complying with the policy.
6. provide a date when the policy was developed or updated"

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

What information can you share with your team to improve performance?

The suggested response for this question is approximately 30 words

Customer service Feedback, Positive and Negative Feedback, Performance appraisal feedback, Discuss goal with team, Discuss how to promote growth.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

What are performance reviews and why are these beneficial when leading a team?

The suggested response for this question is approximately 25 words and 3 detailed bullet points

Performance reviews allow you to define the roles and responsibilities of your staff and help them to reflect, consolidate, plan and review their work performance. Review discussions are a chance to ensure each staff member knows how they contribute to your business and its aims.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

4.

If you received feedback from a team member that another team members was racially insensitive, how would you resolve the issue? Detail the process you would follow.

The suggested response for this question is approximately 50 - 100 words

I will acknowledge the problem carefully to know the factors which are causing problem. I will speak to team member about the problem and will approach the conversation respectfully and will do it privately. I will more focus on the behaviour and will not use labels or blame. I will listen to what the team member shares about the situation and will give them time to talk and use active listening skills. After listening I will ask the team member if they have any ideas and work together to come up with ways to fix the problem. If they say no then I will try to solve the problem and will deal it professionally.

Assessors Comments (* if applicable)

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None	✔ Satisfactory	✘ Not Satisfactory
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5.

What organisational and legislative requirements will you need to consider?

The suggested response for this question is approximately 50 words or 4 bullet points

- The organisation's vision, goals, objectives and priorities.
- Business and performance plans.
- Systems, processes and requirements for quality assurance.
- Specific change initiatives.
- Legal requirements, for example, occupational health and safety and anti-discrimination legislation.
- Legislative Requirements means: Acts, Ordinance, regulations, by-laws, orders, codes, policies, industrial instruments (including awards) and proclamations of the Commonwealth and the State or Territory in which the Works or any part thereof are being carried out; certificates, licences, consents, permits and approvals

Assessors Comments (* if applicable)

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None	✔ Satisfactory	✘ Not Satisfactory
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6.

Why is it important for organisations to establish social, ethical and business standards?

The suggested response for this question is approximately 50 – 100 words

An organisation that is perceived to act ethically by employees can realise positive benefits and improved business outcomes. The perception of ethical behaviour can increase employee performance, job satisfaction, organisational commitment, trust and organisational citizenship behaviour. Good workplace relationships and a positive work environment is critical for a successful business, as unhappy staff have a negative impact on productivity and customer service. Good communication makes it easier to address individual problems or concerns between employees and supervisors when they arise.

Assessors Comments (* if applicable)

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None	✔ Satisfactory	✘ Not Satisfactory
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7.

How do these standards impact on business relationships?

The suggested response for this question is approximately 30 words

An organisation devoting resources to developing policies and procedures that encourage ethical actions builds a positive corporate culture. Team member morale improves when employees feel protected against retaliation for personal beliefs. It enhances the law by outlining acceptable behaviours beyond government control. Corporations establish business ethics to promote integrity among their employees and gain trust from key stakeholders, such as investors and consumers. While corporate ethics programs have become common, the quality varies.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

8.

How can you demonstrate that you value the ideas and contributions from internal and external sources?

The suggested response for this question is approximately 50 words or 3 detailed bullet points

1. I will listen to my team members carefully those work in the organisation and then will try to implement those ideas.
2. If I talk about external sources then it is must to document the discussion and make notes and then work on them to see if I can pick anything from their ideas which will be beneficial for the organisation
3. I have to listen properly to the person whoever is giving me ideas from external and international resources because successful communicate is the key to success.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

9.

Explain the difference between mentoring and coaching?

The suggested response for this question is approximately 50 words

Coaching is a trained and practised skill that helps high-performing employees set and reach personal goals that are in line with organisational objectives, taking their skills and leadership capabilities to the next level.

Mentoring is based on the experiences of the mentor and focuses on the development of the mentee as a whole person. Mentoring does not require any specialised training, and can be undertaken by anyone senior or junior to the mentee.

Assessor Comments (*if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

10.

Provide two (2) examples of when you would use mentoring and coaching skills in a workplace.

The suggested response for this question is approximately 30 words per section

Coaching can given to those with shortcomings, missing skill sets and knowledge gaps. In reality, coaching is most effective when used to reward high-performers, giving them the space and guidance to set and achieve goals and become the best version of themselves at work.

Mentoring can be an open-ended intervention, developing the mentee as a whole person, and draws on the personal experience of the mentor.

Assessor Comments (*if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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11.
Explain why it is important to treat all internal and external contact with integrity, respect and empathy.

The suggested response for this question is approximately 75 words

If we respect each other then there is no room for harassment, favouritism, or bullying. In a respectful environment, relationship building and strengthening can be better understood as the foundation of quality work. A person with integrity shows respect for organisational rules and ethical guidelines. They do their best to attend meetings on time, meet their deadlines and show consideration for others' feelings. If you behave respectfully towards your coworkers, they are more likely to treat you the same. Expressing empathy is highly effective and powerful, which builds patient trust, calms anxiety, and improves health outcomes. Research has shown empathy and compassion to be associated with better adherence to medications, decreased malpractice cases, fewer mistakes, and increased patient satisfaction.

Assessor Comments (*if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Task 6:

You have recently been appointed as Frontline Manager for an existing team of 12 people who manage various improvement projects within the organisation.

After several weeks, getting to know the team, you gathered the following information:

1. Two people are performing below standard, but are well liked, so their team members cover for them.
2. The team does not have a positive profile within the business as projects are often delivered past their due date, but the team believe that is due to various management levels lack of engagement during the project process
3. One of the ladies in the team is being bullied by another team member, but has not made an official complaint. She does not see the behaviour as bullying as she lacks self-confidence
4. Another two team members are openly verbally abusive towards each other. This is impacting on the individual team members and the cohesion and performance of the combined team.

1.
What information would you need to collect and analyse to assess these four (4) issues?

The suggested response for this question is approximately 50 words or 3 detailed bullet points

1. I will talk to both the employees individually to find out the issue and then will coach both on how to improve their performance.
2. I will arrange a meeting with team members and will discuss where they are lacking and to do it I need to communicate with each team member individually first to know what is going on and then I can discuss it in the meeting with all team members to improve the situation.
3. I will spoke to the lady who is getting bullied and will encourage her to do the complaint because it is her right to get respect and no one can bully her.
4. To make sure that all the team members use good communication with each other I will try to talk to them and make them understand the importance of behaving good and will let them know that it is our responsibility to treat everyone with respect and not to use bad words.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

Detail the strategies you would implement to overcome each of these issues?

The suggested response for this question is approximately 50 words per section

I will address the problem to find the root cause. Before processing ahead I will make sure what is my objective and then will start a conversation with employees or team members. I will try my best to coach the employees and lay out the plan. I will follow up and monitor progress and will take action if needed and if I see good changes in them then I will appreciate.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

What interpersonal skills will you require to deal with these issues?

The suggested response for this question is approximately 50 words or 3 detailed bullet points

Active listening, Analysis, Research, Creativity, Communication, Dependability, Decision making and Team-building

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

4.

How will you guide and support these colleagues to resolve work difficulties?

The suggested response for this question is approximately 50 words or 3 detailed bullet points

Communicate often - Communicating with colleagues helps build a relationship and can inspire teamwork.

Recognise their challenges - I will be aware of surroundings at work and try to notice what may cause a colleague to struggle. I can ask how I can help when I see they are dealing with a challenge. I will use my own experience to help recognise when others are struggling.

Build a relationship - Building a relationship with work colleagues at work can prepare to support each other when needed.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

5.

When dealing with issues three and four, what organisation and legislative requirements will you need to consider?

The suggested response for this question is approximately 3 references

- legal requirements, for example, occupational health and safety and anti-discrimination legislation
- standards (such as for ethical behaviour) and protocols
- Legislative Requirements - all laws, regulations, acts etc.

Assessor Comments (*if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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6.

How will you improve the team profile within the organisation?

The suggested response for this question is approximately 50 words or 3 detailed bullet points

I will arrange a meeting with team members and will discuss where they are lacking and to do it I need to communicate with each team member individually first to know what is going on and then I can discuss it in the meeting with all team members to improve the situation.

Assessor's Comments (if required)

-

None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Complete

Well Done!

**You have now completed
all the Assessment Tasks
in this workbook.**

**Your Trainer will advise
you on the next step in
completing your course.**

Please note that the following pages in this workbook are
Work Sample Evidence, Reasonable Adjustment,
Feedback on the Assessments and Overall Mode One
Assessment Outcome, these are only to
be completed if required.

**Please click below to save and
submit this workbook.**

Evidence Upload for Work Sample

Here you are able to upload evidence of your work sample, this can be photographs, video or audio evidence along with any file required.

-

Work Sample Evidence

Please identify the evidence that you upload in the table below

Attachment Number	Attachment Description	Attached Yes	Attached No
1.	-	<input type="checkbox"/>	<input type="checkbox"/>
2.	-	<input type="checkbox"/>	<input type="checkbox"/>
3.	-	<input type="checkbox"/>	<input type="checkbox"/>
4.	-	<input type="checkbox"/>	<input type="checkbox"/>
5.	-	<input type="checkbox"/>	<input type="checkbox"/>

Students Comments

-

Assessors Comments (* if applicable)

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Reasonable Adjustment Information

Reasonable Adjustment Information

Reasonable Adjustment details applied to this student

Confirmation of verbal responses if required

☐ I declare that the student and I have verbally answered, clarified and provided the responses as listed above.

Verbal Response Upload

A audio recording along with any support evidence if required can be uploaded to the training record here.

-

What reasonable adjustment was made:

-

Why this adjustment was made:


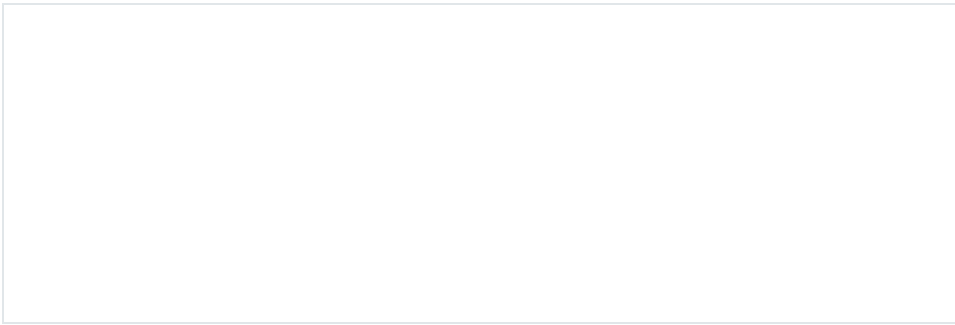
-

Assessor Declaration

☐ I confirm that the reasonable adjusts have been made as listed above.

Assessor Signature

If able please sign below:

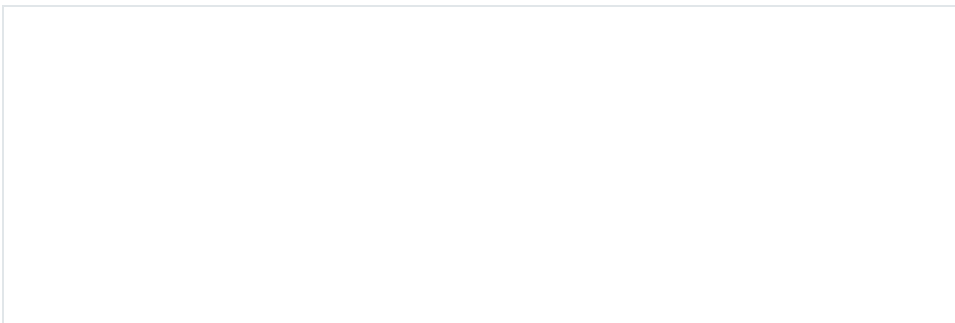


Student Declaration

☐ I agree with the reasonable adjustment made as listed above and I was consulted in the adjustments made to suit my individual needs.

Student Signature

If able please sign below:



Feedback on the Assessments

Feedback Form Instructions:

In an effort to continuously improve our Assessments, please feel free to document any feedback or suggestions you may have.

This feedback will be used by our programs and quality teams for further review and consideration.

Feedback:

-

Overall Mode One Assessment Outcome

Assessment Guide

Assessment Guide	
Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.
Not Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is not satisfied that all requirements have been met.

Student Instructions

You are able to SAVE this assessment if required and this will allow you continue to make changes,

Once complete please SUBMIT this assessment.

Overall Assessment Outcome

None