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BSB07 Business Services Training Package
Assessment Pack

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Authors:

Dr Gillian Heard
Ms Karen Sell
Ms Robyn Maher

Design and Desktop Publishing : RTOhelp Pty Ltd
Thanks to Ms Nicola Maher and Ms Brienne Burnett

Publisher:
RTOhelp
PO Box 381
Avalon Beach
NSW 2107

Phone: 02 9918 9271 - Mobile: 0403 070 864 - Fax: 9918 9872

Email : contact@rtohelp.com.au Website: www.rtohelp.com.au

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INTRODUCTION and CUSTOMISATION

BSBPMG510A Manage Projects

Your Introduction to this BSB07 Assessment Pack

Start Here

Congratulations on purchasing this BSB07 Assessment Pack! The Pack was developed by RTOhelp and The Learning Community.

Our aim is to provide you with a comprehensive and flexible assessment solution for this unit of competency from the BSB07 Business Services Training Package.

The BSB07 Assessment Pack –Design and Components

Each Assessment Pack is designed to address both the practical and theoretical assessment requirements of a unit in the Business Services Training Package.

The units of competency within the Training Package are written in the active voice to reinforce the requirement for practical application of skills and knowledge. The focus of assessment is to gather a range of evidence using different methods and to assess not just knowledge development but also practical application and the development of employability skills either in the workplace or in a simulated work environment.

The Assessment Pack provides your RTO trainers/assessors with a selection of tools and information required for gathering evidence either on the job or in a simulated environment. That is why these assessments are designed to allow the candidate to actually complete practical tasks and write reports with supporting evidence.

WHAT IS IN EACH ASSESSMENT PACK ?

Each BSB07 Assessment Pack covers one unit of competency and contains the following components:

1. Start Here : Introduction. You are reading the introduction to the BSB07 Assessment Pack. This document provides instructions on the use and customisation of the Pack.
2. Assessor Guide: The guide has an index that sets out the suite of support tools we provide.
These include:
 - Assessment mapping – a document that maps project tasks and exam questions to elements, performance criteria and the evidence guide. This mapping supports validation and auditing. The assessment map provides space for your RTO to customise the unit assessment pack by adding your Trainer/Assessors assessments as well as those included in this pack.
 - Assessment Project -Assessor instructions on how to use the project and marking and feedback forms.
 - Knowledge Test-Assessor instructions on how to conduct the tests and a marking guide and model answers.
 - Required Skills and Required Knowledge checklists
 - Employability skills checklist (add details for specific qualification)

- RPL Assessment Tool and Candidate Portfolio Document
 - Record of Assessment Outcomes (Final Sign off Sheet)
3. Assessment Project: This includes instructions for the candidate, specific tasks based on each unit element, checklists for each task, the case study (some units) or information regarding relevant texts. The projects are all practically focused and allow candidates to complete tasks over a period of time, with a requirement for submission of separate parts over time. You can customize the project by deciding if it is separated into sequential tasks or completed as one project. You set the date for submission and feedback process.
 4. Knowledge Test (Examination): This includes instructions for the candidate and the exam questions (with marks indicated).

CUSTOMISATION OF THE ASSESSMENT PACK

You can customise your Pack in any way you wish. Remember now that you have purchased the Pack it is yours to adapt and reproduce within your RTO.

Here are some suggestions:

FORMAT CUSTOMISATION

1. Badging - add your logo/RTO name to each tool;
2. Qualification title - add the Qualification code and name to each of the tools i.e. a unit could be offered in BSB50207 Diploma of Business or in BSB50607 Diploma of Human Resources so you would have to change the code and name to fit the qualification.
3. You can create a copy of the tool for each different qualification on the RTO scope of registration under this licensing agreement.
4. Version control – you may keep the naming systems provided by RTOhelp in the footer of each file. Or name the document and the version in line with your AQTF system.

PROJECT CUSTOMISATION

1. Instructions - Please read the instructions for the project carefully.

Decide the best method of conducting the project in a simulated or real work environment and then adjust the wording in the project instructions to the learner. We have provided suggestions within the project for making your assessments hands-on and practical. The options included across the packs are:

- Case studies are provided in some Packs.
- The student may be able to complete this project within their own work environment.
- If your students are in a full classroom environment (such as overseas students), we have made suggestions to help you source relevant material to support the project. Resources can be found in textbooks that link to online resource sites or toolboxes.
- Students can complete some projects within the RTO. We have suggested that the RTO could become the organisation at the centre of the assessment task for some units.

Do not leave all the options for projects in the instructions. Decide what you are going to use for a particular target group and customise the instructions.

2. Project tasks – submission dates

The project is set up as a whole project with component tasks that follow each element. Your RTO should decide how to use the tasks within the unit and again customise the instructions to the learner. For example:

- Supply in hard copy or download the whole project at the start of the unit.
- Set progressive dates for submission.
- Provide feedback and re-submission of the tasks across the weeks of the unit.
- Set a final date for submission of the full project at the end of the unit.

3. Project tasks – marking guide / templates

We have provided two forms for marking and feedback. Choose the form that best suits your target group. You may wish to remove the grading system if it is not applicable.

Choose from:

- Marking each task as C/ NYC and giving feedback per task or at the end of the project.
- Marking each task as a percentage out of 100%. Giving feedback at the end of the project. This method is provided for RTO's that grade assessment and must provide information as part of an articulation agreement with a university.

KNOWLEDGE TEST (EXAMINATION) CUSTOMISATION

4. Instructions - Please read the instructions for the test/exam carefully. Decide the method of conducting the testing and then adjust the wording in the instructions to the learner.
5. Final Exam or Test - The knowledge test has been designed to be used as a closed book formal examination and a marking guide (graded) and model answers are provided.
6. Question Bank - However, this set of questions can also be used as a question bank conducted as short class tests, oral or written questioning. It can be treated as assessment of knowledge to support other methods of assessment i.e. in addition to a workbased project. The use of questioning is particularly important where other types of evidence gathered result from group assessment tasks where it may be difficult to prove that all candidates contributed equally to the final product. The questions enable the assessor to gather authentic evidence from the candidate. You may need to adapt the marking guide to a class marking form if the testing is used as short tests or oral questioning.
7. Add your own questions - You may wish to add to this set of questions and model answers. If so, you should review the assessment map for the unit.
8. Knowledge test marking guide /template – Please check the marking scheme in the Assessor Guide and ensure it fits with your RTO Assessment policy. The Pack provides marks and a grade.

CUSTOMISATION OF OTHER CHECKLISTS and TEMPLATES

9. The Assessor Guide contains a number of other checklists and templates that are integral to coverage of the unit of competency and demonstrating AQTF compliance. These can be adapted to suit your needs and recording procedures in the RTO.

The checklist and templates for each unit are:

- Required skills and Required knowledge checklist
- Employability skills checklist (add details for specific qualification)
- RPL Assessment Tool and Candidate Portfolio Document
- Record of Assessment Outcomes (Final Sign off Sheet)

We hope you enjoy using our Assessment Packs. Please send us your feedback and let us know how you have customised the tasks to benefit your learners !

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Feedback can be emailed to: contact@rtohelp.com.au

BSB07 Assessment Pack – RTO Customisation

Record of customisation for a particular qualification or target group.

Qualification		
Unit of competency		
	Customisation	Notes
FORMAT		
1	Badging your RTO	
2	Qualification titles	
3	Version control	
ASSESSMENT PROJECT		
4	Instructions to learner	
5	Submission dates	
6	Marking method (C/NYC or grading)	
KNOWLEDGE TEST / EXAMINATION		
7	Instructions to learner	
8	Final exam or test	
9	Question bank	
10	Add your own questions	
11	Marking method (grading/pass mark)	
OTHER CHECKLISTS AND TEMPLATES		
12	Required skills and knowledge checklists	
	Employability skills checklist	
	RPL	
	Record of Assessment Outcome	
Staff completing this work		Names : _____ Initial: _____
Approval of final version of the tools for this unit :		Name : _____ Signature: _____
Location of files:		
Review date:		