



RICHMOND SCHOOL OF BUSINESS

Student Assessment Tasks

**BSBADM504 Plan and implement administrative
systems**

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Assessment Information

The assessment tasks for **BSBADM504 Plan and implement administrative systems** are included in this Student Assessment Tasks booklet and outlined in the assessment plan below.

To be assessed as competent for this unit, you must complete all of the assessment tasks with satisfactory.

Assessment Plan

Assessment Task	Overview
1. Plan new administrative system	Students are required to plan for a new administrative system through consultation, research and writing a report on administration system options.
2. Cloud-based data storage implementation	Students must implement the new administrative system (cloud-based data storage) for the case study company and give a training session on the new system to colleagues.
3. Monitor system usage	Students will monitor how well the new administrative system is being used and make some modifications to improve it.

Assessment Preparation

Please read through this assessment thoroughly before beginning any tasks. Ask your assessor for clarification if you have any questions at all.

When you have read and understood this unit's assessment tasks, print out the **Student Assessment Agreement**. Fill it out, sign it, and hand it to your assessor, who will countersign it and then keep it on file.

Keep a copy of all of your work, as the work submitted to your assessor will not be returned to you.

Assessment appeals

If you do not agree with an assessment decision, you can make an assessment appeal as per RSB assessment appeals process.

You have the right to appeal the outcome of assessment decisions if they feel they have been dealt with unfairly or have other appropriate grounds for an appeal.

Naming electronic documents

It is important that you name the documents that you create for this Assessment Task in a logical manner. Each should include:

- Course identification code
- Assessment Task number
- Document title (if appropriate)
- Student name
- Date it was created

For example, BSBADM504 AT1 Cloud-based Data Storage Report Joan Smith 20/10/18

Additional Resources

You will be provided with the following resources before you begin each Assessment Task.

Assessment Task 1

- Cloud-based Data Storage Report Template
- Administration Needs Report Template
- Finance Policy and Procedures

Assessment Task 2

- Introduction Plan Template

Assessment Task 3

- System Usage Report Template

Assessment Instructions

Each assessment task in this booklet consists of the following:

Assessment Task Cover Sheet

This must be filled out, signed and submitted together with your assessment responses.

If you are submitting hardcopy, the Cover Sheet should be the first page of each task's submission.

If you are submitting electronically, print out the cover sheet, fill it out and sign it, then scan this and submit the file.

The Assessment Task Cover Sheet will be returned to you with the outcome of the assessment, which will be satisfactory (S) or not satisfactory (NS). If your work has been assessed as being not satisfactory, your assessor will include written feedback in the Assessment Task Cover Sheet giving reasons why. Your assessor will also discuss this verbally with you and provide advice on re-assessment opportunities as per RSB re-assessment policy.

Depending on the task, this may include

- resubmitting incorrect answers to questions (such as short answer questions and case studies)
- resubmitting part or all of a project, depending on how the error impacts on the total outcome of the task
- redoing a role play after being provided with appropriate feedback about your performance
- being observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.

Assessment Task Information

This gives you:

- a summary of the assessment task
- information on the resources to be used
- submission requirements
- re-submission opportunities if required

Assessment Task Instructions

These give questions to answer or tasks which are to be completed.

Your answers need to be typed up using software as indicated in the Assessment Task Instructions.

Copy and paste each task's instructions into a new document and use this as the basis for your assessment task submission. Include this document's header and footer.

If you are submitting electronically, give the document a file name that includes the unit identification number, the task number, your name and the date.

Checklist

This will be used by your assessor to mark your assessment. Read through this as part of your preparation before beginning the assessment task. It will give you a good idea of what your assessor will be looking for when marking your responses.

Student Assessment Agreement

Make sure you read through the assessments in this booklet before you fill out and sign the agreement below.

If there is anything that you are unsure of, consult your assessor prior to signing this agreement.

Have you read the assessment requirements for this unit? ☐ Yes ☐ No

Do you understand the requirements of the assessments for this unit? ☐ Yes ☐ No

Do you agree to the way in which you are being assessed? ☐ Yes ☐ No

Do you have any specific needs that should be considered? ☐ Yes ☐ No

If so, explain these in the space below.

Do you understand your rights to re-assessment? ☐ Yes ☐ No

Do you understand your right to appeal the decisions made in an assessment? ☐ Yes ☐ No

Student name	
Student number	
Student signature	
Date	
Assessor name	
Assessor signature	
Date	

Assessment Task 1 Cover Sheet

Student Declaration

To be filled out and submitted with assessment responses

- ☐ I declare that this task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s).
- ☐ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me.
- ☐ I have correctly referenced all resources and reference texts throughout these assessment tasks.

Student name	
Student ID number	
Student signature	
Date	

Assessor declaration

- ☐ 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 name				
Assessor signature				
Date				
Assessment outcome	S	NS	DNS	Resubmission Y N

Note: S – Satisfactory, NS – Not satisfactory, DNS - Did not submit

Feedback

Student result response

- ☐ My performance in this assessment task has been discussed and explained to me.
- ☐ I would like to appeal this assessment decision.

Student signature	
Date	

A copy of this page must be supplied to the office and kept in the student's file with the evidence.

Assessment Task 1: Plan new administrative system

Task summary

For this assessment task, the student is required to plan for a new administrative system for a case study company by interviewing the company's owner and staff, then writing a report for them. They will then be required to research, and write a report on, administration system options that may benefit the business.

This assessment is to be completed in the simulated work environment in RSB.

Required

- Access to textbooks/other learning materials
- Computer with Microsoft Office and internet access
- Cloud-based Data Storage Report Template
- Administration Needs Report Template
- Finance Policy and Procedures

Submit

- Email with Administration Needs Report attached.
- Email with Cloud-based Data Storage Report attached.

Assessment criteria

For your performance to be deemed satisfactory in this assessment task, you must satisfactorily address all of the assessment criteria. If part of this task is not satisfactorily completed, you will be asked to complete further assessment to demonstrate competence.

Re-submission opportunities

You will be provided feedback on their performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task.

If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date.

You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal.

You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment.

Assessment Task 1 Instructions

Carefully read the following:

Accountants Support is a small business that Anna Armstrong began ten years ago. It specialises in providing accounting document templates for small and medium businesses. These include invoices, order forms, and accounting spreadsheets.

Anna works with three to six colleagues, working as consultants, on most projects. Each contributes the required resources and then edits or proofreads each other's documents.

Currently, Accountants Support has created resources for more than 150 businesses, and the list is growing. Anna keeps a copy of each resource on her computer's hard drive, carefully filed so they are easy to access. Anna distributes these to her colleagues when they need to be written or reviewed as email attachments, and they pass them to each other in the same way when they need assistance.

Anna has found this shuffling of resources to be time consuming and inefficient. She feels that they are safe on her hard drive, and she backs them up regularly. But with over 2,000 documents, it is getting unwieldy, and colleagues have suggested to Anna that she look for a solution to her administration problems.

You have recently been hired as Accountants Support's Administration Manager, a position that did not exist previously. One of your first jobs will be to determine whether there is a solution to the company's resources issues.

Complete the following activities:

1. Meet with stakeholders.

This first activity requires you to meet with Anna Armstrong (your assessor) and at least two of the consultants she employs.

The objective of this meeting is for you to find out all that you need to know about the company's administration needs.

Your assessor will give you the place, date and time of your meeting.

During the meeting, you will be required to do the following:

- Determine the company's current administration resources
- Identify what the budget will be for the change over to the new system
- Identify and discuss the company's future administration needs
- Determine what improvements need to be made to business operations
- Discuss implementation strategies with the other meeting attendees. It will be important that all users of any new system are introduced to it in the most effective way, so discuss with them what the most effective way to do this would be.

Discuss the company's future needs with Anna, making suggestions and discussing the options. You will be writing a report on this following the meeting, so review the next activity before attending the meeting so you are aware of what your report will need to cover. This exchange gives you the opportunity to discuss some of your ideas with your employer before you begin the report.

During the meeting, you are required to demonstrate effective communication skills including:

- Speaking clearly and concisely
- Using non-verbal communication to assist with understanding
- Asking questions to identify required information
- Responding to questions as required
- Using active listening techniques to confirm understanding

2. Write an administration needs report.

Following the meeting with Anna and the colleague(s), you are required to develop a report that documents the company's current administration resources and what its needs will be in the future.

Your report should be between one page and one and a half pages in length.

Your report should include the following:

- Anticipated business operations (over the next three years).
- Current computing resources
- Current uses of computing resources
- Anticipated future computing needs (over the next three years).
- Implementation strategies.

Use the Administration Needs Report Template to guide your work.

3. Send an email to Anna (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should introduce and summarise the contents of the attachment and seek their feedback and approval to move forward with the project.

Attach your Administration Needs Report to the email.

4. Write a cloud-based data storage report.

When you have received authorisation from Anna, research cloud-based data storage options to determine whether they could deliver what Accountants Support needs.

Review the Finance Policy and Procedures to ensure that your report fulfils the supplier requirements as set out there.

Your report should be about three pages long and include the following:

- An explanation of the fundamentals of cloud-based data storage. Anna has a fairly basic level of computer literacy, so ensure that the explanation is aimed at her level.
- Relevant legislation. Give a summary of legislation which may affect the use of cloud-based data storage.
- Details of at least three cloud-based data storage services that could be used by Accountants Support. The details should include the price of the services and what services are being offered. These details should be contained in screen shots.
- A basic cost-benefit analysis of the move to cloud-based data storage. You are also required to describe how you undertook the analysis.
- Identifying any potential risks of moving to cloud-based data storage.
- Potential opportunities and risks associated with introducing cloud-based data storage to Accountants Support.
- Your recommendation of what type of cloud-based data storage service would be appropriate for Anna's needs.
- Make a business case for using cloud-based data storage in the future.

Use the Cloud-based Data Storage Report Template to guide your work.

5. Send an email to Anna (your assessor).

You are required to send the reports that you have written to Anna as email attachments, so she can read (and ponder) them in her own time.

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should introduce and summarise the contents of the attachments and seek their feedback and approval to move forward with the project.

Attach your administration needs report and cloud-based data storage report to the email.

Assessment Task 1 Checklist

Student's name:			
Did the student:	Completed successfully		Comments
	Yes	No	
Identify the requirements of the administrative system by meeting with, and consulting with system users and stakeholders (Anna and the consultant)?			
Identify appropriate implementation strategies for the new administration system during the meeting with Anna and at least one contractor?			
During the meeting, demonstrate effective communication skills including: <ul style="list-style-type: none"> • Speaking clearly and concisely • Using non-verbal communication to assist with understanding • Asking questions to identify required information • Responding to questions as required • Using active listening techniques to confirm understanding 			
Obtain the costs and establish the services provided by at least three cloud-based data storage system suppliers in accordance with the financial policy and procedures?			
Select and recommend a cloud-based data storage system in accordance with the financial policy and procedures?			
Task Outcome:	Satisfactory <input type="checkbox"/>		Not Satisfactory <input type="checkbox"/>
Assessor signature			
Assessor name			
Date			

Assessment Task 2 Cover Sheet

Student Declaration

To be filled out and submitted with assessment responses

- ☐ I declare that this task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s).
- ☐ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me.
- ☐ I have correctly referenced all resources and reference texts throughout these assessment tasks.

Student name	
Student ID number	
Student signature	
Date	

Assessor declaration

- ☐ 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 name				
Assessor signature				
Date				
Assessment outcome	S	NS	DNS	Resubmission Y N

Note: S – Satisfactory, NS – Not satisfactory, DNS - Did not submit

Feedback

Student result response

- ☐ My performance in this assessment task has been discussed and explained to me.
- ☐ I would like to appeal this assessment decision.

Student signature	
Date	

A copy of this page must be supplied to the office and kept in the student's file with the evidence.

Assessment Task 2: Cloud-based data storage system implementation

Task summary

Having received approval for the company to move to cloud-based data storage, the student is required to write a plan for the introduction of the new cloud-based data storage system. They will also be required to create a training presentation and then give that presentation to colleagues.

This assessment is to be completed in the simulated work environment in RSB.

Required

- Access to textbooks/other learning materials
- Computer with Microsoft Office and internet access
- Meeting room with a beamer and screen
- Roleplay participants
- Introduction Plan Template

Submit

- Email with cloud-based data storage introduction plan attached
- Email with cloud-based data storage presentation attached

Assessment criteria

For your performance to be deemed satisfactory in this assessment task, you must satisfactorily address all of the assessment criteria. If part of this task is not satisfactorily completed, you will be asked to complete further assessment to demonstrate competence.

Re-submission opportunities

You will be provided feedback on their performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task.

If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date.

You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal.

You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment.

Assessment Task 2 Instructions

Complete the following activities:

1. Write a cloud-based data storage system introduction plan.

Assume that Anna has accepted the cloud-based storage system option that you recommended in your report. You are now required to write a plan for introducing the option into Accountants Support.

It is important that the plan ensures that staff are given the opportunity to participate in all stages of the cloud-based storage system implementation process, and this should be evident in your plan.

Your plan should be about one-page long.

Your plan should include the following:

- A prioritised list of the project's short-term and longer-term goals
- A budget for introducing your preferred option to the company. Describe how you prepared the budget. Calculate all workers' (excluding Anna) time as \$50 per hour.
- Outline the steps and activities required to introduce cloud-based data storage into the business. These should include regular follow-ups to ensure that the system is performing as intended.

The company's organisational requirements mandate that research should be conducted on relevant legislation to ensure that any new information system does not place the company in conflict with it. Summarise at least one piece of relevant legislation and describe how your proposed cloud-based data storage system complies with it.

Use the Introduction Plan Template to guide your work.

2. Send an email to Anna (your assessor).

You are required to send the reports that you have written to Anna as email attachments, so she can read (and ponder) them in her own time and discuss them with her colleagues.

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should introduce and summarise the contents of the attachment and seek their feedback and approval to move forward with the project.

Attach your Introduction Plan to the email.

3. Implement Cloud-based data storage system.

As instructed by Anna, set up a free cloud-based storage account that you can demonstrate to the contractors.

Upload the student resources for this unit, and the files that you have created for the Assessment Tasks, into the account. Ensure that they are filed in a logical manner, with a folder for each Assessment Task.

Practice uploading and working on files in the account, so you can answer questions that may be asked at the presentation. For instance, upload and work on the presentation that you will develop for the next activity.

4. Create a cloud-based storage system presentation.

You will be introducing a cloud-based data storage system to Anna's team, so make sure that you explain everything carefully so that they all understand what is expected of them regardless of their level of computer literacy.

Your presentation should last for about 20 minutes.

Your presentation should be created in PowerPoint or another presentation program that can be viewed by you assessor.

Your presentation should include the following:

- The fundamentals of cloud-based storage, including key terms and concepts.
- The procedures involved in using the cloud-based storage system.
- A demonstration of the free account that you have opened.
- Where they can get more information or assistance on using the program.
- How the system will be implemented

Ensure that your presentation is as interesting and educational as possible by using images, diagrams or short videos that help explain your points.

5. Send an email to Anna (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should introduce and summarise the contents of the attachments and ask them for the place, date and time of your presentation.

Your assessor and two of your colleagues will be attending your presentation.

Attach your cloud-based storage presentation to the email.

6. Conduct your cloud-based storage system presentation.

Begin by introducing yourself and the reason for the training session. Tell the participants that they can ask questions during your presentation or wait until you have finished.

Give the presentation, ensuring that all of your points are understood by all of the participants.

One of the goals of the presentation is to encourage the participants to participate in the cloud-based data storage implementation process. Do this by asking open-ended questions such as, asking how they think that the documents should be filed within the account, or if there are any other features that they feel are important for the cloud-based system.

During the presentation, you are required to demonstrate effective communication skills including:

- Speaking clearly and concisely
- Using non-verbal communication to assist with understanding
- Asking questions to identify required information
- Responding to questions as required
- Using active listening techniques to confirm understanding

When you have completed the presentation, ask the attendees if they have any further questions.

Before concluding the meeting, you are required to observe a staff member working in the cloud-based storage system. This will ensure that the new system is being implemented correctly.

Provide the staff member with a laptop or workstation with internet access.

Watch the student enter the Dropbox account that you have created and move at least two files from one folder to another and then back again.

Assessment Task 2 Checklist

Student's name:			
Did the student:	Completed successfully		Comments
	Yes	No	
Provide training and support for staff on the use of the new cloud-based system?			
Communicate the procedures for using the new cloud-based system to staff?			
Encourage all the staff to participate in the implementation process?			
Deal with any contingencies that arise in a way that will ensure that there is minimal negative impact on staff?			
Implement the planned system in accordance with the company's requirements and with relevant legislative requirements?			
During the presentation, demonstrate effective communication skills including: <ul style="list-style-type: none"> • Speaking clearly and concisely • Using non-verbal communication to assist with understanding • Asking questions to identify required information • Responding to questions as required • Using active listening techniques to confirm understanding 			
Task Outcome:	Satisfactory <input type="checkbox"/>		Not Satisfactory <input type="checkbox"/>
Assessor signature			
Assessor name			
Date			

Assessment Task 3 Cover Sheet

Student Declaration

To be filled out and submitted with assessment responses

- ☐ I declare that this task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s).
- ☐ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me.
- ☐ I have correctly referenced all resources and reference texts throughout these assessment tasks.

Student name	
Student ID number	
Student signature	
Date	

Assessor declaration

- ☐ 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 name				
Assessor signature				
Date				
Assessment outcome	S	NS	DNS	Resubmission Y N

Note: S – Satisfactory, NS – Not satisfactory, DNS - Did not submit

Feedback

Student result response

- ☐ My performance in this assessment task has been discussed and explained to me.
- ☐ I would like to appeal this assessment decision.

Student signature	
Date	

A copy of this page must be supplied to the office and kept in the student's file with the evidence.

Assessment Task 3: Monitor system usage

Task summary

In this assessment task, students will monitor how well the new system is being used. They will then make some modifications to improve it and communicate these to staff.

This assessment is to be completed in the simulated work environment in RSB.

Required

- Access to textbooks and other learning materials
- Computer with Microsoft Office and internet access
- Meeting room with a beamer and screen
- Roleplay participants
- System usage Report Template

Submit

- Email with System usage Report attached
- Email with Revised Presentation attached

Assessment criteria

For your performance to be deemed satisfactory in this assessment task, you must satisfactorily address all of the assessment criteria. If part of this task is not satisfactorily completed, you will be asked to complete further assessment to demonstrate competence.

Re-submission opportunities

You will be provided feedback on their performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task.

If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date.

You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal.

You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment.

Assessment Task 3 Instructions

Carefully read the following:

It is about two months since the system was implemented and the training session was conducted. You have received the following email from Anna:

Dear Administration Manager.

I would like you to monitor how the contractors have found working through Dropbox.

Please send a short email to all staff asking them for their feedback on their usage and output with this system compared to the old way.

I haven't had any security issues with it yet, but maybe ask them if they are having any problems in this area, too.

They should send their response emails to me and I will compile a document from these, which will include my own responses, too. I will get you to analyse the responses and see if we need to modify the new system in any way, and then send me a short report on this.

Also, we will be employing a new contractor in the next few days. Perhaps you could hold another Dropbox training session for all staff, so you can train the new staff member at the same time as you update the other staff on any changes that are made to the system.

Thank you for your assistance with this.

Regards,

Anna Armstrong

Complete the following activities:

1. Send an email to all employees of Accountants Support (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should ask the recipient

- about their experience using the cloud-based data storage system that you have implemented.
- Ask them for any feedback, positive or negative.
- In particular, you want to find out whether the system is performing as they want it to, and whether it is providing the security that they need.
- Also ask what they consider their training needs to be. Do they need training in specific aspects of using the Dropbox account, or do they need more training on cloud-based data storage systems in general?

Ask them to send their responses to Anna, who will compile them and send them to you as a document.

2. Write a system usage report.

Develop a report for Anna on the cloud-based storage system that you have implemented.

Your report should include the following:

- An analysis of the staff responses, identifying any issues that they have had with the system. Any issues highlighted by staff should be treated as contingencies that may restrict the usefulness of the new system.
- Solutions for any contingencies that have arisen. Note that these contingencies should be dealt with in a way that has minimal impact on the system's users.
- Ways of communicating these solutions to the staff, which should include a further training session.

Use the System Usage Report Template to guide your work.

3. Send an email to Anna (your assessor).

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

It should introduce and summarise the contents of the attachment and seek their feedback and the place, date and time of another training session for staff.

Attach your System Usage Report to the email.

4. Update your cloud-based data storage presentation.

Your next presentation will serve two purposes:

- To show staff who attended the first presentation the adjustments that you have made to the system and the changes that you would like them to make to the way that they work with it.
- To instruct new staff on the system and how to use it.

Ensure that your presentation serves both purposes by modifying it to include the changes that you suggested in your system usage report.

Your presentation should last for about 20 minutes.

Your presentation should include the following:

- The fundamentals of cloud-based storage systems, including key terms and concepts.
- Key features of cloud-based storage systems.
- A demonstration of the free account that you have opened.
- Where they can get more information or assistance on using the program.
- Modifications that you have made to the system, or that you would like the staff to make to their system usage, that will address the issues as you set out in your system usage report

Save this file as Revised Presentation.

5. Conduct your revised cloud-based storage system presentation.

Begin by introducing yourself and the reason for the training session. Tell the participants that they can ask questions during your presentation or wait until you have finished.

Give the presentation, ensuring that all of your points are understood by all of the participants, and they are encouraged to participate in the ongoing cloud-based data storage implementation process.

Keep in mind that this presentation is your opportunity to deal with the contingencies that have arisen, so ensure that your solutions are made apparent to all participants, and that they agree to adopt them.

During the presentation, you are required to demonstrate effective communication skills including:

- Speaking clearly and concisely
- Using non-verbal communication to assist with understanding
- Asking questions to identify required information
- Responding to questions as required
- Using active listening techniques to confirm understanding

Conclude the presentation by asking the attendees if they have any further questions. Inform them that they can contact you if they have any questions in the future.

6. Send an email to all staff (your assessor).

To ensure that

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

The email should summarise the contents of your system usage report, including the changes that have been made to the data storage system.

Attach your Revised Presentation to the email.

Assessment Task 3 Checklist

Student's name:			
Did the student:	Completed successfully		Comments
	Yes	No	
Monitor the system usage, security and output as required by the owner of the company?			
Modify the way that staff use the cloud-based data storage system to meet the organisation's requirements?			
Clearly identify modifications that should be made to the system, and notify users of these?			
Deal with contingencies that arise, ensuring that the solutions have minimal impact on the way that staff use the system?			
Train new staff on the modified administrative system?			
Monitor the staff's training needs and provide training and support on using the modified system?			
During the presentation, demonstrate effective communication skills including: <ul style="list-style-type: none"> • Speaking clearly and concisely • Using non-verbal communication to assist with understanding • Asking questions to identify required information • Responding to questions as required • Using active listening techniques to confirm understanding 			
Task Outcome:	Satisfactory <input type="checkbox"/>		Not Satisfactory <input type="checkbox"/>
Assessor signature			
Assessor name			
Date			