# Skills Assessment

# Trainer & Assessor Marking Guide

## Criteria

### Unit code, name and release number

BSBITU306 Design and produce business documents (1)

### Qualification/Course code, name and release number

FNS30317 Certificate III in Accounts Administration (1)

Version: *2.0*

Date created: 07/12/2018

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For queries, please contact:

Technology and Business Services SkillsPoint

Ultimo

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Instructions for the trainer and assessor** | This is a skill based assessment and will be assessing the student on their ability to demonstrate skills required in the unit.  This assessment is in three (3) parts and includes assessment checklists and feedback:   1. General Task Instructions and Overview 2. Practical Tasks 3. Role Play   Model answers, sample responses or a criteria for each task or activity is provided below.  Use these to support your judgement when determining a satisfactory result.  The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct. However, if a student provides information other than indicated below, and in the professional opinion of the assessor it is appropriate and meets the intent of the question, it may be considered correct.  Complete the Observation Checklist for each task and activity and the Assessment Feedback to the student. Ensure you have taken a copy of the assessment prior to it being returned to the student.  The Assessment Feedback page must be signed by both the student and the assessor so the student displays that they have received, understood and accepted the feedback.  Ensure the students name appears on the bottom of each page of the submitted assessment. |
| **Assessment location** | Assessment can be completed out of class. |
| **Supervision** | This is an unsupervised, take-home assessment.  If you are unable to verify the authenticity of the student’s submission you will need to gather additional evidence to confirm that the assessment task was completed by the student. This may include oral questioning, comparison with in-class work samples, or observation.  Any additional questions asked must be recorded in the assessment feedback section. |
| **About this marking guide** | The student’s response to each task or activity must contain the criteria indicated in this marking guide in order for their response to be correct.  All tasks and activities must be completed correctly in order to satisfactorily complete this assessment event.  Assessors will need to make a judgement call as to whether each response meets the criteria based upon the:   * Rules of Evidence:   + Validity – does the answer address the skill required and does the evidence reflect the four dimensions of competency?   + Sufficiency – is the task or activity sufficient in terms of length and depth?   + Currency – has the work been done so recently as to be current?   + Authenticity – is this work the student’s own authentic work? * Principles of Assessment   + Fairness – individual student’s needs are considered in the assessment process   + Flexibility – assessment is flexible to the individual student   + Validity – any assessment decision is justified, based on the evidence of performance of the student   + Reliability – evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment * Dimensions of competency   + Task skills   + Task Management Skills   + Contingency Planning Skills   + Job Role Environment Skills |
| **Student must provide** | Calculator, pens and computers with access to word processing, spreadsheet and presentation software and internet access |
| **Assessor must provide** | A copy of the assessment and access to the TTN letterhead file |
| **Due date**  **Time allowed**  **Venue** | Refer to the Unit Assessment Guide  Allow 4 hours to complete this assessment  (including 5-10 minutes for role play presentation)  In class or as advised by your assessor |

## Completing tasks & access to TTN Letterhead

The instructions and the criteria for the tasks and activities can be found in Part 1 and Part 2 below. The instructions will be used by the assessor to determine whether the tasks and activities have been satisfactorily completed. Use these instructions and the Marking Criteria (Part 3) to ensure you demonstrate the required skills and knowledge.

This assessment requires you to record information on the company’s letterhead. The link to the letterhead has been built into the electronic copy of this assessment. You are not required to create the letterhead yourself. Your assessor will provide you with a copy of the letterhead template.

## Part 1: General Task Instructions & Overview

## (Includes Scenario & Style Guide Information, Filename Guidelines & Sample Letter)

**Overall General Instructions:**

1. You will need access to a computer with an internet connection and Microsoft Word, Excel or alternative word processing, spreadsheet. You will need access to a printer.
2. You will require the file TTN Letterhead.docx for Tasks 2, 4 & 5. Please ask your teacher for the location of this file.
3. Complete all tasks in this assessment document. You are required to choose an appropriate software for each task.
4. Check all instructions have been followed before printing your tasks. Use the Assessor’s Marking Checklist (pages 16-20) as a checklist.
5. Ensure you have applied the instructions in the style guide to all documents.
6. You are required to provide usable printouts of each task and present them in order as would be required in a workplace.
7. For any spreadsheet tasks print each spreadsheet twice – once showing data and once showing formula. Where possible, ensure your printouts fit on one page using the appropriate software function.
8. Whenever you are copying/inserting documents from one software application to another ensure you use paste link so that if data is amended the changes will automatically be adjusted in the linked document.
9. Ensure you proof-read all documents (spelling, grammar, formulas, overall layout etc) and Print Preview your printouts before printing them.

**Scenario**

You are employed as the Accounts Assistant for The Technology Network (TTN). Part of your role is to produce business documents for your team. You are required to complete five (5) tasks found in Part 2 of this assessment document. All tasks will need to comply with TTN’s style guide.

File Storage: Create an electronic folder titled “Accounts Team” and save all documents in this folder.

When working at TTN you are required to save documents with file names that clearly identify the document type and contents. Use:

* an abbreviation of the document type
* who it is to (if applicable eg letters or memos)
* a description/subject and
* the creator’s initials (ie your initials)

Refer below for examples:

|  |  |  |
| --- | --- | --- |
| ADMINISTRATION DEPARTMENT – FILENAME GUIDELINES | | |
|  | **Abbreviation** | **Examples** |
| Mail Merge Data | Data | Data\_July Promotional Customers\_tm |
| Letter | Ltr | Ltr\_Dream Deliveries RE Nov Account\_ sb  Ltr\_ S Thonbury, TRC RE commercial lease\_ mp |
| Mail Merge Letter | mrg ltr | mrg ltr\_July Sale\_ lm |
| Mail Merged Letters | Merged ltrs | Merged ltrs\_ July Sale\_ lm |
| Memorandum | mm | mm\_ Dream Deliveries RE Missing Invoice\_ ap |
| Spreadsheet | ss | ss\_Client Details\_ap |
| Word Document | Doc | Doc\_pricelist |
| Flyer | Flr | Flr\_July promotions |

**STYLE GUIDE**

**Style Guide for Word Documents:**

|  |  |
| --- | --- |
|  |  |
| *Standard font:* | Calibri 12pt |
| *Line spacing:* | Single line spacing |
| *Paragraph spacing:* | ‘0 pt’ before and after |
| *Page layout:* | Margins set to Normal. |
| *Letterhead:* | Use letterhead template for all correspondence. ***(See your teacher)*** |
| *Date format:* | eg: 8 April 2019 |
| *Header:* | Left – Task Number Right\_ Your Name |
| *Footer:* | Left – file path and file name Right – Page number. |

**STYLE GUIDE (Continued)**

**Style Guide for Spreadsheets (excluding spreadsheet prepared for a Mail Merge):**

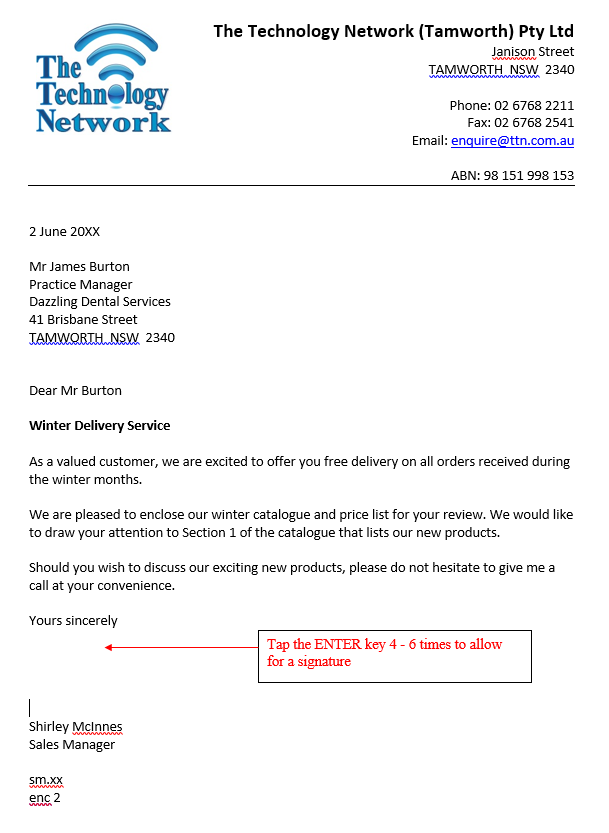
|  |  |
| --- | --- |
|  |  |
| *Main Heading Format:* | Calibri 16pt font bold. Merge and centre across the width of the worksheet |
| *Other Heading Format:* | Calibri 12pt font bold |
| *Other cells:* | Calibri 11pt font |
| *Borders:* | As you see appropriate |
| *Formulas:* | Use efficient formulas (eg SUM, AVERAGE) when more than two cells are to be calculated. Test all formulas |
| *Other:* | Keep the number of columns reasonably neat and wrap headings over numbers where possible |
| *Total Rows:* | Bold font and use ‘top and double bottom’ borders on number cells |
| *Header:* | Left – Task Number Right\_ Your Name |
| *Footer:* | Left – file path and file name Right – Page number |

**STYLE GUIDE (Continued)**

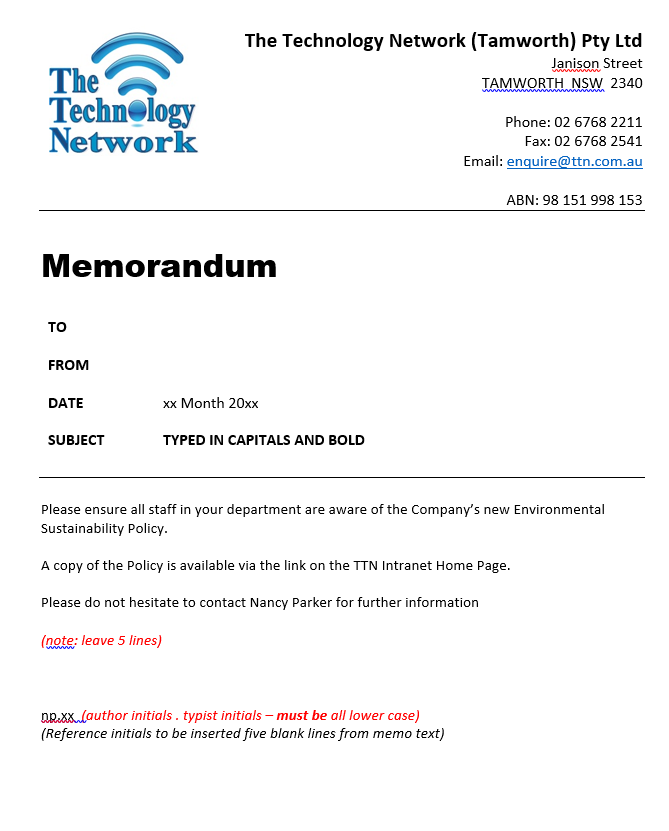
**Style Guide for Memos:**

|  |  |
| --- | --- |
|  |  |
| *Headings: TO, FROM, DATE, SUBJECT* | Font - Calibri 12pt, bold and capitalised |
| *Subject Line:* | Font - Calibri 12pt, bold and capitalised |
| *Body Text:* | Font - Calibri 12pt |
| *Other Guidance:* | Reference Initials to be typed approximately five blank lines from the end of the memo text to allow for signature of author if required |
| *Header:* | Left – Task Number Right\_ Your Name |
| *Footer:* | Left – file path and file name Right – Page number |

**Example Letter**



**Example Memo**



Note: Normally, initials substitute as an official signature in a memo. Memos are in-house documents. Names and signatures can be added but are not necessary and are usually excluded unless the writer chooses to personalise them. When the message is complete, the memo is complete. Because memos are usually short, it is seldom necessary even to write a conclusion or summary unless the memo happens to be more than a page long.

## Part 2: Practical Tasks

**Task 1**

We have a number of customers with overdue accounts. You are required to enter the following customer’s names, addresses, overdue amounts and due dates in into a spreadsheet. We are going to use this data to prepare a mail merge in Task 2, so ensure you use an appropriate layout.

HINT: We suggest the following column headings for your spreadsheet: Title, First Name, Surname, Business, Address, City, State, Post Code, Overdue Balance and Unpaid Statement (ie Month Owing).

You should have column headings on row 1 and avoid using a main heading style for this spreadsheet as the font size will be too large. Differentiate the headings from the spreadsheet data field by bolding the heading.

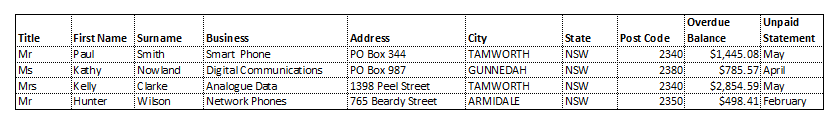
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer Card | |  | Customer Card | | | |
| **Contact Person:** | Mr Paul Smith |  | **Contact Person:** | Ms Kathy Nowland | |
| **Business Name:** | Smart Phone |  | **Business Name:** | Digital Communications | |
| **Address:** | PO Box 344 |  | **Address:** | PO Box 987 | |
|  | TAMWORTH NSW 2340 |  |  | GUNNEDAH NSW 2380 | |
| **Overdue Balance** | $1,445.08 |  | **Overdue Balance** | $785.57 | |
| **Unpaid Statement** | May |  | **Unpaid Statement** | April | |
|  |  |  |  | |  | |
| **Customer Card** | |  | **Customer Card** | | | |
| **Contact Person:** | Mrs Kelly Clarke |  | **Contact Person:** | Mr Hunter Wilson | |
| **Business Name:** | Analogue Data |  | **Business Name:** | Network Phones | |
| **Address:** | 1398 Peel Street |  | **Address:** | 765 Beardy Street | |
|  | TAMWORTH NSW 2340 |  |  | ARMIDALE NSW 2350 | |
| **Overdue Balance** | $2,854.59 |  | **Overdue Balance** | $498.41 | |
| **Unpaid Statement** | May |  | **Unpaid Statement** | February | |

Ensure you save it as per the file storage requirements and print a copy (landscape orientation) of your spreadsheet (with gridlines).

**Solution – Task 1**

Header:

Task1 *Student Name*



Filename: ss\_overdue accounts\_*student initials*

Footer:

Accounts Team\_ ss\_overdue accounts\_*student initials Page #*

**Task 2**

Using the TTN letterhead prepare the following letter to our customers with overdue accounts. Insert merge fields were appropriate. There is a Sample Letter on Page 8.

5 July 20xx (*insert current year*)

<Title> <First Name> <Surname> *(Insert merge fields)*

<Business>

<Address>

<City> <State> <Post Code>

Dear <First Name>

**Overdue Account**

This is a reminder that your <Unpaid Statement> balance of $<Overdue Balance> has not yet been received. Enclosed is a statement of account for your reference.

Please arrange payment of this account today, or if you cannot make full payment at this time, please contact us to arrange a payment plan.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Yours sincerely

James Blunt

Accounts Manager

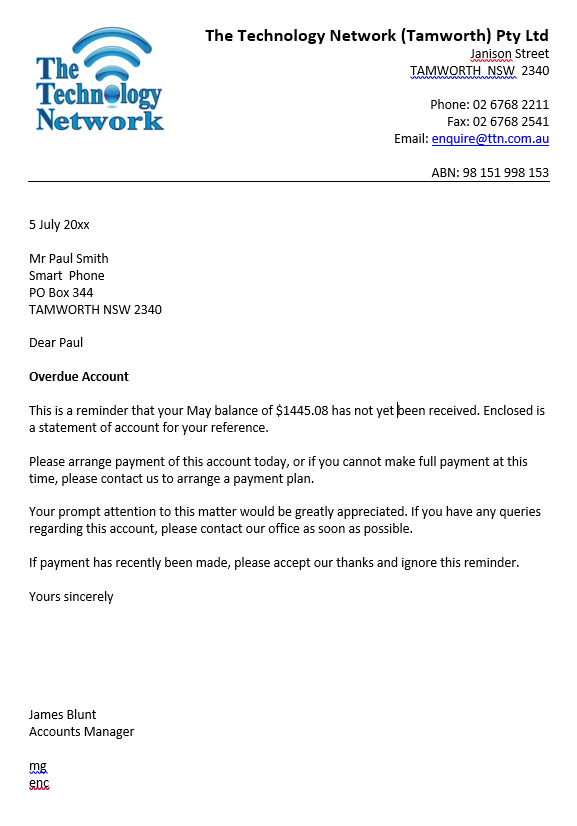
xx

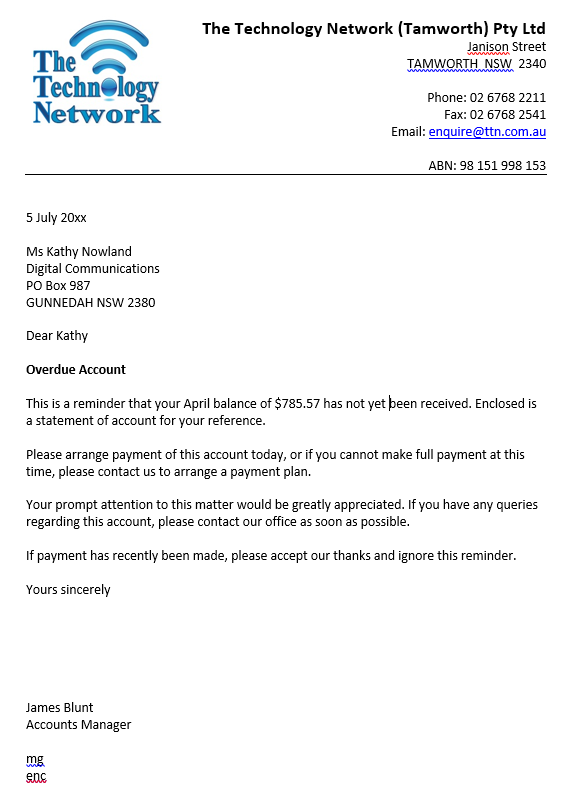
enc

1. Print a copy of your letter showing field codes.
2. Merge your letter with the data prepared in Task 1.
3. Print your four merged letters.

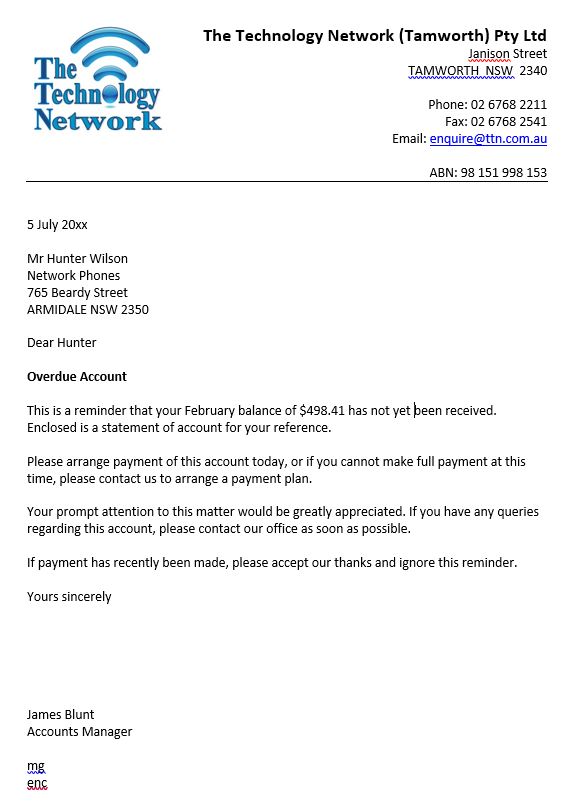
**Solution – Task 2**











**Task 3**

\*NOTE before starting Task 3 refer to Part 3 Role Play instructions on Page 16.

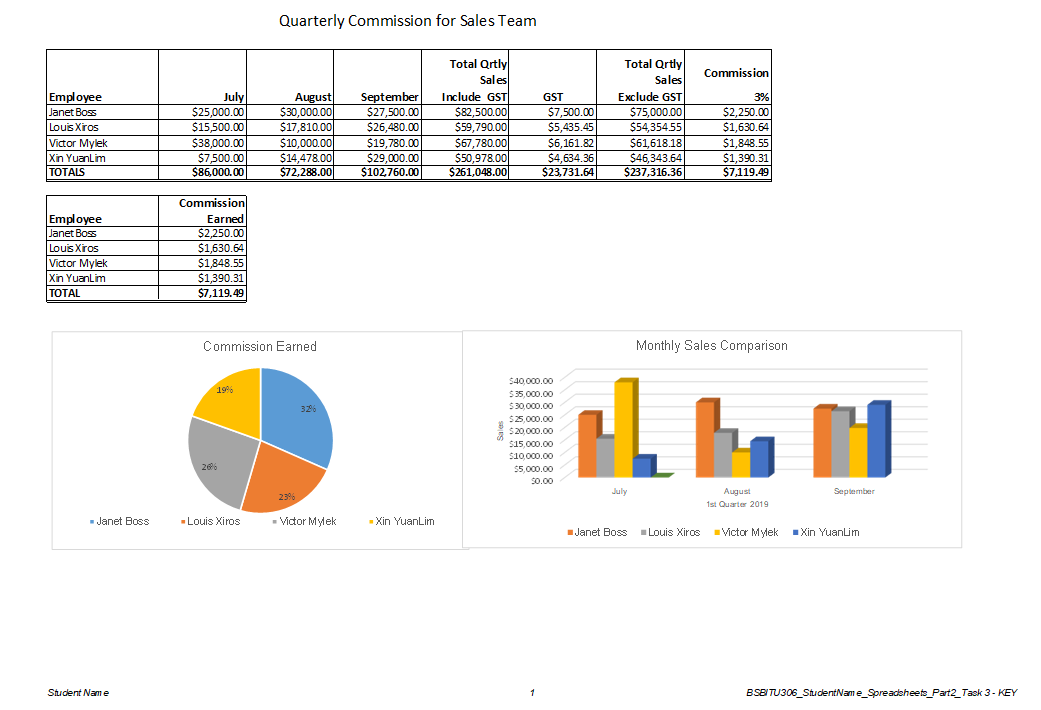
In the table below are the sales amounts **including** GST for each employee per month.   
Our sales staff are paid 3% commission on their total sales **excluding** GST at the end of each quarter. You are required to prepare a spreadsheet to calculate their commission.  
REQUIRED:

1. Create a spreadsheet as per the table below.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Employee | July | August | September | Total Qtrly Sales | GST | Total Qtrly Sales excluding GST | Commission |
| **3.00%** |
| Janet Boss | 25,000.00 | 30,000.00 | 27,500.00 |  |  |  |  |
| Louis Xiros | 15,500.00 | 17,810.00 | 26,480.00 |  |  |  |  |
| Victor Mylek | 38,000.00 | 10,000.00 | 19,780.00 |  |  |  |  |
| Xin Yuan Lim | 7,500.00 | 14,478.00 | 29,000.00 |  |  |  |  |
| **TOTALS** |  |  |  |  |  |  |  |

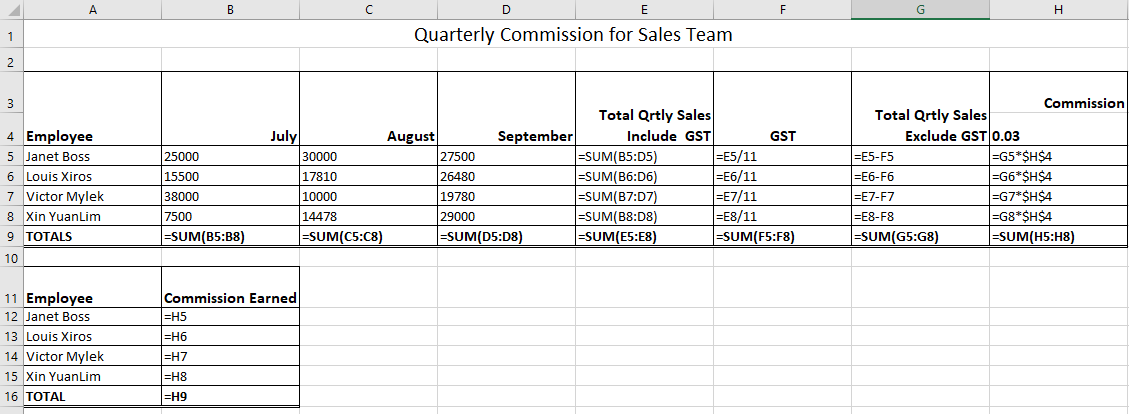
1. Enter **appropriate formulas** to calculate:
2. Totals for the Quarter including GST
3. GST component of the total sales (HINT: Total for the Quarter ÷ 11)
4. GST exclusive amount (HINT: Total for Quarter – GST component)
5. Commission on Total Sales Excluding GST for each employee, using an absolute cell reference
6. Totals for each column
7. Under your main table, create a summary with just the employees’ names, the commission they are being paid and the total commission to be paid. Setup a formula linking the summary cells back to your main spreadsheet, so that if you are to change the data in the spreadsheet cells above, your summary will automatically update.
8. Insert a Pie Chart for the commission for each employee, include an appropriate chart title, percentages as your labels and a legend for employee names.
9. Insert a Column Chart for the monthly sales for all employees. (**HINT**: Your X Axis should be the month. You may need to click on the **Switch Column/Row Button** on the Design tab). Include an appropriate chart title and legend with the employees’ names.
10. Print on one page the spreadsheet with charts in both data view and formula view.

**Solution – Task 3**



Filename: ss\_Commission\_*student initials*Footer:Accounts Team\_ ss\_Commission\_*student initials Page #*

**Solution – Task 3 Formula view of spreadsheet**



Footer:

Accounts Team\_ ss\_Commission\_*student initials Page #*

**Task 4**

You are required to prepare a memo to the payroll officer, Vicki Gardiner advising her of the commission payable to each of the employees.

1. Prepare the following memo using the TTN letterhead and **appropriate memo layout**:

Hi Vicki

Please find below a copy of the commission payable for the September quarter for the Sales team:

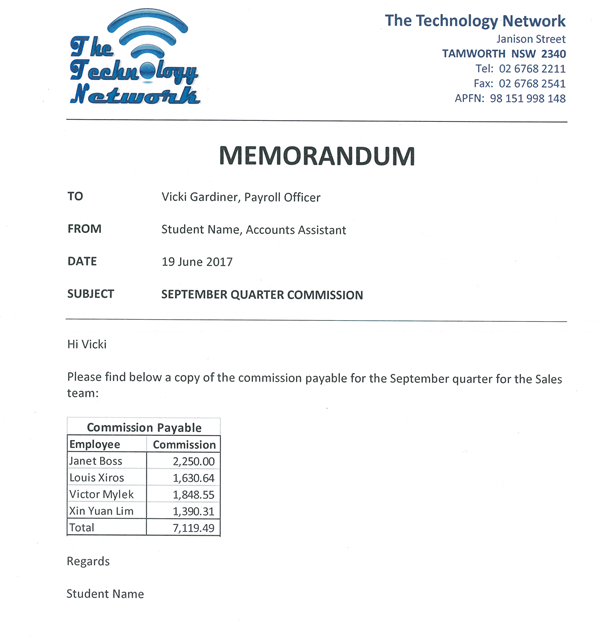
*<insert a* ***linked*** *copy of your* ***commission summary*** *spreadsheet including the total row>*

Regards

*<Your name>*

1. Copy the Commission Summary from Task 3. Paste appropriately, linking it to the original spreadsheet. Remember, when you are deciding how to paste your link, you will print off your memo and leave it in Vicki’s in-tray. She needs to be able to see the spreadsheet information and not just a hyperlink.
2. Print a copy.

**Solution – Task 4**

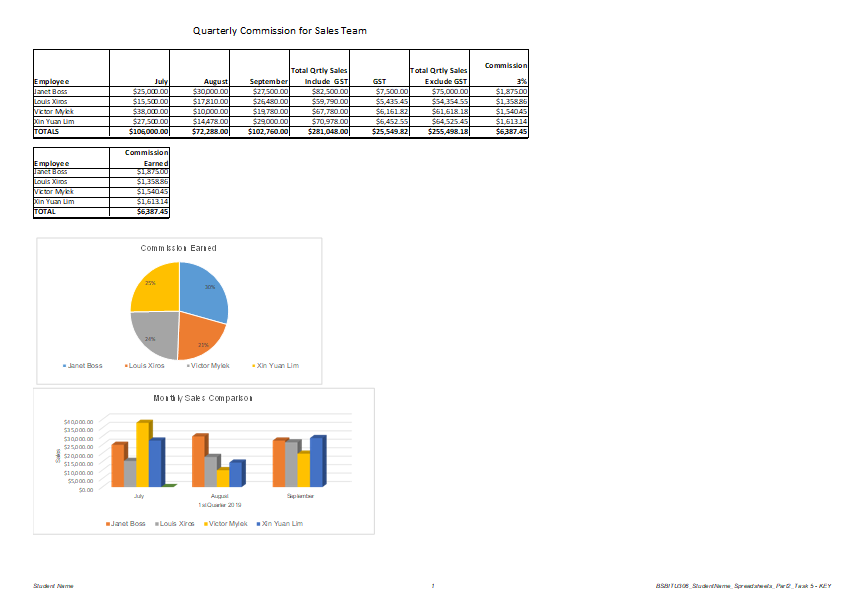
****

**Task 5**

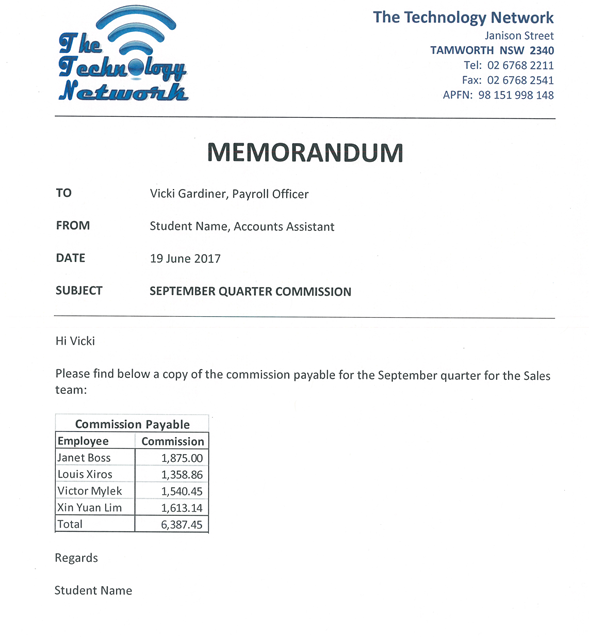
#### Editing Spreadsheet data

1. You have discovered the commission rate was actually on 2.5%. Update your spreadsheet to reflect the correct commission rate.
2. There was an error in the information provided to you for Xin Yuan Lim. He made $27,500 in sales in July. Update your spreadsheet.
3. Print a copy of your spreadsheet in normal view.
4. Update your memo to reflect the new commission.
5. Print a new copy of your memo.
6. Print a Screenshot/Snip of your ‘Accounts Team’ folder showing all files created for Tasks 1 to 5 including file type and file name.

**Solution – Task 5 – Updated Spreadsheets and Charts**



**Solution – Task 5 Continued - – Updated Memo**

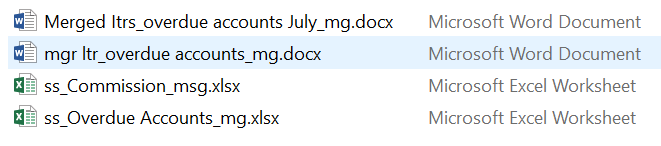
****

**Solution – Task 5**

**Requirement #:6 – Snipit/screenprint of the ‘Accounts Team’ folder and file names as per the organisational style guide and filename conventions**

****

****

****

## Part 3: Role play

Assume your teacher is your direct supervisor in your workplace

**PRIOR TO OR WHILE PERFORMING TASK 3 above i.e. NOTE: the specific instructions for Task 3 are on page 13**

Discuss and clarify the format and style of the documents/publications in Task 3 above

To achieve competence, you need to approach your manager in a professional manner acknowledging that you know that they are busy but ask if you could you please clarify a couple of points to enable you to complete Task 3.

You need to ask at least two relevant questions/queries about the format and style of the document you are producing for your manager in Task 3.

**UPON COMPLETION OF TASK 3:**

Upon completing Task 3 you need to call your manager over to your computer and show them what procedures you have done to check the clerical and mathematical accuracy of the information in Task 3. You need to have performed at least one checking procedure for spelling and one for mathematical accuracy

## Part 4: Observation Checklist – Role Play

Table 2 Observation Checklist

| Task 3 | Task/Activity Performed | S | U/S | Assessor Comments (Describe the student’s ability in demonstrating the required skills and knowledge) |
| --- | --- | --- | --- | --- |
| 1  2  3 | **PRIOR TO OR DURING TASK 3:**  Student approached their manager (i.e. teacher in a professional manner) to ask for assistance/clarification  Student asked their manager (i.e. their teacher) two (2) relevant queries relating to the format/style of the document required in Task 3  **UPON COMPLETION OF TASK 3:**  Upon completing Task 3 & prior to finalising/printing the printouts for this task the student showed their manager (i.e. teacher) what checking procedures they had done to ensure clerical and mathematical accuracy |  |  | **Date of Observation:**  **Teacher to Comment** on how the student approached the manager i.e. teacher:  Q1 What did the student ask or clarify regarding the format or style of documents required in Task 3?  **Answer:**  **1.**  **2.**  **Date of Observation:**  Q2 Show me what procedures you have done to check the spelling and mathematical accuracy of your documents in Task 3  **Answer:** |

## Marking Checklist - Tasks 1-5 performed in Part 2

The Marking Checklist will be used by your assessor to mark and document the marking of your performance of the assessment tasks. Use this Checklist to understand what skills you need to demonstrate completing the tasks and printing and attaching the required hardcopy printouts.

The Checklist lists the assessment criteria used to determine whether you have successfully completed this assessment event. All the criteria must be met.

|  |  |  |  |
| --- | --- | --- | --- |
| Task/Activity Performed | Yes | No | Assessor Comments |
| **Task 1** | | | |
| File created in Excel or Access |  |  |  |
| Spreadsheet/Database (table view) Printed and attached to the assessment |  |  |  |
| Correct fields |  |  |  |
| Accurate data entry |  |  |  |
| Filename meets TTN Requirements: eg. data\_Overdue Accounts\_ your initials , or  ss\_Overdue Accounts\_ your initials |  |  |  |
| Header - Task Name (i.e. **Task 1)** on Left;Student Name on Right |  |  |  |
| Footer – file name on left; Page # on right |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Task/Activity Performed | Yes | No | Assessor Comments |
| **Task 2** | | | |
| Printed letters showing mergefields |  |  |  |
| Merged letters printed |  |  |  |
| TTN Letterhead is used |  |  |  |
| ‘No spacing’ style is used |  |  |  |
| Font is Calibri 12pt |  |  |  |
| Today’s date is inserted in the correct format |  |  |  |
| Address is correctly formatted using merge fields |  |  |  |
| Greeting line is appropriate using merge fields |  |  |  |
| Subject line is suitable |  |  |  |
| Signature block is correctly formatted |  |  |  |
| Ensure correct letter layout (number of blank lines between sections) |  |  |  |
| Header: Task Name on Left;Student Name on Right |  |  |  |
| Footer: File name on left; Page # on right |  |  |  |
| Spellchecked, proofread & document has no errors |  |  |  |
| Filenames meet TTN Requirements: mrg ltr\_Overdue Accounts\_ your initials |  |  |  |
| Save your merged letters to meet TTN Requirements: merged ltrs \_Overdue Accounts July\_your initials |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Task/Activity Performed | Yes | No | Assessor Comments |
| **Task 3** | | | |
| Printed twice – showing data and formulas (each fitted to one page) |  |  |  |
| Printout of pie chart. Details correct.  Pie chart on separate sheet with Chart Title, percentage labels & legend |  |  |  |
| Printout of column chart. Details correct. Located on a separate sheet  Shows monthly sales for all employees with month on X axis |  |  |  |
| Main heading format: Calibri 16pt font bold. Merge and centre |  |  |  |
| Column headings: Left align headings over columns with text; Right align headings over columns with numbers or centre alignment where appropriate |  |  |  |
| Other cells: Calibri 11 pt font |  |  |  |
| Appropriate borders |  |  |  |
| Total row uses cell style & formatting for Total Rows as per styleguide  Bold and ‘top and double bottom’ borders |  |  |  |
| Accurate and efficient formulas |  |  |  |
| Summary created below main spreadsheet using linked cell references (no re‑typing) |  |  |  |
| Header: Task Name on Left;Student Name on Right |  |  |  |
| Footer: file name on left; Page # on right |  |  |  |
| Spellchecked, proofread & document has no errors |  |  |  |
| Filename meet TTN Requirements: ss\_Commission\_your initials |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Task/Activity Performed | Yes | No | Assessor Comments |
| **Task 4** | | | |
| Printout of memo |  |  |  |
| Font is Calibri 12pt |  |  |  |
| Today’s date is inserted in the correct format |  |  |  |
| Correct layout of memo and alignment |  |  |  |
| Commission summary from Task 3 inserted using paste link |  |  |  |
| Spellchecked, proofread & document has no errors |  |  |  |
| Header: Task Name on Left;Student Name on Right |  |  |  |
| Footer – file path and file name on left; Page # on right |  |  |  |
| Filename meets TTN Requirements: mm\_Commission Summary\_your initials |  |  |  |
| **Task 5** | | | |
| Printout of amended memo |  |  |  |
| Commission rate in Excel amended to 2.5% and cell formatted to one decimal place |  |  |  |
| Commission summary link updated in memo to show new commission figures |  |  |  |
| Header: Task Name on Left;Student Name on Right |  |  |  |
| Footer - file name and file path on left; Page # on right |  |  |  |
| Filename meets TTN Requirements: mm\_Commission Summary Updated\_ your initials |  |  |  |
| Screenshot/Snip of your ‘Accounts Team’ folder showing all files created for Tasks 1 to 5 including file type and file name |  |  |  |

## Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor Feedback

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

### Assessor name, signature and date:

### Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***