

BUSINESS COMMUNICATION

FINAL OUTCOME ASSESSMENT INSTRUCTIONS

Outcome 2 — (partial) Produce complex written business documents.

Outcome 3 — Present and respond to complex oral information in a business context.

Candidate assessment instructions

You are going to participate in a meeting where ideas about sustainable business practices will be discussed.

Before the Meeting:

You will work in a small group to discuss and exchange some ideas about sustainable business practices. As a group, you will use the information you each researched for your paper along with your conclusions and recommendations to create a recycling plan that could be used in small companies and offices.

In addition to your discussion in the small group, you must each write/prepare an agenda which contains all items for discussion. The agenda should also contain an item for decision making and planning subsequent actions. You must also each prepare an e-mail giving notice of the meeting.

During the Meeting:

In the meeting you will each be asked to present information about one aspect of your group's recycling plan. (You therefore need to prepare notes to take into the meeting.) You will then participate in a meeting. You must make an individual input of at least five(5) minutes. This could be achieved through a three(3) minute presentation plus at least two(2) minutes of sustained dialogue with other members of the group, or you can use the full five(5) minutes to present. You may refer to your notes but these must not be merely read aloud.

During the meeting you must show:

- ✓ that you can consider the needs of others
- ✓ respond to questions and comment on the ideas discussed
- ✓ You must use and demonstrate an appropriate tone, pace and non-verbal communication
- ✓ contribute to the meeting in a relaxed and confident manner
- ✓ Your pronunciation must be clear so that you can communicate your meaning comfortably to listeners.
- ✓ Take brief notes of what is discussed.

Your assessor will watch and fill in an observation checklist to show that you meet the required standards. Your presentation will be recorded.

After the Meeting:

Finally, you will produce a written record (minutes) of the meeting.

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The following must be submitted as evidence of the meeting:

- ◆ An e-mail giving notice of the meeting to everyone who should be invited (produced individually).
- ◆ An agenda (agreed by the group but submitted individually)
- ◆ Minutes of the meeting (produced individually).
- ◆ The notes you used for your agenda item and any other visual aids.

This evidence will form part of your portfolio of evidence for Outcome 2 (Produce complex written business documents), so ensure that the documents are of a professional standard.

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Assessment Task 3 —

Sample notice of meeting

E-mail notice of meeting

From: Your Name and email address
Subject: Recycling Plan
Date: Date of your Presentation
To: Names of your group Members

Hello everyone,

At the last meeting of the Estates Committee Recycling Sub-group, we agreed that we should set-up a company recycling scheme to reduce our carbon footprint. The next meeting will be to examine how we can start to collect waste items, how we can pass them on to waste recycling companies and find out if we can raise any income from this. In preparation for the meeting, I'd like you all to research a particular waste product (see agenda below) and present your findings at the meeting.

The meeting will be on Tuesday 1 September in the Board Room at 14.30. The meeting is unlikely to last longer than 30 minutes.

Please let me know if you can attend and confirm which agenda item you will present. If there is anything else you would like me to add to the agenda, let me know.

Regards
Jian

Agenda

Estates Committee Recycling Sub-group Meeting
1 September 2015
Board Room
14:30

Agenda

- 1 Welcome
- 2 Minutes of last meeting
- 3 Matters arising
- 4 Paper recycling
- 5 Glass recycling
- 6 Plastic recycling
- 7 Aluminium and steel can recycling
- 8 Decision on how we should set up the United Logistics scheme
- 9 Any other Business
- 10 Date of next meeting

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Assessment Task 3 — Sample Minutes

Recycling Sub-group Meeting: Location and time of meeting

Minutes of Meeting

Present: Names of everyone in your group

Apologies: None

| | Agenda Item | Action |
|---|--|---------------|
| 1 | Welcome and apologies Jian welcomed everyone to the meeting. There were no apologies. | |
| 2 | Minutes of last meeting The minutes of the last meeting were agreed as accurate. | |
| 3 | Matters arising There were no matters arising. | |
| 4 | Atif: Paper Recycling Atif presented estimates for how much waste paper was generated by the company each week, broken down by department. He explained a number of options for collection but felt that local collectors who would pay 1.20 yuan per kilogram for waste newspapers and office paper would be best for the company. The resulting funds seemed small, but would add up to a worthwhile amount over a year. | |
| 5 | Jian: Glass Recycling Jian had conducted an informal audit of office bins each evening and talked to the office cleaners. He concluded that the amount of glass for recycling was too small to justify including it in the scheme. He presented a series of posters and notices that could be used to encourage staff to take waste glass home for domestic recycling. | |

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| | Agenda Item | Action |
|-----------|---|---|
| 6 | Huan: Plastic Recycling Plastics are collected by a range of services from itinerant waste buyers through to large recycling companies. Huan recommended that we should deal with a local depot and gave us a list of depots and their rates for buying PET plastic. | |
| 7 | James: Aluminium and steel can recycling James presented information about the benefits of recycling aluminum and steel cans and the natural resources that can be saved by recycling. He listed the different companies in the city who would pay for recycled cans. | |
| 8 | Decision on how we should set-up the United Logistics scheme After a detailed discussion it was agreed that the company should focus on paper from offices and plastics from the cafeteria. Huan and Atif agreed to prepare detailed proposals for the next meeting. They also agreed to find out if staff were in favour of donating any monies raised to charity. It was considered that there was not enough waste glass and cans from staff drinks' packaging to make office recycling worthwhile at this time. Jian and James should continue to monitor the amount of waste and do further calculations to be presented at the next meeting. | Atif Assif and Ma Huan to draft proposals for paper and plastics recycling scheme. Wang Jian and James Blair to calculate possible income from office recycling of bottles and cans. |
| 9 | Any Other Business There was no other business. | |
| 10 | Date of Next Meeting The next meeting was set for 6 October 2015. | |

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Assessment Task 2 — Meeting

Sample completed assessor observation checklist — Meeting

| HP75 47 — Communication: Business Communication | | | |
|---|-----------------|---|------------|
| Outcome 3 — Present and respond to complex oral information in a business context | | | |
| Learner's name | Wang Jian | Date of meeting | 01/09/2015 |
| Evidence Requirements The learner will provide evidence to demonstrate his/her knowledge and skills by showing that he/she can produce and respond to complex oral communication by planning and delivering an input of at least five minutes to a formal business-related event. | | | |
| Required standard | Achieved Y/N | Detailed observation / comment | |
| ♦ Information contributed is complex, accurate and relevant to purpose and audience. | Yes | Jian used a few PowerPoint slides and presented notes on paper recycling. | |
| ♦ Ideas are presented clearly and coherently. | Yes | Spoke clearly and audibly. Followed his numbered points but didn't read from his notes. | |
| ♦ Structure is appropriate to purpose. | Yes | Structured exactly as the remit. | |
| ♦ Evidence is provided to support points. | Yes | Gave everyone a sheet of notes with bullet points. Very detailed including sources of information. | |
| ♦ Support materials enhance communication. | Yes | Both slides and sheet of notes helpful to rest of group. Slides had good impact. | |
| ♦ Language, register and tone are used effectively and adapted to meet the needs of others. | Yes | Chose his words carefully. Formal register. | |
| ♦ Responses to the contributions of others progress interaction. | Yes | Sat-up straight and made good eye contact with group members. | |
| ♦ Non-verbal skills promote and progress communication. | Yes | Good answers to the questions from others, and also asked a couple of interesting questions. Participated fully in the decision-making. | |
| ♦ Written records are to a professional standard. | Yes | See attached. | |
| Assessment Achieved | Yes | | |
| Assessor's signature: | Sun Chan | | Date: |

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Observation Checklist

| HP75 47 — Communication: Business Communication | | |
|---|--------------|------------------------------|
| Outcome 3 — Present and respond to complex oral information in a business context. | | |
| Learner's name | | Date of meeting |
| Evidence Requirements | | |
| Required Standard | Achieved Y/N | Detailed observation/comment |
| ◆ Information contributed is complex, accurate and relevant to purpose and audience. | | |
| ◆ Ideas are presented clearly and coherently. | | |
| ◆ Structure is appropriate to purpose. | | |
| ◆ Evidence is provided to support points. | | |
| ◆ Support materials enhance communication. | | |
| ◆ Language, register and tone are used effectively and adapted to meet the needs of others. | | |
| ◆ Responses to the contributions of others progress interaction. | | |
| ◆ Non-verbal skills promote and progress communication. | | |
| ◆ Written records are to a professional standard. | | |
| Assessment achieved | Y/N | |
| Assessor's signature: | | Date: |