



**BSBTWK401**

# Build and maintain business relationships

## ASSESSOR GUIDE

### Assessment 3 of 3

Assessment Type: Role Play

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SWINBURNE  
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EDUCATION

## Assessment Instructions

### Task overview

This assessment is a role play in which you will play the role of a Regional Business Development Officer at Ace Finance. Your assessor will play the role of Robert, the owner/manager at Ace Finance. The role play requires you to:

- use problem-solving techniques to negotiate solution to an identified problem
- identify methods to improve the quality of business relationships.

This activity is to be conducted with your assessor in which you will seek and respond to feedback from Robert.

### Additional resources and supporting documents

To complete this assessment, you will need:

- Internet access and Teams Meeting
- A quiet indoor location.

## Assessment Information

### Submission

You are entitled to three (3) attempts at completing this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be answered correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Assessor for further information.





## Instructions for choosing your role play participants

The role play/meeting must include one other participant, must not exceed 10 minutes duration and must address all criteria of the Observation Checklist below. In this task you will participate in a role play meeting with a supervisor. Your assessor will play the role of your manager/supervisor/relevant personnel.

## Instructions

1. Please contact your assessor via the Discussion Forum to organise a suitable time. Your assessor will then schedule a session via Teams at the agreed time for this role play to occur.
2. You continue your role as a Regional Business Development Officer at Ace Finance. In the role play you must:
  - a. negotiate solutions to identified situations
  - b. discuss the quality of your relationships with business contacts by giving one (1) example of what you did well and one (1) example of where to improve your skills
  - c. ask questions to confirm your understanding about Robert's feedback on the problem and the quality of your relationships
  - d. use persuasive language and non-verbal cues to achieve an agreeable outcome for both parties. This is a discussion with Robert.

### Scenario

Consider the following situations:

1. A disabled client who is a new business contact attended the financial literacy training and has now lodged a formal complaint about the venue not having a ramp. He says that providing wheel-chair access is mandatory in all public spaces and is outraged you selected this venue knowing his disability. He is highly dissatisfied with Ace Finance and his treatment as a fee-paying client.
2. He is threatening to report Ace Finance to the Department of Fair Trading.

Robert has called you to a meeting where he wants to negotiate your proposed solutions to address the two situations. You need to be ready to discuss your solutions, respond to questions and consider alternative solutions from Robert.

Robert also wants to discuss your overall performance on your skills to maintain relationships with your business contacts. You must use this time to ask for his guidance on how you could have better handled your business relationships.

## Assessor Marking Guide

You play the role of Robert, the owner/manager at Ace Finance. You will need to ask the student to explain his proposed solutions to the problem and provide feedback. This is a discussion where the student is expected to use problem-solving to negotiate a solution to the identified situation and achieve a mutually acceptable outcome.

Observation Checklist Criteria	Yes	No	Assessor comments
The student:			

used problem solving techniques to negotiate solutions to the two identified situations (complaint about wheel-chair access and threat to report to Department of Fair Trading)			
participated in discussion, questioning, listening and exchanging ideas and views			
used active listening and questioning techniques to confirm understanding			
used appropriate communication to suit the purpose of the meeting and audience (manager)			
used persuasive language and non-verbal features to achieve mutually acceptable outcomes			
sought opportunities to improve own skills and identify areas for professional development in building business relationships			
conversed for maximum ten (10) minutes.			

**Congratulations you have reached the end of this Assessment!**



