



**BSBWRT411**

# WRITE COMPLEX DOCUMENTS

## ASSESSOR GUIDE

Assessment 2 of 3

Case Study and Scenario

Version 1.0 April 2021



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EDUCATION

## Assessment Instructions

### Task overview

This assessment is divided into two [2] parts:

- Task 1: Writing content overviews for three documents and uploading to your assessor
- Task 2: Drafting three documents and uploading to your assessor.

In this assessment, you are presented with a case study based on a simulated business, 'Bounce Fitness'. You will assume an employee's role [senior fitness instructor] to plan and draft three [3] complex work documents.

### Additional resources and supporting documents

To complete this assessment, you will need:

- Task 1: Content Overview Template
- Task 2: PowerPoint Presentation Template
- Task 2: Procedure Template
- Manufacturer guidelines for how to care for and maintain your floor scrubber
- *Bounce Fitness Style Guide*.

## Assessment Information

### Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to 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 Trainer for further information.



Please consider the environment before printing this assessment.

## CASE STUDY

Bounce Fitness was incorporated in 2001. Its head office is in Cairns with centres in Brisbane, Sydney and Melbourne. It has plans to open another centre in Perth in the next year. It was established for the sole purpose of providing training services. Today, Bounce Fitness now offers remedial massage and other health services. Their clients come from a wide range of cultural and language backgrounds.

### Scenario

You are a Senior Fitness Instructor at Bounce Fitness. You have been asked by the Bounce Fitness Manager to write a **business case** to purchase new gym cleaning machines for **each** of the five centres. You have been approved a capital budget of \$25000 which is released through the normal Bounce Fitness purchasing process.

Machines must include:

- Floor scrubber machines
- Heavy duty janitor trollies
- Commercial 3 in 1 shampoo carpet cleaning machine.

You have also been asked to develop a **PowerPoint Presentation** (for staff) based on the Business Case and a **Procedure** for Caring for and Maintaining Floor Scrubber.

## TASK 1 – WRITTEN CONTENT OVERVIEWS

In this task, you will be planning your documents by writing content overviews for each. These will form the basis of the detailed Drafts and the Final documents you write in Assessment 3.

The task will be completed using the **Task 1: Content Overview Template**. This document includes three content overview templates for each of the three (3) documents you are writing for the Bounce Fitness Manager:

1. Business case (to purchase new cleaning machines)
2. PowerPoint presentation (to summarise the business case)
3. Procedure for Caring for and Maintaining Floor Scrubber.

To complete this task, you will need to research cleaning machinery listed in the scenario. This may include the manufacturer guidelines as provided [see attached: *Manufacturing Guidelines – Caring for and Maintaining Floor Scrubber*].

To ensure all requirements for the above content reviews are met, you will need to refer to the *Bounce Fitness Style Guide* [see attached] as you prepare the three (3) content overviews. You are required to use the standard format, style and structure guidelines outlined for each type of document.

### Instructions

1. Develop content overviews or the Business Case, PowerPoint Presentation and Procedure using the **Task 1: Content Overview Template** provided.
2. Proofread for spelling, grammar punctuation and appropriateness for the identified audience.
3. Save your documents to your device.
4. Submit your completed **Task 1: Content Overview Template** to your assessor.

[Maximum 1.5 pages per content overview].

### Assessor Marking Guide

Students must demonstrate they have:

Criteria	Business Case	PowerPoint Presentation	Procedure
	Yes or No		
Completed content overview document			
Presented information and ideas logically			
Did not exceed 1.5 pages in length for each document			
Correct spelling, grammar and punctuation applied			

## Sample Content Overviews

### Document 1: Business Case

Part A: Organisational requirements	
Type of document	Business case
Application	Microsoft Word
Method of communication	Written Word document
Title of document	Purchase of new cleaning machinery
Purpose	To present a business case for new cleaning equipment across the five Bounce Fitness Gyms.
Audience	Management Team
Related policies and procedures or other information sources	Students may elect to include other information sources (optional) such as manufacturer's guidelines
Visuals and graphics	The type of visual or graphic they intend to use, such as a table, photo, pie chart, flow chart, Illustration, drawing etc.
Format, style and structure	Standard
<b>Part B: Content outline</b>	
<i>In your response include content categories. List these in a logical sequence according to your structure, content and document requirements.</i>	
The content outline must identify the main sections of a business case and subsections:	
<b>Section 1: Executive Summary</b>	
<b>Section 2: Finance</b>	
<ul style="list-style-type: none"> <li>Financial Appraisal</li> <li>Sensitivity Analysis</li> </ul>	
<b>Section 3: Project Definition</b>	
<ul style="list-style-type: none"> <li>Background Information</li> <li>Business Objective</li> <li>Benefits and Limitations</li> <li>Option Identification and Selection</li> </ul>	

- Plan Outline
- Risk Assessment
- Purchasing Strategy.

## Document 2: PowerPoint Presentation

Part A: Organisational requirements	
Type of document	PowerPoint Presentation
Application	MS PPT
Method of communication	Written PPT
Title of document	Purchase of new cleaning machines
Purpose	To summarise contents of business case for new cleaning machines
Audience	Employees
Related policies and procedures or other information sources	Bounce Fitness Style Guide <i>Students may elect to include other information sources (optional)</i>
Visuals and Graphics	The type of visual or graphic they intend to use, such as a table, photo, pie chart, flow chart, Illustration, drawing etc..
Format, style and structure	Standard
Part B: Content outline	
<i>In your response include content categories. List these in a logical sequence according to your structure, content and document requirements.</i>	
The content outline must use bullet points to indicate topics and corresponding sub-topics that summarise the Business Case	

## Document 3: Procedure

Part A: Organisational requirements	
Type of Document	Procedure
Application	MS Word
Method of communication	Written procedure
Title of Document	Bounce Fitness Procedure for Maintaining Cleaning Machines
Purpose	To document general procedure and guidelines for maintaining cleaning machines
Audience	Employees
Related policies and procedures or other information sources	<ul style="list-style-type: none"> <li>• Bounce Fitness Style Guide</li> <li>• Manufacturing Guidelines – Caring for and Maintaining Floor Scrubber.</li> <li>• <i>Students may include/refer to other information sources (optional)</i></li> </ul>
Visuals and Graphics	The type of visual or graphic they intend to use, such as a table, photo, pie chart, flow chart, Illustration, drawing etc.

<b>Format, style and structure</b>	<b>Standard</b>
<b>Part B: Content outline</b>	
<i>In your response include content categories. List these in a logical sequence according to your structure, content and document requirements.</i>	
<p><b>The content outline must:</b></p> <ul style="list-style-type: none"> <li>• Use bullet points to indicate topics and their corresponding sub-topics that summarise the procedure</li> <li>• Follow Scenario requirements</li> <li>• Provide a description of images to be used (<b>optional</b>).</li> </ul>	

## TASK 2 – DRAFT DOCUMENTS

Based on the information you have gathered and identified in Task 1, you must **create three (3) draft documents** including a:

- Business Case,
- PowerPoint Presentation, and
- Procedure.

You must ensure:

- Draft documents align with the outlines recorded in the Content Overviews
- Written content is appropriate for the audience
- Information and ideas presented logically.

### Instructions

1. Write your drafts for the three (3) documents
  - a. Business case - No template has been provided. You must create your own Word document and submit this separately.
  - b. PowerPoint Presentation – Use PowerPoint template provided.
  - c. Procedure – Use Procedure template provided.
2. Use organisational policy and procedure [*Bounce Fitness Style Guide*] for proofreading for spelling, grammar punctuation and appropriateness for the identified audience.
3. Save your documents to your device as 'Draft'. For example:
  - a. *Task 2 Business Case\_Draft*
  - b. *Task 2 PowerPoint Presentation Template\_Draft*
  - c. *Task 2 Procedure Template\_Draft*
4. Submit your completed Draft documents to your assessor.
5. Please do not simply copy and paste content from your Business Case to your PowerPoint Presentation. Each has a different purpose and audience.

### Document requirements

Complete and submit the following documents:

- Business case (maximum 3 pages)
- PowerPoint (maximum 10 slides including title page)
- Procedure (maximum 2 pages)

**Note:** You will discuss these Draft Documents with your assessor (representing Bounce Fitness management) in Assessment 3.

## Assessor Marking Guide

Students must demonstrate they have:

Criteria	Business Case	PowerPoint Presentation	Procedure
	Yes or No		
Draft developed in line with Task 1 Content Overview document.			
Achieved the purpose of the document.			
Written content that is appropriate for the audience.			
Presented information and ideas logically.			
Did not exceed maximum word or slide length	3 pages	10 slides	2 pages
Correct spelling, grammar and punctuation applied.			


### Document 1: Business case


Students must create a Business Case and apply the standard formatting, style and structure as described in the Bounce Fitness Style Guide.

Major sections	<p><b>Section 1: Executive Summary</b></p> <p><b>Section 2: Finance</b></p> <ul style="list-style-type: none"> <li>• Financial Appraisal</li> <li>• Sensitivity Analysis</li> </ul> <p><b>Section 3: Project Definition</b></p> <ul style="list-style-type: none"> <li>• Background Information</li> <li>• Business Objective</li> <li>• Benefits and Limitations</li> <li>• Option Identification and Selection</li> <li>• Plan Outline</li> <li>• Risk Assessment</li> <li>• Purchasing Strategy.</li> </ul>
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### Document 2: PowerPoint Presentation

Students must create a PPT Presentation using the template and apply the standard formatting, style and structure as described in the Bounce Fitness Style Guide – PowerPoint Presentations.

Slide 1	
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Slides 2-10	
Bounce Fitness Style Guide requirements	<p>Presentation uses the following rules:</p> <ul style="list-style-type: none"> <li>• Limit content to at least two sentences or three to five bullet points per page</li> <li>• Use font sizes 30pt or larger</li> <li>• Limit font styles (italics, bold, underline) to at least one per slide</li> <li>• Include headings and subheadings (if required)</li> <li>• Use plain English and language suitable for the audience</li> </ul>

### Document 3: Procedure

Procedure Title	Procedure for Caring for and Maintaining Floor Scrubber
Purpose of the Procedure	
To document Procedure for Caring for and Maintaining Floor Scrubber	
Audience	
Employees	
Related policies and procedures or other information sources	
<ul style="list-style-type: none"> <li>• Bounce Fitness Style Guide</li> <li>• Manufacturing Guidelines - Caring for and Maintaining Floor Scrubber.</li> <li>• Students may include/refer to other information sources (optional)</li> </ul>	
Procedure	
<p>Structure must:</p> <ul style="list-style-type: none"> <li>• Use a numbered list (i.e., 1, 2, 3...) to write the steps.</li> <li>• Steps must be written in a logical, step-by-step order.</li> <li>• Use simple sentences and words to write instructions.</li> <li>• Start instructions with action words, e.g., Clean all machines on a weekly basis.</li> <li>• Use boldface to emphasise essential points in your steps.</li> <li>• Visuals or images may be used but need to comply with the Bounce Fitness Style Guide.</li> </ul>	

### NOTE TO ASSESSOR

Assessment 3 is a role play in which you will play the role of the Bounce Fitness Manager. Please contact the student to organise a time to conduct the role using MS Teams or telephone WITHIN seven (7) days of providing feedback and marking Assessment 2 as Satisfactory.

✓ Congratulations you have reached the end of Assessment 2!