Make presentations

Assessment 1 of 4

Short Answer Questions

Assessment Instructions

Task overview

This assessment task requires you to answer six (6) short answer questions. Read each question carefully before typing your response in the space provided.

Glossary of Instructional Task Words

The assessment tasks use a range of instructional words throughout them – such as 'compare' and 'list'. These words will guide the student and the assessor as to the level of details that must be provided in their answers. Some questions will also indicate how many answers the students need to give – for example, 'Describe three (3) strategies...'. Use the below glossary as a guide in interpreting the words in the tasks.

- **Analyse:** this means you should examine something, typically, in order to explain and interpret.
- **Describe:** this means you should outline the most noticeable qualities or features of an idea, topic or the focus of the question.
- **Evaluate:** this means you must judge or calculate the quality, importance, amount, or value of something. You must provide an in-depth answer with as much detail as possible.
- **Explain:** this means you need to make something clear or show your understanding by describing it or providing information about it. You will need to make clear how or why something happened, or something is the way it is.
- **Identify:** you must recognise something and indicate what the required information is. The length of the answer should be guided by what you are being asked to identify.
- **Summarise** – You must express the most important facts or points about something in a short and concise form.
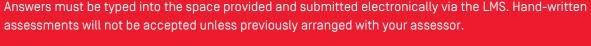
Assessment Information

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.

Question 1

Identify three [3] methods of collecting information that supports the review and feedback process for a presentation that you have delivered.

Assessor Instructions: response must include three [3] collection methods that provide feedback on the presentation delivered.

Responses must correspond to the benchmark answers provided in the samples listed below. The points listed within the sample responses are based on the learning content.

Sample responses below:

- *surveys/questionnaires*
- *verbal one-on-one or group interviews*
- *focus groups*
- *brainstorming sessions*
- *direct observation.*

	Collection methods
1	
2	
3	

Question 2

a] Briefly describe the following four [4] legislations that must be considered when developing presentations in the workplace. [50-85 words for each]

Assessor Instructions: responses must include the correct descriptions for the following four [4] legislations considered when developing workplace presentations.

Responses must correspond to the benchmark answers provided in the table below. The description written within the benchmark responses is based on the learning content.

Sample responses below:

	Legislation	Description of each [50-85 words for each]
1	Anti-discrimination laws	*As an employer and employee, you have a responsibility to ensure you are meeting the Australian laws which prohibit discrimination in the workplace. These apply to age, disability, race and sex. When making your presentation it is important that you understand such laws to ensure you are not being discriminatory in any way. Some examples include inappropriate comments or images and making sure to include all participants' activities.*
2	Privacy laws	*In 1988 the Privacy Act was passed to protect and regulate the collection and use of personal information by organisations. The Act applies to collecting, storing, using and disclosing personal*

		information for employees and customers. If you have asked for audience information before, during or after your presentation you will need to abide by these laws. For example, an audience member discloses information to you and you share it on your social media without their consent would be considered breaking these laws.
3	Copyright laws	*The Copyright Act of 1968 protects the rights of material owners and applies to any copying and using of this material by others. Material can include text, artistic works, music, computer programs, sound recordings and films. If you would like to use or copy material for your presentation you may need to get permission from the copyrighter.*
4	WHS laws	*The Work Health and Safety Act 2011 [NSW] [Act] provides a framework to protect the health, safety and welfare of all workers and others in relation to NSW workplaces and work activities. To do this you must provide a safe work environment by assessing risks and implementing appropriate measures.*

b) Briefly describe the following two (2) organisational obligations that must be considered when developing presentations in the workplace. [35-40 words for each]

Assessor Instructions: responses must include the correct description for the Codes of practice that must be considered when developing workplace presentations.

The student response must include conduct and behaviours that align with legislative requirements.

Sample responses below:

	Obligations	Description of each [35-40 words for each]
1	Codes of practice	*Codes of practice will highlight employee requirements relating to the expected conduct that must be applied in the workplace. The codes of practice support compliance with legal requirements and must be utilised when delivering presentations in the workplace.*
2	External communication policies	*External communication policies are used when communicating with clients, customers and other external stakeholders. This policy ensures that all clients and external stakeholders are treated*

equally. They also outline the mechanisms to address their communication needs.

Question 3

List the seven (7) techniques required for planning and preparing presentations in order to meet the intended outcome.

Assessor Instructions: responses must include the following seven (7) techniques for planning and preparing a presentation.

Sample responses below:

Legislation	
1	*Identify the purpose or the objective of the presentation.*
2	*Understand to whom you will give the presentation.*
3	*Prepare and gather the required resources.*
4	*Review the location for set-up equipment and materials needed.*
6	*Identify the personnel needed.*
7	*Source suitable presentation aids.*

Question 4

a) Briefly describe the six (6) basic principles of persuasive communication techniques.

[See the word count in the table for each Persuasive communication technique].

Assessor Instructions: responses must include the correct description of the six (6) basic principles for persuasive communication techniques.

Responses must correspond to the benchmark answers provided in the table below. The description written within the benchmark responses are based on the learning content.

Sample responses below:

	Persuasive communication techniques	Description
1	Effective [135-145 words]	*Effective communication during a presentation is determined by how well the message is being received and understood.* *Every communication should have a clear purpose and should achieve that purpose to be effective. This includes what is said, how it is delivered, when it is sent/published and why people should take notice.* *Good tactics to implement for this principle are to ensure that communications used during the*

		presentation are clear, concise, with few words, and consistent tone, voice, and content. Short, punchy statements are often more effective than rambling.
		To further enhance the effective principle, the use of aids and materials such as diagrams and images help provide impact and clarity.
		Visual design must be in line with the organisation's message and brand to assist in engaging with the audience and highlight important elements.
		Each message must have a logical conclusion and a call to action.
2	Comprehensive [65-75 words]	*This principle requires the communication during the presentation to be sufficient and complete. Communications should fully address the purpose of the presentation and provide enough that the recipients can take the required action without delay, confusion or a reduction in productivity or motivation.* *Where communication cannot be completed in a single message etc. then it should clearly indicate that there is more to follow, with requisite when and how. Links to supporting material are recommended.*
3	Clarity [125-135 words]	*The communicated information during a presentation should be clear, leaving no room for confusion or misinterpretation from the audience. Clarity requires you to structure the topic, message and/ or purpose in a way that enables the audience to follow what you are saying.* *When you are presenting, it is important to use language appropriate for your audience. For example, you may choose to use industry terminology to an experienced audience, such as marketing and communication experts, where they will be able to make informed assumptions with regards to what you are presenting.* *However, you will need to adjust and simplify the language for an audience where they are yet to acquire the experience.* *Finally, clarity requires the use of short sentences articulated in an active voice, outlining key elements, where bullet points have been separated.*
4	Attention and Style [135-145 words]	*When you consider attention and style within your delivery, you should be able to draw the attention of the audience to the message you are presenting.* *It is important to acknowledge and recognise the differences in the audience's engagement in terms of their behaviour, attention, emotions during the*

		presentation etc. Their response to the message will adjust according to The way the style of delivering the message.
		Therefore, as a presenter, you will need to be prepared to adjust your presentation style and language to ensure the message has been delivered appropriately for various roles.
		Be mindful, that when using both formal and informal communications, they should embrace the organisation's culture in the sense of positivity, honesty, respect and etiquette. This style is commonly used to gain the attention of audiences in the organisation to help them to keep them aligned with the organisation's values.
5	Coherency (55-65 words)	*Communication often takes place across various formats, platforms and over a period of time. Regardless of where the communication takes place, it should be logical, well-planned, and self-reinforcing. There should always be a clear connection with the topic, message, organisation's values, principles, and mission.* *Equally, communication should be consistent with the policies, plans, programs, and objectives of the organisation and not in conflict with them.*
6	Timeliness and Urgency (85-95 words)	*Communication in any context should consider timeliness and urgency, especially when presenting. Presentations should be delivered with an appropriate level of impact and urgency, to ensure that messages can be understood and acted upon to achieve their objective.* *During the planning process, timing must be factored in with consideration of the critical information. You will lose the focus and attention of the audience if too much time has been spent during the delivery.* *If you have effectively factored time and urgency, you can be confident that the message will reach the audience when intended.*

b) List 4 (four) verbal and four (4) non-verbal communication techniques.

Assessor Instructions: responses must include the four (4) verbal and four (4) non-verbal communication techniques used during a presentation.

Responses may vary, however, they must correspond to the benchmark answers provided in the sample list below and must include oral communication techniques during a presentation that engage the audience and help communicate their message clearly during a presentation.

For verbal communication techniques, responses must include oral communication techniques that are effective during a presentation.

Sample responses below:

- ▪ *Understand your personal communication style.*
- ▪ *Identify the communication style(s) that your audience prefers.*

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- *Think before you speak.*
- *Be effective with your word choice.*
- *Speak with confidence.*
- *Vary your tone.*
- *Be a good listener.*
- *Reposition your message accordingly.*

Responses may vary, however, they must correspond to the benchmark answers provided in the sample list below and must include body language techniques that are effective during a presentation in engaging the audience and assisting with the delivery of content.

Sample responses below:

- *Smile.*
- *Maintain eye contact with audience members.*
- *Stand in a correct pose.*
- *Make use of the space in the room*
- *Speak clearly*
- *Use gestures.*

The points listed in the above benchmark responses are based on the learning content.

	Verbal communication techniques	Non-verbal communication techniques
1		
2		
3		
4		

Question 5

Briefly describe the following methods for preparing an effective presentation. [20-50 words for each]

Assessor Instructions: responses must include the correct description of the presentation methods listed.

Responses must correspond to the benchmark answers provided in the table below. The description written within the benchmark responses is based on the learning content.

Sample responses below:

Presentation methods	Description [20-50 words for each]
Case studies	*Case studies can be used within presentations as a method to offer participants a realistic scenario that they can relate to, typically in a work context.*
Verbal presentations	*This presentation method refers to when the presenter talks to participants but has little to no interactions with participants. This method is typically used when passing on information to others where there is no requirement for them to contribute to the content, for instance, showcasing a new product. Verbal presentations can be supported with training aids such as visual*

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	aids, workbooks, presentation slides, equipment and other resources to help convey key messages.
Demonstration	*This presentation method is an effective way to show a process. Essentially it provides the participants with a "demo" of how something is done. This is usually accompanied by a step-by-step explanation during the demonstration.*
Role plays	*Role plays are a presentation method that allows everyone to actively participate in a simulated scenario. They can also give an opportunity for the participants to be presented with content relating to real-life scenarios that will provide them with practice opportunities.*
Group discussions	*This is the preferred presentation method. It gives participants the opportunity to discuss the content being presented, share ideas, experiences, and stories and provides opportunities for brainstorming among all participants. It is also a good opportunity for the presenter to see if they have engaged the audience and to gather if they have understood the information being presented.*

Question 6

Briefly describe each of the following aids and materials that are used in a presentation. [20-50 words]. Provide three [3] examples for each.

Assessor Instructions: responses must include the correct description for each of the visual, audio and technology and software aids and materials that are used within a presentation.

The student examples will vary; however, they must provide examples that reflect the aids and materials used that can support the delivery of content within a presentation.

Responses must correspond to the benchmark answers provided in the table below. The description and examples written within the benchmark responses are based on the learning content.

Presentation aids and materials	Description [20- 50 words for each]	Examples [three [3] for each] *Any three [3] of the following is an acceptable response*
Visual	*Visual aids include materials that are used to visually present the information or message that is being verbally presented.*	▪ *physical objects* ▪ *photographs* ▪ *diagrams* ▪ *charts* ▪ *handouts* ▪ *flip-boards.*

Audio	*Audio aids include materials that enhance the presentation to ensure it is audible (can be heard) or where the information may require additional auditory emphasis.*	▪ *music* ▪ *microphones* ▪ *conversations* ▪ *recordings.*
Technology and software	*Technology and software include specialised electronic equipment and tools that are used for visual and/or audio support during the delivery of the presentation.*	▪ *computers* ▪ *Microsoft PowerPoint* ▪ *overhead projectors* ▪ *lights* ▪ *microphones* ▪ *recorders.*

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

1	Six (6) short answer questions are to be completed in the spaces provided.	☐

Congratulations you have reached the end of Assessment 1!