



ICTSAS432

Identify and resolve client ICT problems

Assessment 6 of 6

Project

Assessor Guide



Assessment Instructions

Task Overview

This assessment task is divided into four [4] parts. Read the scenario in Part A and complete the associated tasks in Parts B, C and D. Project tasks include completing hands-on practical tasks in a simulated workplace environment, capturing screenshot evidence of the tasks performed and creating workplace documentation such as maintenance reports.

Please include all required screenshot evidence and written responses in the spaces provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- BF_Email_template.docx
- BF_Simulated work environment.pkt
- BF_Third-party escalation procedure.pdf
- TechSolutions_RMA Form_template.docx
- BF_Network device maintenance procedures.pdf

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 Learning Platform. 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.

Part A: Simulated environment and resources

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment experienced in the ICT support field. The scenario relates to a fictitious business organisation called 'Bounce Fitness'.

Read the case study scenario carefully before completing the tasks in Part B.

A1. Scenario

- **Company background**

Bounce Fitness, a premier fitness centre in Australia is a fitness and wellness centre that delivers exceptional client services. It aims to provide innovative solutions and maintain the highest standards in its service offerings. Bounce Fitness offers various programs and facilities aimed at promoting a healthy lifestyle. Some of these programs and facilities use information and communication technology (ICT) systems.

- **Your role:**

You are a newly hired technical support at Bounce Fitness. Part of your tasks is to handle Bounce Fitness' helpdesk to assist your clients with common hardware and software issues in the workplace.

Your manager is Mark Trevor (ICT Support Manager, mark.trevor@bouncefitness.com.au), to whom you directly report any updates/issues related to client ICT support requests.

A2. Special-purpose tools, equipment and resources

To carry out the assigned job tasks you must have access to special-purpose tools and equipment such as:

- a computer installed with an operating system (preferably Windows)
- a reliable internet connection.
- an active Cisco Networking Academy (NetAcad) account (Go to <https://www.netacad.com/> to create a new netacad student account if you do not already have one.)
- network simulation software 'Cisco Packet Tracer'
 - BF_Simulated work environment.pkt (Cisco Packet Tracer activity file)

A3. Industry software packages

You must use the following industry software packages to carry out the job tasks assigned to you.

- Web browsing software (e.g. Microsoft Edge, Firefox, Chrome, Safari).
- Microsoft Office software (e.g. WORD, Excel, Access).
- A PDF reader.

A4. Organisational guidelines and procedures

You are provided with the following organisational resource documents and templates.

- **BF_Email_template.docx** – This template must be used when drafting emails to Bounce Fitness's stakeholders and third-party contacts.
- **BF_Third-party_escalation_procedure.pdf** – outlines the procedures for deciding when and how to escalate ICT issues to a third-party vendor or service provider support.

- **BF_Network device maintenance procedures.pdf** – outlines the steps for obtaining and installing new devices and components and conducting device configurations. This also includes guidelines for organising device storage or disposal.

A5. Vendor documentation

- **TechSolutions_RMA Form_template.docx** – This template is used to document client, problem and resolution details when escalating ICT issues to third-party vendor support.

Part B: Obtain the required components for resolution

In this part of the assessment, you will contact the third-party vendor to obtain the necessary components for an ICT problem resolution by clearly communicating technical information and requirements.

To complete this part of the assessment, you are required to:

- read the scenario in Part A and within this section carefully
- refer to the relevant organisational procedures and templates outlined in Part A, sections A4 and A5 in this assessment.
- use required conventions and protocols when communicating with others in the given work context.

Scenario:

This morning around 10:00 AM, an ICT support request was made by Nora Green, the Chief Financial Officer (CFO) at Bounce Fitness, to report a laptop experiencing constant crashing and keyboard malfunctions since last week.

After troubleshooting attempts by ICT support, it was clear that the issue could be a hardware malfunction. As the laptop (an HP Pavillion Plus 14, with serial number ABC123BF456) is still under warranty (as it was purchased on January 15th last year), you contacted the laptop's vendor support this afternoon around 1:00 PM to report the issue.

As a result of the conversation with vendor support, you have received the following email.

From: Tom.Bowers@technsolutions.com.au

Sent: <today's date>, 2:00PM

Attachment: 'TechSolutions_RMA Form_template.docx'

Subject: RMA Form for Laptop Repair/Replacement

Hi [Yourname],

I hope this email finds you well.

As discussed earlier, please find attached the **Return Merchandise Authorisation (RMA)** form for the defective laptop you reported. Kindly complete the form and return it to us at your earliest convenience.

Once we receive the completed form, we'll arrange for the laptop to be picked up from your location and sent to our service centre for repair or replacement, per the warranty terms.

Please note that it typically takes 5-7 business days for us to diagnose and repair the laptop. If a replacement is necessary, we'll expedite the process as much as possible.

If you have any questions or need further assistance, feel free to contact me directly.

Looking forward to hearing from you soon. Looking forward to hearing from you soon.

Best regards,

Tom Bowers (Customer Relations and Support Officer)



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Furthermore, the client (Nora Green, Chief Financial Officer at Bounce Fitness) informed you that a replacement laptop be provided urgently as several important client presentations are due in 4 days.

You are also aware of the organisation's current limitations in providing a replacement laptop to the client in-house as currently, all extra laptops and workstations are utilised for training workshops throughout this week.

After seeking advice regarding this matter from your Manager, Mark Trevor, you were advised to take the following steps:

- Make an urgent request to the laptop vendor to obtain a replacement/loan laptop until the malfunctioned laptop is repaired.
- Use the manager's contact details (Email: Mark.Trevor@bouncefitness.com.au, Contact No: 123-456-7890) as the Bounce Fitness representative when filling out any authorisation forms from the vendor.
- If required, use the shipping address 123 Main Street, Sydney NSW 2000, when filling out any shipment details for the vendor.
- Most importantly, ensure you get your manager's approval and sign-off before sending through any maintenance reports to the vendor.

Tasks:

Task B1

Prepare the maintenance report for third-party escalation.

You must use the vendor documentation template provided to document details of:

- a. the client representative (Approximately 10-15 words)
- b. the problem (Approximately 15-25 words)
- c. required resolution action (Approximately 25 – 45 words)

Portfolio of evidence: *[Form completion]*

Include the completed form in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

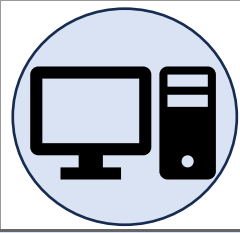
S

NYS

The student must use the provided vendor documentation (i.e. 'TechSolutions_RMA Form_template.docx' template) to document client, problem and resolution details.

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must reflect the characteristics described in the exemplar answer

A sample answer is provided below.



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Return Merchandise Authorisation (RMA) Form

Client information:

Company Name:	Bounce Fitness
Contact Person:	Mark Trevor
Phone Number:	123-456-7890
Email Address:	Mark.Trevor@bouncefitness.com.au
Shipping Address:	123 Main Street, Sydney NSW 2000

Product and problem details:

Product Name:	HP Pavilion x360 Convertible Laptop
Serial Number:	ABC123BF456
Date of Purchase:	January 15, 2023
Description of Issue:	The laptop is experiencing constant crashing and keyboard malfunctions.

Resolution action:

Action Requested:	<input checked="" type="checkbox"/> Repair <input checked="" type="checkbox"/> Replacement
Additional Information:	<input checked="" type="checkbox"/> Urgent: Please expedite the process <input checked="" type="checkbox"/> Critical for Business Operations

Comments/Notes:	A replacement/loan laptop is urgently required as our client operations are heavily dependent on this device, and any downtime will significantly impact our productivity. Therefore, we request a replacement/loan laptop within the next couple of days.
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Client declaration:

I hereby confirm that the information provided in this RMA form is accurate to the best of my knowledge.

Signature:

Date:

Designation: ICT Support Manager, Bounce Fitness

Task B2

Draft an Email to your manager to acquire internal sign-off for the completed maintenance report for the vendor.

Important: When drafting the email, you must:

- address your manager
- use clear language to convey explicit technical information according to the scenario when:
 - requesting sign-off to finalise the completed maintenance report

- ii. indicating that the completed maintenance report is attached to the email
- c. use Bounce Fitness's standard email template to draft the email.

(Word count: 100 – 125 words in the email body).

Portfolio of evidence: *[Drafted email to request internal sign-off from Manager]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must:

- interprets technical specifications and numerical data from the scenario, documentation and sources (e.g. transcript of the conversation with technical support) to assist in rectifying problems
- select and use required conventions and protocols when communicating with the Manager according to the context outlined in the scenario
- use clear language and the organisation's email format required to convey explicit technical information and requirements
- take necessary action to acquire internal sign-off to finalise the maintenance report

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- indicate that the completed maintenance form template is attached with the email
- address the email to the correct recipient (i.e. Mark Trevor).

A sample answer is provided below.

Lastname, Firstname

From: Lastname, Firstname

Sent: Monday, 6th May 2024, 11:30 AM

To: Mark, Trevor

Attached documents: TechSolutions_RMA Form_completed.docx'

Subject: Request for RMA form sign-off for third-party escalation of client laptop issue

Hi Mark,

I hope this email finds you well.

I wanted to inform you that I have been in touch with our third-party vendor support regarding the replacement of the malfunctioning laptop. They have requested that we fill out an RMA (Return Merchandise Authorisation) form for the replacement process.

I have attached the RMA form to this email for your approval and sign-off. Once approved, I will proceed with sending it to the vendor.

Please review the attached form at your earliest convenience and let me know if any changes are required or if you approve it as is.

Thank you for your attention to this matter.

Best regards,

Firstname Lastname

ICT Support Officer

Firstname.Lastname@bouncefitness.com.au



Before printing this email please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Task B3

Draft a response email to the third-party vendor support contact to obtain a replacement laptop.

Important: When drafting the email, you must:

- a. address the third-party contact and also CC your manager
- b. use clear language to convey explicit technical information and requirements according to the scenario when:
 - i. requesting the required components for resolution according to the organisational requirements, following necessary procedures.'
 - ii. indicating that the completed maintenance report is attached to the email
- c. use Bounce Fitness's standard email template to draft the email.

[Word count: 75 – 110 words in the email body].

Portfolio of evidence: *[Drafted email to collaborate with third-party vendor]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:

S

NYS

The student must:

- interprets technical specifications and numerical data from the scenario, documentation and sources [e.g. email from vendor] to assist in rectifying problems

- select and use required conventions and protocols when communicating with the third-party vendor contact according to the context outlined in the scenario
- use clear language and the organisation's email format required to convey explicit technical information and requirements
- take necessary action (by emailing the vendor, communicating requirements and filling in required information using forms) to obtain the required components for resolution according to organisational procedures.

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- include the completed RMA form template attachment with the email
- address the email to the correct third-party vendor contact (i.e. Tom Bowers).

A sample answer is provided below.

Lastname, Firstname
From: Lastname, Firstname
Sent: Friday, 6th May 2024, 1 PM
To: Tom, Bowers (tom.bowers@techsolutions.com.au)
Cc: Mark, Trevor
Attached documents: TechSolutions_RMA Form_Signed.pdf
Subject: Urgent: Completed RMA Form Attached for Laptop Replacement

Hi Tom,

I hope this email finds you well.

I am writing to inform you that we have completed the RMA (Return Merchandise Authorization) form for the replacement of a malfunctioning laptop. I have attached the filled-out form with all the necessary details.

Additionally, I kindly request your assistance in expediting the process as our client urgently requires a replacement laptop due to several upcoming business presentations.

I have copied our manager, Mark Trevor, on this email for his awareness.

Thank you for your prompt attention to this matter.

Best regards,

Firstname Lastname

ICT Support Officer

Firstname.Lastname@bouncefitness.com.au



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Part C: Resolve outstanding client requirements

In this part of the assessment, you will complete an outstanding client maintenance activity within a simulated work environment using the Cisco Packet Tracer simulation software.

To complete this part of the assessment, you are required to:

- read the scenario within this section carefully
- access the simulated environment using the Cisco Packet Tracer activity file 'BF_Simulated work environment.pkt'
- access and refer to the relevant organisational procedure documents in Part A, section A4 of this assessment
- take responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes.

Scenario:

Your manager forwarded you information about an outstanding client request that needs to be resolved.

Subject: FW: Request to Connect Laptop to Wireless Network

Dear ICT Support team,

I hope this message finds you well. I am writing to request assistance with connecting my laptop to the wireless network.

As we frequently utilise meeting/conference rooms for collaborative work and presentations, it is essential for me to have access to both the company intranet and the Internet during meetings. Unfortunately, I have been experiencing difficulty connecting to the network using my laptop.

I have been experiencing some difficulties in establishing a connection with the wireless network using my laptop. I have tried troubleshooting on my own, but I haven't been successful in resolving the issue.

Could you please assist me in connecting my laptop to the wireless network in the meeting rooms so that I can access the necessary resources?

Your prompt attention to this matter would be greatly appreciated.

Best regards,

Clare Stevens

Upon investigation of the laptop it was found that the built-in wireless adapter on the laptop has malfunctioned, which is causing the connectivity issue. Unfortunately, since the laptop is no longer under warranty, the issue cannot be escalated to the vendor for repair or replacing the internal adapter.

As an alternative solution, your manager had tasked you with installing an external wireless adapter to the laptop, so that the client laptop can be connected to the wireless network without any further issues.

Your manager further advised that you should:

- refer to the following organisational procedures outlined in the 'BF_Network device maintenance procedures.pdf' document when conducting the maintenance task
 - 'Wireless network adaptor installation' procedure
 - 'Wireless network configuration' procedure
- obtain and install an external wireless network adaptor to the client's laptop 'Laptop-B' (as there are several extra adaptors available in the organisation's inventory)
- configure wireless network settings on the client's laptop.

- once the task is completed, ensure that the client's requirements are met by specifically checking access to the following:
 - the company's intranet (internal network portal at 'https://internal.bouncefitness')
 - the internet (i.e. at 'https://www.google.com').

Tasks:

Access the client's laptop 'Laptop-B' using the simulated work environment in Cisco Packet Tracer software and complete the following tasks.

Task C1

Obtain and install the required component (i.e. wireless network adaptor) for resolution according to the organisation's 'Wireless network adaptor installation' procedure.

As evidence of completing this task, provide a screenshot of Laptop-B's 'Physical' tab, clearly showing the installed component.

Evidence of completing the task:

Include your screenshot in the space below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

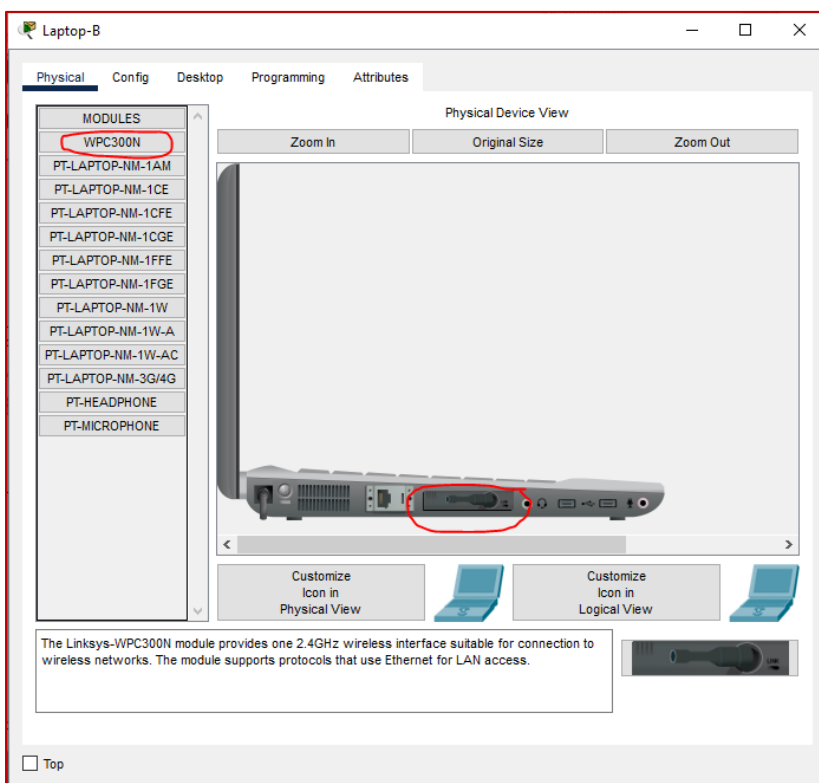
Assessor comments:

S

NYS

The screenshot provided by the student should demonstrate that they obtained and installed the wireless network adaptor (Linksys WPC300N) to the client's laptop 'Laptop-B' using the simulated network environment in Cisco Packet Tracer software following the organisational procedures 'Wireless network adaptor installation' outlined in the 'BF_Network device maintenance procedures.pdf'

A sample screenshot is given below.



Task C2

Complete the maintenance task on 'Laptop-B' by connecting it to Bounce Fitness's wireless network according to the organisation's 'Wireless network configuration' procedure.

As evidence of completing this task, provide 1-2 screenshot(s) of the Bounce Fitness network clearly showing the established wireless connection between 'Laptop-B' and the 'BF-WR1' router.

Evidence of completing the task:

Include your screenshot(s) in the space below.

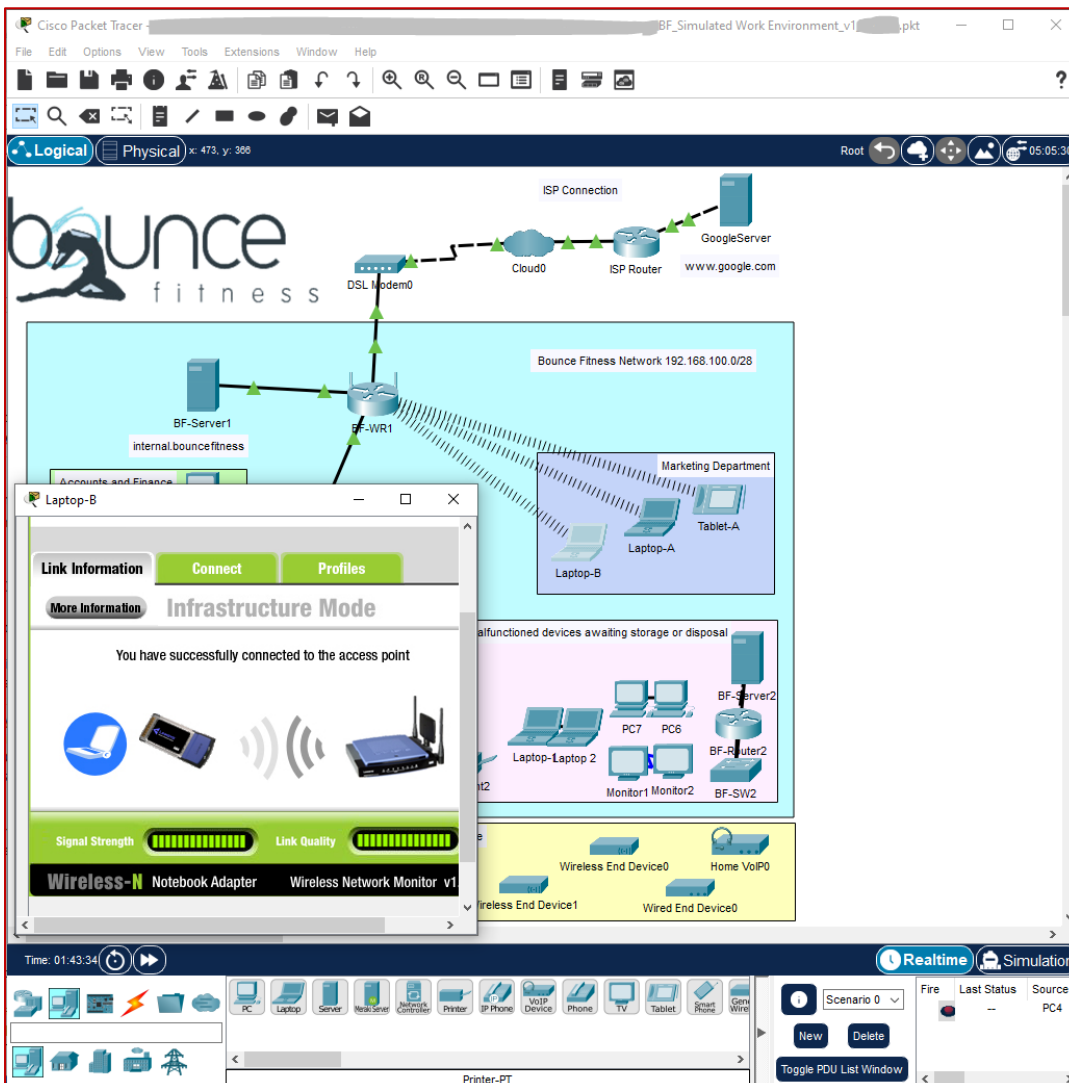
Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The screenshot(s) provided by the student should demonstrate that they successfully configured the wireless network connection on the client's laptop 'Laptop-B' using the simulated network environment in Cisco Packet Tracer software following the organisational procedure for 'Wireless network configuration' as outlined in the 'BF_Network device maintenance procedures.pdf'

A sample screenshot is given below.



Task C3

Confirm that client requirements for accessing the company's intranet site and internet have been met.

As evidence of completing this task, provide two [2] screenshots of successfully accessing the required sites from 'Laptop-B'.

Important: Once the tasks in Part C are completed, save and close your Cisco Packet Tracer activity file. You will be submitting this file after completing Part D of this assessment.

Evidence of completing the task:

Include your screenshot(s) in the space below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

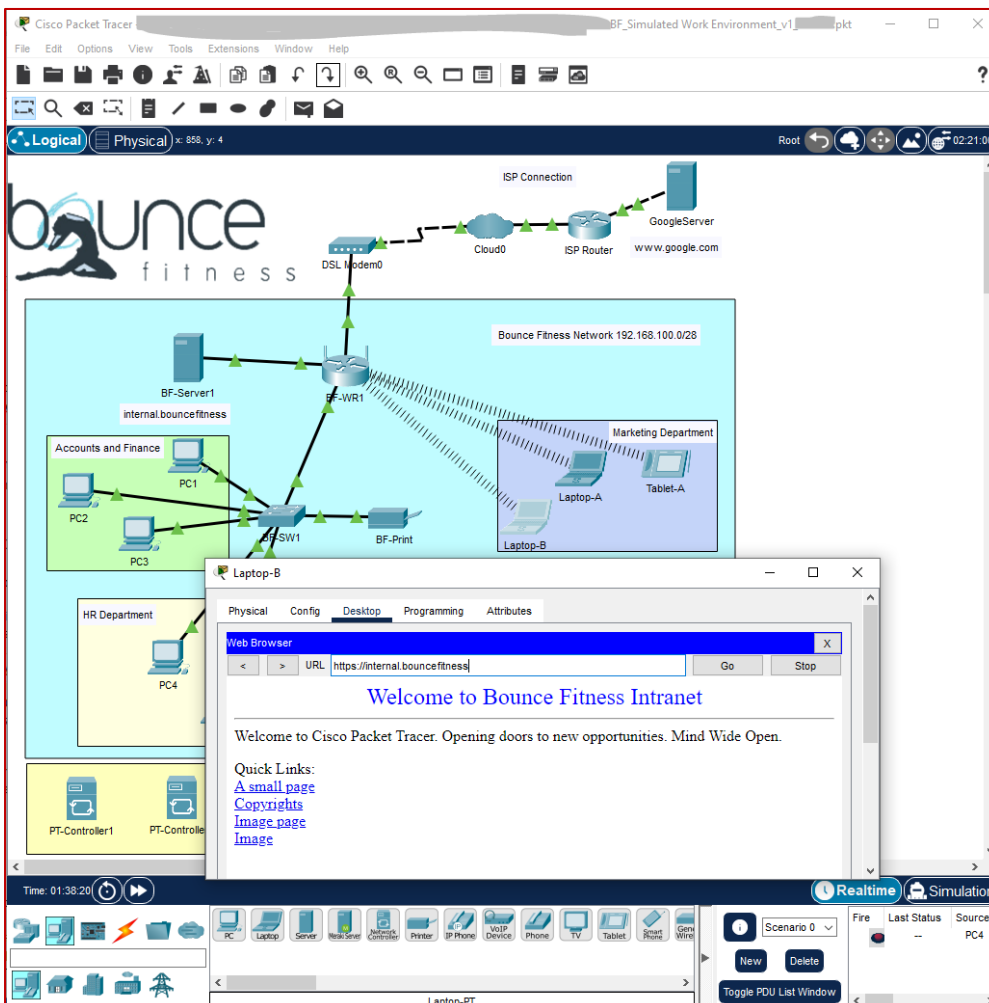
Assessor comments:

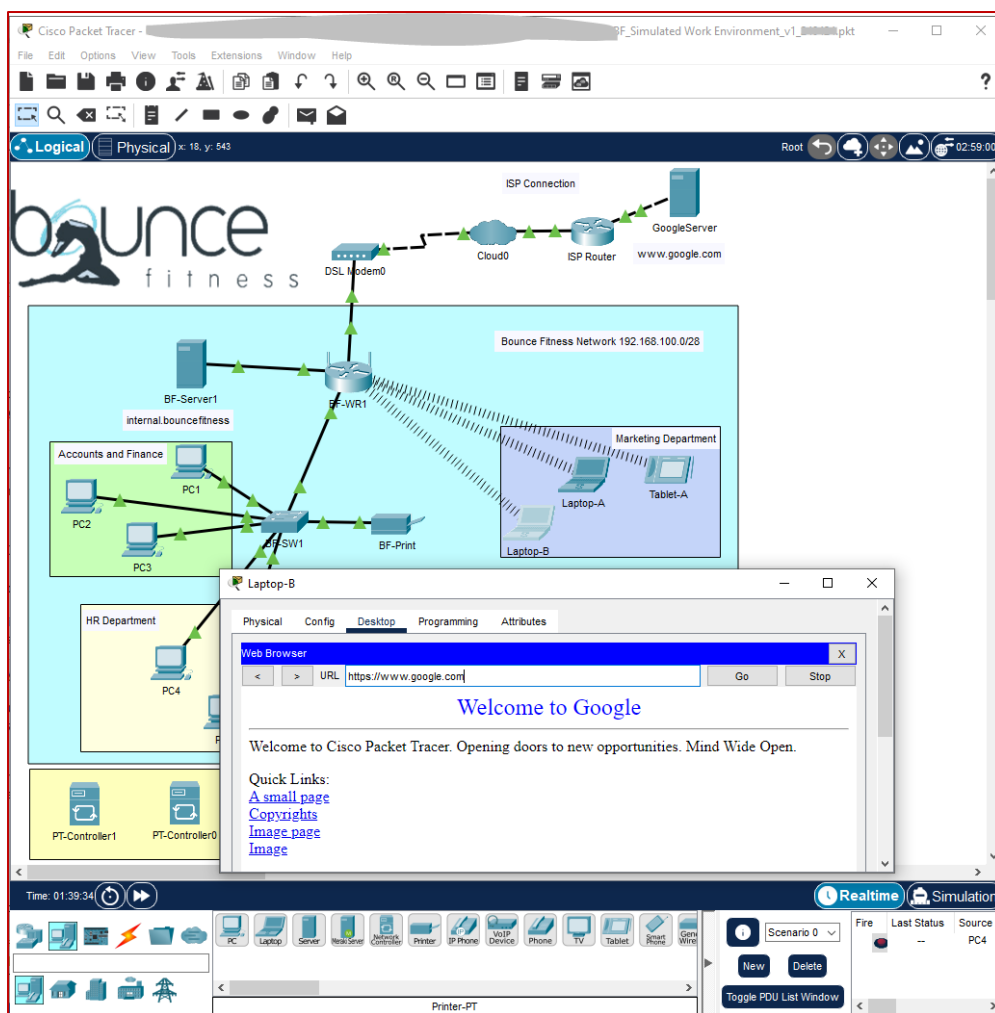
S NYS

The screenshots provided by the student should demonstrate that they confirmed that the client's requirements have been met by using the browser on 'Laptop-B' to navigate to the following sites:

- <https://internal.bouncefitness>
- <https://www.google.com>

Sample screenshot(s) are given below.





Part D: Organise used components for storage and disposal

In this part of the assessment, you will demonstrate organising used components and devices for storage and disposal within a simulated work environment using the Cisco Packet Tracer simulation software.

To complete this part of the assessment, you are required to:

- read the scenario within this section carefully
- access the simulated environment using the Cisco Packet Tracer activity file 'BF_Simulated work environment.pkt'
- access and refer to the relevant organisational procedure documents outlined in Part A, section A4, when conducting maintenance tasks within the simulated work environment.

Scenario:

Your manager forwarded two (2) emails received from Bounce Fitness staff members requesting ICT support services.

You are now tasked with resolving the outstanding client requirements outlined in the forwarded emails and are advised to refer to the following organisational procedures outlined in the 'BF_Network device maintenance procedures.pdf' document.

- 'Organise network equipment for storage' procedure

- 'Organise network equipment for repair or disposal' procedure

Copies of the two[2] forwarded emails are as follows:

Email 1:

To: ictsupport@bouncefitness.com.au

From: Emily.White@bouncefitness.com.au

Subject: FW: Storage Request for Borrowed Workstations and Laptops

Dear Help Desk Team,

I hope this email finds you well. As part of our recent intern training program, we borrowed several workstations, laptops and monitors from the IT department. Now that the training has concluded, we kindly request your assistance storing these devices and equipment securely until they are needed again.

Below are the details:

- Number of devices: We have 2 monitors, 2 laptops and 2 PCs and their cables (1 x coaxial, 2x Ethernet) that need to be stored.
- Location: The devices are currently in the training rooms (Room 4 and Room 5), stacked near the back wall.
- Duration: We anticipate that these devices and components will not be required for the next three months.
- Precautions: Please ensure that the devices are stored in a cool and dry environment to prevent any damage.

Could you please arrange for their storage? If there are any specific procedures or forms we need to complete, kindly provide the necessary instructions. We appreciate your prompt attention to this matter.

Thank you for your assistance.

Best regards,

Emily White

(Staff Training Officer)

Emily.White@bouncefitness.com.au



Before printing this email please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Email 2:

To: ictsupport@bouncefitness.com.au

From: Brendan.Low@bouncefitness.com.au

Subject: FW: Request for organising ICT equipment to be sent for repair/disposal.

Dear ICT Support Team,

I hope this message finds you well. I am writing to request assistance with organising temporary storage for some equipment and components from the server room that requires repair or disposal.

Due to maintenance issues and the need for disposal, we have several items that need to be securely stored until they are either repaired or disposed of properly. To ensure their safety and ease of access, I kindly request your assistance in providing a designated storage area for these items.

The malfunctioned network equipment 'BF-Server2', 'BF-Router2' and 'BF-SW2' are currently located in the 'Server Room' along with their attached copper cables (2x Copper Straight-through cables and 1 x Copper Cross-over cable) which need to be sent for repair/disposal.

The malfunctioned printer 'BF-Print2' is located in Room 3.

Could you please arrange a suitable space where these equipment and components can be stored temporarily until further action is taken?

Thank you for your cooperation.

Best regards,

Brendan Low

[Network Administrator]

Brendan.Low@bouncefitness.com.au



Before printing this email please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Tasks:

Task D1

Refer to the client request on the forwarded Email #1.

Store the used devices and components in the 'Equipment Store Room' according to the 'Network equipment storage' procedure.

As evidence of completing this task, provide 1-3 screenshot(s) of the Bounce Fitness 'Equipment Store Room' showing that the equipment has been stored correctly.

Evidence of completing the task:

Include your screenshot(s) in the space below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

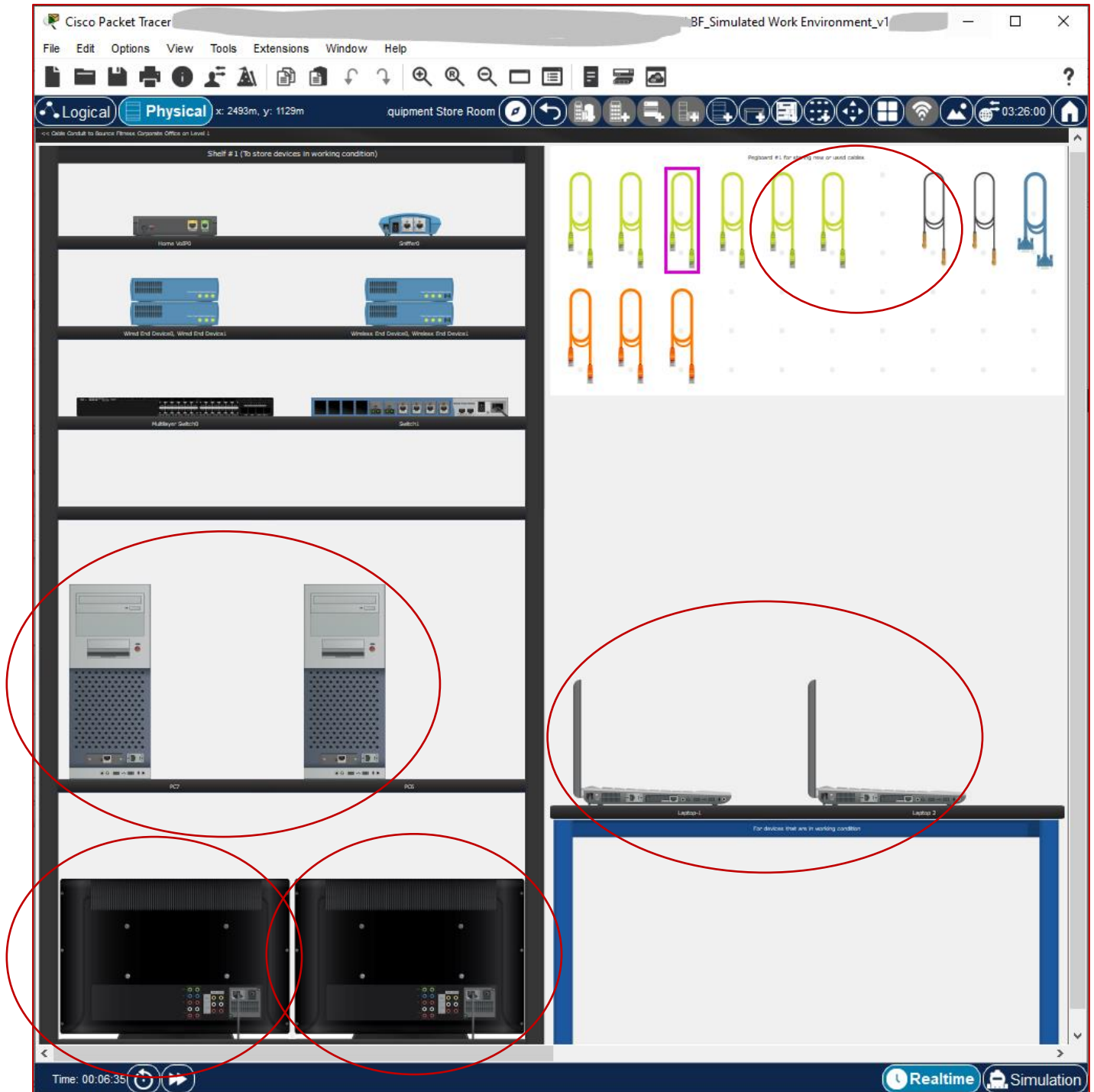
Assessor comments:

S

NYS

The screenshot provided by the student should demonstrate that the PCs, Monitors and Laptops are placed appropriately using 'Table #1', 'Shelf #1' and 'Pegboard #1' in the 'Equipment Store Room' as shown in the sample screenshot. However, there can be slight differences in where the student would place the equipment on the shelf, table or pegboard.

A sample screenshot is given below.



Task D2

Refer to the client's request in the forwarded Email #2.

Organise the devices or components that require repair or disposal using the appropriate designated area in the 'Equipment Store Room' according to the "Organise network equipment for repair or disposal" procedure.

As evidence of completing this task, provide 1-3 screenshot(s) of the Bounce Fitness 'Equipment Store Room' showing that the equipment has been organised for disposal or repair correctly.

Important: Once the tasks in Part D are completed, save and close your Cisco Packet Tracer activity file. Submit the completed Cisco Packet Tracer file along with your assessment submission. Rename the submission file as follows to include your student number and current date.

- <StudentNumber>_BF_Simulated work environment_ddmmyyy.pkt

Evidence of completing the task:

Include your screenshot(s) in the space below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

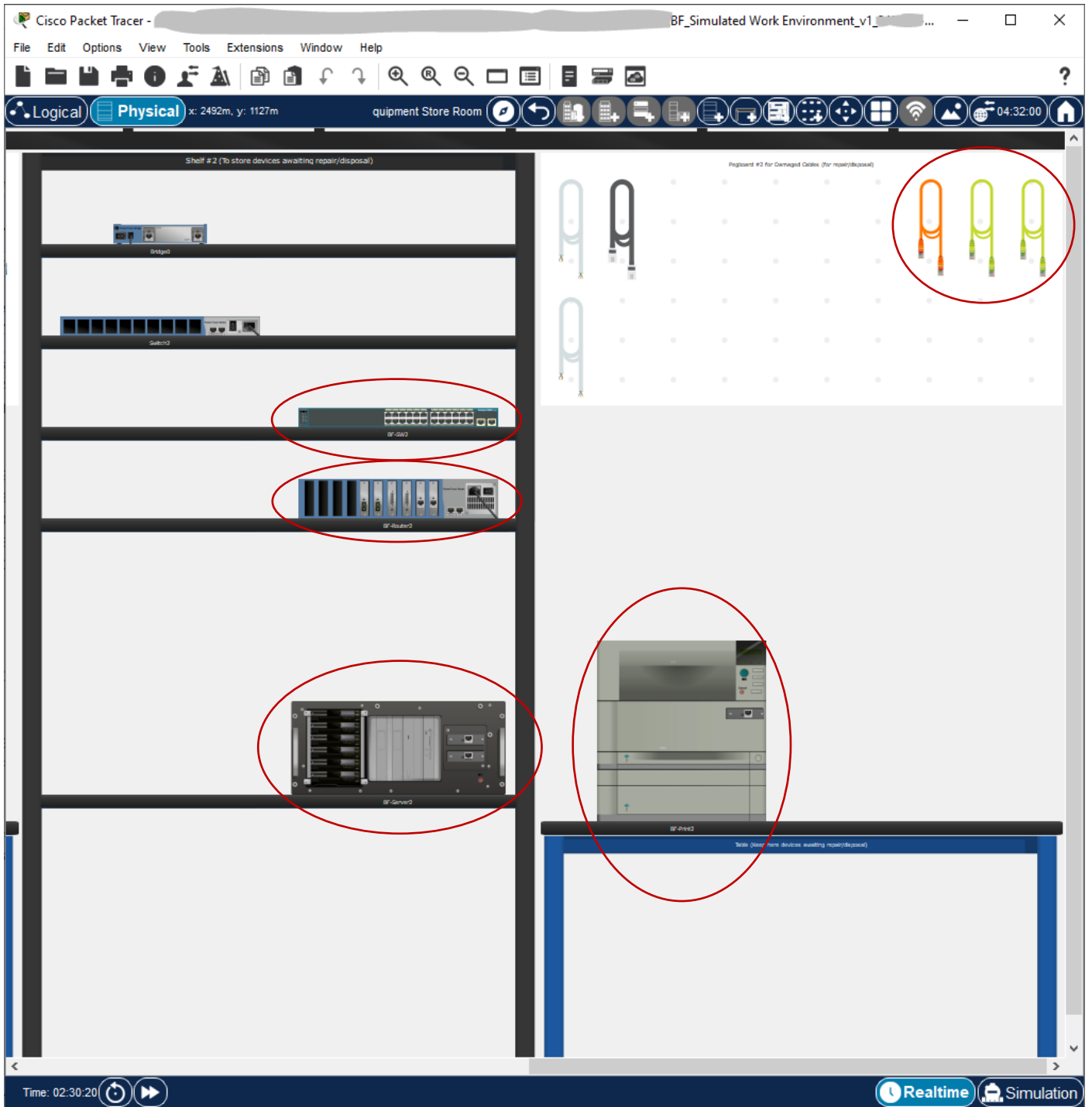
Assessor comments:

S

NYS

The screenshot provided by the student should demonstrate that the PCs, Monitors and Laptops are placed appropriately using 'Table #2', 'Shelf #2' and 'Pegboard #2' in the 'Equipment Store Room' as shown in the sample screenshot. However, there can be slight differences in where the student would place the equipment on the shelf, table or pegboard.

A sample screenshot is given below.



Appendix 1: Assessment submission checklist

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

Part B: Obtain required components for resolution		
B1	Form completion	<input type="checkbox"/>
B2	Drafted Email to Manager	<input type="checkbox"/>
B3	Drafted Email to third-party vendor support	<input type="checkbox"/>
Part C: Resolve outstanding client requirements and complete maintenance		
C1	One [1] screenshot	<input type="checkbox"/>
C2	One to two [1-2] screenshots	<input type="checkbox"/>
C3	Two [2] screenshots	<input type="checkbox"/>
Part D: Organise used components for storage and disposal		
D1	One to three [1-3] screenshots	<input type="checkbox"/>
D2	One to three [1-3] screenshots File submission: <StudentNumber>_BF_Simulated work environment_ddmmyyyy.pkt	<input type="checkbox"/>

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

<p>Assessor Name:</p> <p>Date:</p> <p>Assessor comments:</p>	<p><input type="checkbox"/> S <input type="checkbox"/> NYS</p>
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Congratulations, you have reached the end of Assessment 6!

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