



BSBTWK401

Build and maintain business relationships

Assessment 3 of 3

Role Play

Assessor Guide



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. The other role play participant, i.e. a friend, family member or fellow student, will play the role of Robert, the owner/manager at Ace Finance.

The role play requires you to:

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

This activity is to be conducted with another participant 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.



Please consider the environment before printing this assessment.

Role play instructions

The role play/meeting must include **one (1)** other participant, must not exceed **10 minutes duration** and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role play, you will be required to:

- Use 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)
- Participate in discussion, questioning, listening and exchanging ideas and views
- Use active listening and questioning techniques to confirm understanding
- Use appropriate communication to suit the purpose of the meeting and audience (i.e. manager)
- Use persuasive language and non-verbal features to achieve mutually acceptable outcomes
- Seek opportunities to improve own skills and identify areas for professional development in building business relationships
- Converse for maximum **ten (10)** minutes.

Participant information

In this task you will participate in a role play meeting with a supervisor. The other participant of your choice will play the role of Robert, the owner/manager at Ace Finance.

The other participant in your role play may be:

1. A friend or family member; or
2. A fellow student.

Option 1: Friend or family member

Should you complete this task with a friend or family member, you must fully brief the participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

The chosen friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student participant

Please contact your fellow student via the Discussion Forum and coordinate your role play with them directly.

Fellow student participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

The student participant will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Instructions for Students -

1. Read through the instructions and the scenario carefully. Organise a participant for the role play and provide them with the context of the meeting, a role outline to play based on the scenario and participant's briefing instructions and the Key Observation Criteria so that they can prepare for the recording.
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.
3. Following the session, save the recording as an MP4 format, then upload it to the LMS.
4. Your assessor will assess the recording and provide feedback.

Scenario

Consider the following situations:

1. A person with disability is a new business contact who attended the financial literacy training and has now lodged a formal complaint about the venue not having a ramp. He says that providing wheelchair 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.

Participants' briefing instructions

You will play the role of Robert, the owner/manager at Ace Finance. Read the scenario provided before commencing the recording, then start the meeting by welcoming the student playing the role of the Regional Business Development Officer at Ace Finance, then briefly summarise the purpose of the meeting. You may say something like: "Good morning, thank for your making the time to meet with me to discuss your proposed solutions to address the two situations."

You will need to provide feedback on the solutions presented and ask for clarification or suggest adjustments (if required).

Once you negotiated the possible solutions, ask the following from the student:

“Can you please explain the quality of your relationships with business contacts? Give one [1] example of what you did well and one [1] example of where to improve your skills.” Again, feel free to ask for clarification on what the student is saying.

Once you are satisfied with the responses received, thank for the student’s time and close the meeting. You may say: “Thanks for being available to discuss the solutions for those situations. I also appreciate your self-reflection on your skills to maintain business relationships. Have a nice day!”

Recording instructions

Your role play must be recorded with the participant captured in a virtual room using an application such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their name and the role they are playing to provide their consent.

“This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participants in this session indicate their consent to be included in this recording by stating their name and the role they are going to play.”

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Save the video recording using the following naming convention: BSBTWK401_StudentName_yymmdd_Role Play. Submit the recording as your assessment submission.

Assessor Instructions

In this role play the student will play the role of a Regional Business Development Officer at Ace Finance. The other role play participant, i.e. a friend, family member or fellow student, will play the role of Robert, the owner/manager at Ace Finance. In the role play the student is required to:

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

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.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist <i>(to be completed by the Assessor)</i>	
Use this checklist while reviewing the recorded role play:	
The student:	Satisfactory/Not Yet Satisfactory
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]	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory

Participated in discussion, questioning, listening and exchanging ideas and views	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Used active listening and questioning techniques to confirm understanding	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Used appropriate communication to suit the purpose of the meeting and audience (manager)	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Used persuasive language and non-verbal features to achieve mutually acceptable outcomes	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Sought opportunities to improve own skills and identify areas for professional development in building business relationships	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Conversed for maximum ten (10) minutes.	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
Assessor Name: Date:	

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