



# BSB40820 CERTIFICATE IV IN MARKETING AND COMMUNICATION

## A30046 COMPLEX DOCUMENTS

BSBWRT411 Write complex documents

### Assessments



AUSTRALIAN  
PACIFIC COLLEGE



# Contents

Introduction.....	3
Assessment 1.....	4
Assessment 2.....	6

# Introduction

This subject **A30046 Complex Documents**, in the *BSB40820 Certificate IV in Marketing & Communication*, comprises two Assessments. The following table summarises the information about each assessment.

	Assessment 1	Assessment 2
<b>Due Date</b>	Session 5 Week 5	Session 8 Week 8
<b>Weighting</b>	50%	50%
<b>Grading Method</b>	Rubric	Rubric
<b>Submission Method</b>	Students are required to submit their assessments to myAPC.hub.	
<b>Feedback</b>	The results will be available within 7 days after the due date of the assessment.	

APC is using Rubric for assessment marking. A rubric is a tool used to interpret and grade students' work against a set of criteria.

## Instructions

1. Assessments should be completed as per your trainer's instructions.
2. Assessments must be submitted by the due date to avoid a late submission penalty.
3. Plagiarism is copying someone else's work and submitting it as your own. You must write your answers in your own words and include a reference list. You are required to run the plagiarism report on your assessments prior to the submission and ensure that the plagiarism score is below 30%. A mark of zero will be given for any assessment or part of an assessment that has been plagiarised.
4. You may discuss your assessments with other students, but submitting identical answers to other students will result in a zero mark. Your answers must be yours alone.
5. All the assessments must be submitted to myAPC.hub.
6. You must attempt all questions in the assessment.
7. You must get satisfactory results on both assessments to pass the subject.
8. All assessments are to be completed in accordance with WHS regulatory requirements.



# Assessment 1

<b>Qualification</b>	BSB40820 Diploma of Marketing and Communication
<b>Subject</b>	Complex Documents
<b>Assessment method</b>	Case Study
<b>Weighting</b>	50%
<b>Unit of Competency</b>	BSBWRT411 Write complex documents

## \*\*\*\*\*IMPORTANT\*\*\*\*\*

The following table summarises the relationship between the Assessment and Performance Criteria (PC) and Knowledge Evidence (KE) outlined in the rubric.

Performance Criteria (PC) & Knowledge Evidence (KE)	Questions in the Assessment
The student has demonstrated knowledge of:	
1.1 Determine audience, purpose and requirements of document according to organisation policies and procedures	Task 1 – Q1
1.2 Determine required format, style and structure for document	Task 1 – Q1
1.3 Establish method of communication	Task 1 – Q1
1.4 Develop content overview of document	Task 1 – Q1
1.5 Determine categories and logical sequence of information according to proposed structure, content and document requirements	Task 1 – Q1
PE 1 plan, draft and finalise three different complex documents that convey the required information in a format suitable for the intended audience and purpose according to organisational policies and procedures for document production.	Task1 & Task 2
KE 3 categories and logical sequences of information	Task 1 – Q1
KE 4 rules and conventions for written English	Task 1 – Q1
KE 6 key features of written communication methods, including: <ul style="list-style-type: none"> <li>• general emails</li> <li>• procedures</li> <li>• business letters</li> <li>• meeting agendas</li> <li>• organisational policies and procedures relating to written communication</li> </ul>	Task 2 – Q1
KE 7 process for checking: <ul style="list-style-type: none"> <li>• suitability of document for audience, purpose, format, and structure</li> <li>• grammar, spelling and style for accuracy and punctuation</li> <li>• key text elements including basic design elements</li> </ul>	Task 2 – Q2



## Assessment 1 – Plan complex documents

For this subject you will plan, draft, and finalise three different complex documents according to the policies and procedures for document production of a business. This assessment is based on a case study, so please carefully read the information, and complete each task.

### Case Study

You have been hired as the documentation officer for a recruitment firm. Your role is to plan, draft and finalise different documentation for the business. The main type of documents that you will be working on are:

- Employee handbooks
- Policies
- Procedures
- Employment letters
- Ergonomics checklists
- First aid posters
- Leave forms
- Job descriptions
- Job ads
- Contracts
- Timesheets
- Minutes/agendas

Your initial task is to plan 3 complex documents. From the list above choose any 3 documents and complete the following task:

## Task 1 – Plan complex documents

### Question 1:

For **each** one of the 3 documents provide:

- The name of the document
- The purpose of the document
- The audience of the document
- The proposed structure of the document (Main sections/headings)
- The method of communication you would use to disseminate this document

### Question 2:

Develop the content of each one of the documents. To do this, you will need to review and analyse a range of information sources specific to each document that you chose. Do not worry about the format yet, just provide the headings and the body of the document. Make sure that you determine the categories and logical sequence of the information according to the proposed structure from Q1.

## Task 2 – Knowledge Questions

You must individually, answer the following questions in full to show your competency of each element:

### Question 1:

What are the key features of the following written communication methods?

- general emails
- procedures
- business letters
- meeting agendas
- organisational policies and procedures relating to written communication

### Question 2:

Explain how you would check:

- the suitability of your documents for audience, purpose, format, and structure.
- the grammar, spelling and style for accuracy and punctuation.
- the key text elements including basic design elements.

– END –

# Assessment 2

<b>Qualification</b>	BSB40820 Diploma of Marketing and Communication
<b>Subject</b>	Complex Documents
<b>Assessment method</b>	Case Study
<b>Weighting</b>	50%
<b>Unit of Competency</b>	BSBWRT411 Write complex documents

## \*\*\*\*\*IMPORTANT\*\*\*\*\*

The following table summarises the relationship between the Assessment and Performance Criteria (PC) and Performance Evidence (PE) outlined in the rubric.

Performance Criteria (PC) & Performance Evidence (PE)	Questions in the Assessment
The student has demonstrated knowledge of:	
2.1 Confirm information is cohesive and satisfies document purpose and requirements	Q1
2.2 Develop draft document to communicate data, information and knowledge according to organisational policies and procedures	Q1
2.3 Identify gaps in required data, information and knowledge, and collect additional material from relevant sources, if required	Q1
2.4 Draft text according to document purposes and requirements	Q1
3.1 Review draft text and confirm document purpose and requirements are met	Q1
3.2 Check grammar, spelling and style for accuracy and punctuation	Q1
3.3 Confirm draft text is approved by relevant organisation personnel	Q1
3.4 Review and incorporate any amendments in final copy	Q1
3.5 Apply basic design elements for document appropriate to audience and purpose	Q1
3.6 Check document and confirm all requirements are met	Q1
PE 1 plan, draft and finalise three different complex documents that convey the required information in a format suitable for the intended audience and purpose according to organisational policies and procedures for document production.	Q1
PE 2 review and analyse a range of information sources	Q1
PE 3 use business technology to apply formatting and incorporate graphics	Q1

PE 4 apply organisation style guide/house style.	Q1
KE 1 organisation style guide/house style	Q1
KE 2 format and its impact on readability, cohesion and appearance of document	Q1
KE 4 rules and conventions for written English	Q1
KE 5 key features of word processing software	Q1

## Assessment 2 – Draft and Finalise complex document

For this assessment you will draft and finalise the 3 documents you started in Assessment 1. Your trainer must review your assessment before submission to provide feedback. This is a mandatory step for completion of this assessment. Make sure that when you consult with your trainer you follow generally accepted communication practices and protocols and follow the feedback provided.

### Case study:

Q1. Your supervisor has given you the main template that outlines the requirements of the policy and procedure to produce documentation. Find this document under the class resources section on MyAPC.hub. [Click here](#)

Use the template to complete your 3 documents. At the end of this task, you will have 3 different documents that follow the requirements stated in the organisational template. Your supervisor has also given you the logo of the business which you will need to add in the heading of each file, and the contact information which you will add to the footer:



#### Contact Information

Recruitment Firm – 135 Human Resources St  
Beautiful Pines – Gold Coast, Australia 4311  
07 5516387456 – recruitmentfirm.com.au – info@recruitmentfirm.com.au

To complete this task, you will need to:

- review and analyse a range of information sources specific to each document you chose
- use business technology to apply formatting and incorporate graphics
- apply organisation style guide/house style as per the template

– END –





AUSTRALIAN  
PACIFIC COLLEGE