



## Assessment Task 5 Cover Sheet

### Student Declaration

To be filled out and submitted with assessment responses

- I declare that this task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s).
- I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me.
- I have correctly referenced all resources and reference texts throughout these assessment tasks.

Student name	
Student ID number	
Student signature	
Date	

### Assessor declaration

- I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor name				
Assessor signature				
Date				
Assessment outcome	S	NS	DNS	Resubmission Y N

### Feedback

### Student result response

- My performance in this assessment task has been discussed and explained to me.
- I would like to appeal this assessment decision.

Student signature	
Date	

A copy of this page must be supplied to the office and kept in the student's file with the evidence.



## Assessment Task 5: Induction project

### Task summary

This assessment task requires you, in the role of the Human Resources Manager, to manage the induction process.

This will include developing an induction checklist and providing training for the Principal Consultant on the use of the checklist and induction processes to be followed. You will also be expected to provide feedback to the new Accounts Officer as part of the probationary process, then update the induction processes and check that induction processes are followed across the organisation.

This task will be completed in the simulated work environment at your RTO.

### Required

- Computer and Microsoft Office
- Access to the internet
- Fair Work Australia Induction Checklist
- Recruitment, Selection and Induction Policy and Procedures
- Induction Data Report
- Meeting space
- Roleplay participant (your assessor)
- Printer

### Timing

Your assessor will advise you of the due date of these submissions.

### Submit

- Email with induction checklist attached
- Email with updated induction checklist attached
- Email with recommendations for improving the induction process
- Email regarding terms and conditions of employment
- Email with updated Recruitment, Selection and Induction Policy and Procedures attached
- Email describing induction timelines that have not been met.

### Assessment criteria

For your performance to be deemed satisfactory in this assessment task, you must satisfactorily address all of the assessment criteria. If part of this task is not satisfactorily completed, you will be asked to complete further assessment to demonstrate competence.



## **Re-submission opportunities**

You will be provided feedback on their performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task.

If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date.

You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly, or have other appropriate grounds for an appeal.

You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment.



## Assessment Task 5 Instructions

Carefully read the following:

It is two weeks later and Maggie, the new Accounts Officer, will be commencing her employment the following week.

Assume that you have decided to implement an induction checklist to be used by all staff as part of the induction process to ensure that the induction process is comprehensive and systematic.

Following the development of the checklist, you are required to provide training to the Principal Consultant on the use of the checklist, as he will be inducting Maggie the following week.

Complete the following tasks:

1. Develop an induction checklist

Research and develop an induction checklist that could be used by Grow Consultants to support the induction process for any new staff member.

The induction checklist should be between one and two pages

Your checklist should cover the following:

- Explanation of purpose of new induction checklist.
- Overview of the induction process as per the recruitment, selection and induction policy and procedure
- Purpose
- Outline of each of the checklist items and clearly explain requirements.
- Induction requirements
- Duration (how long it should take to fill the checklist out.

It should also include brief guidance to managers about completing the checklist.

Use the Fair Work Australia Induction Checklist to assist you in developing your checklist.

2. Send an email to the Principal Consultant (your assessor)

The text of the email should be in grammatically correct English and written in a professional, business-like style.

It should introduce and summarise the contents of the attachment, and ask for a meeting to discuss it.

Attach your draft induction checklist to the email.



3. Train the Principal Consultant in the use of the induction checklist at a short meeting.

The Principal Consultant is just about to provide Maggie's induction, so you will explain the use of the induction checklist to the Principal Consultant (your assessor) first.

- During the short meeting (about 15 minutes), you are to provide an overview of the induction process as set out in the recruitment, selection and induction policy and procedure Email with induction checklist attached
- Email with updated induction checklist attached
- Email with recommendations for improving the induction process
- Email regarding terms and conditions of employment
- Email with updated Recruitment, Selection and Induction Policy and Procedures attached
- Email describing induction timelines that have not been met.
  - e. You should also indicate that you are able to provide ongoing support regarding the induction process and at least one way in which you will provide this.

Your assessor will advise you of the date of the meeting.

You should bring a printed copy of the induction checklist to the meeting to provide to the Principal Consultant, as well as a copy for yourself.

During the meeting, you will be required to demonstrate effective communication skills, including speaking clearly and responding to questions as required.

4. Update your induction checklist

The changes that you make should include the feedback given to you by the Principle Consultant during the meeting.

Save this document as Updated Induction Checklist.

5. Send an email to the Principal Consultant (your assessor)

The text of the email should be in grammatically correct English and written in a professional, business-like style.

It should introduce and summarise the contents of the attachment.

The text should also include a summary of the information discussed at the meeting.

Your email should indicate that ongoing support can be provided as required.

Attach your updated induction checklist to the email.



It is a month later and you meet with the Principal Consultant to discuss the performance of the new Accounts Officer, Maggie's, as she is on a 3-month probation.

The Principal Consultant indicates that while he is happy with Maggie's performance overall, she doesn't seem to be as productive and motivated as he would like. He explains that she sometimes seems to be waiting for direction instead of getting on with things. He would like you to meet with her to discuss this.

6. Develop a script for providing feedback to a probationary employee

Develop a suitable script for your roleplay meeting with Maggie (your assessor), including the purpose of the meeting, probationary terms and feedback to be provided.

Ensure that your script allows for Maggie to provide feedback.

Save this Document as Probationary Employee Script.

Your assessor will advise you of the date and time of the meeting.

7. Meet with the probationary employee.

Meet with your assessor, roleplaying Maggie, to discuss her performance using the script that you have developed.

During the meeting, you will need to demonstrate effective communication skills, including speaking clearly and concisely, responding to questions and active listening.

You will need to demonstrate appropriate non-verbal communication skills to show that you are open to Maggie's views, as well as being empathetic.

8. Develop recommendations for improving the induction process

Assume that, based on the outcome of the meeting above, one of the improvements you decide to make is to the induction process in terms of extending the process beyond an induction on the first day. You have heard that an effective induction process for new employees can extend over the probation period, so you decide to research strategies that other companies are using. Conduct this research to inform the email you need to send below.

Save this document as Induction Process Improvements.

9. Send an email to the Principal Consultant (your assessor)

Your email should be in grammatically correct English and written in a professional style. The text of your email should include recommendations for improving the induction process as currently specified in the Recruitment, Selection and Induction Policy and Procedures. Give clear examples for updating the policy, as well as a summary of the feedback received from Maggie that has assisted in informing improvements.

Attach your Induction Process Improvements to the email.

Ask for approval to update the recruitment, selection and induction policy and procedures.



10. Update the company's recruitment, selection and induction policy and procedures.

When you have received approval from the Principal Consultant (your assessor) for your amendments, update the induction process in the Recruitment, Selection and Induction Policy and Procedures you wrote for Assessment Task 2, activity 4,

Based your changes on the recommendations that you made to the Principal Consultant and the feedback that they provided in their return email.

11. Write an email to all staff (your assessor).

The text of the email should be in grammatically correct English and written in a professional, business-like style.

It should introduce and summarise the contents of the attachment.

Attach your updated Recruitment, Selection and Induction Policy and Procedures to the email.

You have a report from human resources (Induction Data Report) that gives information on inductions that have been conducted, and that you want to check that they have been conducted according to the required timeframe, which is within one week of the employee's commencement of employment and then a further follow up induction within one month of the employee's induction.

12. Check that induction processes are being followed

Review the Induction Data Report and the Recruitment, Selection and Induction Policy and Procedures.

There is at least one instance of an induction processes not being completed as required

13. Send an email to the responsible staff member (your assessor)

The text of the email should be in grammatically correct English and written in a professional, business-like style.

The text should outline the issues, restating timelines and offering further training and ongoing support as required.

It should also It should introduce and summarise the contents of the attachment.

Attach your updated Recruitment, Selection and Induction Policy and Procedures to the email.



## Assessment Task 5 Checklist

Student's name:			
Did the student:	Completed successfully		Comments
	Yes	No	
Provide training and support to staff to assist them to implement the organisation's induction process?			
Clearly explain the induction process and checklist and respond to questions as required?			
Trial the induction checklist and update as per feedback provided?			
Provide feedback to Maggie about her performance during the probationary period?			
During the feedback session, demonstrate effective communication skills: <ul style="list-style-type: none"> <li>• Speaking clearly and concisely</li> <li>• Responding to questions</li> <li>• Active listening techniques to confirm and clarify information</li> <li>• Non-verbal communication skills</li> </ul>			
Refine the induction process as based on feedback from managers and participants?			
Inform all staff of revised recruitment, selection and induction process?			
Check that induction processes are followed across the organisation and take appropriate action to ensure processes are being followed?			
Task Outcome:	Satisfactory <input type="checkbox"/>		Not Satisfactory <input type="checkbox"/>
Assessor signature			
Assessor name			
Date			