



ADMINISTRATIVE SYSTEMS

(Year 12 E230)

Common Assessment Tasks

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ADMINISTRATIVE SYSTEMS

Guidelines for the Common Assessment Tasks

This package contains the requirements for the four Common Assessment Tasks in Year 12 Administrative Systems.

The specific content of each task is to be determined by the school provider dependent upon the mode of delivery by the teacher.

Each task description is presented with the following headings:

1. Specified Outcomes

These are listed outcomes relevant to each task. On completion of the subject, the student must have been provided with at least two opportunities to demonstrate achievement of each outcome.

2. Task

The task to be completed.

3. Task Description

The Task Description outlines what requirements are necessary for the students to complete the task. In most cases, it provides guidelines for the teacher to ensure that the major focus of the task has been understood.

4. Task Parameters

The Task Parameters determine the context and conditions in which the task is to be carried out.

5. Authentication

This section relates to the requirements of the student and the teacher in ensuring the task has been completed by the student. It is important that the teacher is able to authenticate all work completed for assessment by the student.

6. Performance Criteria

Each outcome is assessed against a set of Performance Criteria to determine the level of student achievement.

ADMINISTRATIVE SYSTEMS

Common Assessment Framework

Task Number	Specified Outcomes	Task	Suggested Activities and Content
One	1, 2, 3, 4, 6, 7	Oral Presentation - Group	<ul style="list-style-type: none"> • Identify qualities of an effective group within an organisation • Investigate reporting methods and lines of authority • Investigate Equal Opportunity legislation. • Explore the Industrial Relations system in Australia. • Investigate conditions in the Australian Work Environment¹. • Find out whether Public and Private Organizations differ in employment conditions, and if so, how. • Determine Rights and Responsibilities of employees and employers.
Two	3, 4, 5, 6, 7, 8	Practical Applications 1	<ul style="list-style-type: none"> • Identify recycling procedures. • Apply skills to real tasks within the school and in work experience situations. • Use work schedules, electronic and/or manual systems • Prepare production plans. • Prepare flow charts, graphs, diagrams. • Access information sources such as the Internet, library, business journals
Three	3, 4, 5, 6, 7, 8	Practical Applications 2	<ul style="list-style-type: none"> • Apply skills to real tasks within the school and in work experience situations. • Use work schedules, electronic and/or manual systems • Prepare production plans. • Prepare organisation charts, graphs, diagrams. • Access information sources such as the Internet, library, business journals • Use computer equipment to process documents. • Prepare business documents and perform business processes (eg payroll, banking).

¹ In Year 12 the approach is broader than in Year 11 – Australian administrative and management practices, rather than the more “office-systems oriented” approach.

Task Number	Specified Outcomes	Task	Suggested Activities and Content
Four	1, 2, 3, 4, 7	Individual Project	<ul style="list-style-type: none"> • Prepare and conduct a survey to discover how working practices have been changed with the introduction of technology. • Email respondents if possible. Explore other means of collecting data (eg leave questions on voice mail, answering messages, etc) • Survey, collate and present the results. • Research business structures and management practices. • Collect samples of job descriptions, duty statements and procedures manuals; collate papers, share copies, copy/paste data from Internet sites • Locate and select sources of information relevant to careers and employment. • Conduct a mock interview to explore interview procedures and understanding questioning techniques. • Apply energy conservation and recycling techniques • Present information as resource material (electronic or printed).

NOTE: On visits and excursions to businesses, students could investigate, identify and gather information to demonstrate outcomes in a number of tasks.

Assessment Sheet

Name:

Task	Task Description	Outcome										
		1	2	3	4	5	6	7	8	9	10	
One	Oral Presentation - Group											
Two	Practical Applications 1											
Three	Practical Applications 2											
Four	Individual Project											
Final Outcome Achievement												

Enter the appropriate code (V, H, S or ND) to indicate the level of achievement of each outcome on each task.

- V = Very High Achievement
- H = High Achievement
- S = Satisfactory Achievement
- ND = Satisfactory Achievement not demonstrated
- = Outcome not related to this task

RATING PROCEDURE

The **final rating** achieved for each outcome is determined using the following guide.

For all outcomes, a performance criteria of:

- V is attained when at least 50% of ratings are at a Very High level, and at least 50% of the remainder are at a High level or better.
- H is attained when at least 50% of ratings are at a High level or better, and at least 50% of the remainder are at a Satisfactory level or better.
- S is attained when at least 50% of ratings are at a Satisfactory level or better
- ND is attained when more than 50% of ratings are at a Not Demonstrated level.

GRADING COMBINATIONS

V	H	S	ND	GRADE
8	0	0	0	A
7	1	0	0	A
7	0	1	0	A
6	2	0	0	A
6	1	1	0	A
6	0	2	0	A
5	3	0	0	A
5	2	1	0	A
5	1	2	0	A
4	4	0	0	A
4	3	1	0	A
4	2	2	0	A

V	H	S	ND	GRADE
3	0	5	0	C
2	1	5	0	C
2	0	6	0	C
1	2	6	0	C
1	1	6	0	C
1	0	7	0	C
0	3	5	0	C
0	2	6	0	C
0	1	7	0	C
0	0	8	0	C

5	0	3	0	B
4	1	3	0	B
4	0	4	0	B
3	5	0	0	B
3	4	1	0	B
3	3	2	0	B
3	2	3	0	B
3	1	4	0	B
2	6	0	0	B
2	5	1	0	B
2	4	2	0	B
2	3	3	0	B
2	2	4	0	B
1	7	0	0	B
1	6	1	0	B
1	5	2	0	B
1	4	3	0	B
1	3	4	0	B
0	8	0	0	B
0	7	1	0	B
0	6	2	0	B
0	5	3	0	B
0	4	4	0	B

NOTE: A FINAL RATING OF "ND" FOR ANY OUTCOME WILL RESULT IN A GRADE OF "D" BEING AWARDED. WHERE THERE ARE MORE THAN 50% OF OUTCOMES WITH A FINAL RATING OF "ND" AN "E" GRADE IS AWARDED.

TASK 1

ORAL PRESENTATION - GROUP

Curriculum Council requirements for this task are outlined below. Evidence must be provided to demonstrate student achievement of each of the specified outcomes.

1. Specified Outcomes for Task 1

- Outcome 1:** Understands the role of administration and organisational structures within business.
Outcome 2: Selects and uses appropriate technology in an administrative environment.
Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.
Outcome 4: Processes and manages information relating to the office environment.
Outcome 6: Works effectively as a team member.
Outcome 7: Identifies problems within the office and suggests improvements.

2. Task

Devise a presentation informing users in a selected work environment about Australian work practices.

3. Task Description

Investigate an issue of concern to Australian workers, particularly those new to Australia. Assume some new employees are unfamiliar with Australian work practices (eg unionism, equal opportunity) and your group has been assigned to help the new employees fit into the Australian work place.

Make a presentation that details current difficulties and how they could be overcome.

Plan the presentation collaboratively.

Each member of the group should submit:

- research notes and drafts
- an outline of team responsibilities
- student evaluation of the completed work
- student evaluation of team interaction.

4. Task Parameters

Students work in groups

Students should:

- incorporate the technology process
- use a variety of techniques in the presentation

5. Authentication

Each student must be able to provide details of their individual work effort (for example by maintaining a personal journal/diary to record resources, notes, references and timelines).

6. Performance Criteria

The following Performance Criteria are used to rate student performance on each outcome to be assessed in this task.

Outcome 1: Understands the role of administration and organisational structures within business.

Satisfactory	High	Very High
The student describes administrative responsibilities and organisational structures within a business.	The student analyses administrative responsibilities and organisational structures within a business.	The student evaluates administrative responsibilities and organisational structures within a business.

Outcome 2: Selects and uses appropriate technology in an administrative environment.

Satisfactory	High	Very High
The student uses a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.	The student uses and describes a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.	The student independently selects, uses and describes a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.

Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.

Satisfactory	High	Very High
The student communicates clearly and coherently and generally uses appropriate terminology and methods of communication in the correct context.	The student presents ideas and information clearly and coherently and applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).	The student communicates ideas and information in a coherent and logical manner and consistently applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).

Outcome 4: Processes and manages information relating to the office environment.

Satisfactory	High	Very High
The student collects information on issues relating to the office from a limited variety of sources and organises this information for retrieval.	The student collects information on issues relating to the office from a variety of sources, organises it effectively and selects appropriate information relating to a specific issue.	The student selects information appropriate for the purpose, organises and categorises information, and selects and uses information to assist the analysis of an issue relating to the office.

Outcome 6: Works effectively as a team member.

Satisfactory	High	Very High
The student works effectively with others and performs an agreed role or task.	The student participates effectively with others to establish and define the goals of the team and contributes positively towards completing tasks and/or achieving agreed goals.	The student negotiates with others to establish and define team goals and roles, organises procedures and time frames, and monitors progress towards achieving these goals.

Outcome 7: Identifies and suggests improvements for problems within the office.

Satisfactory	High	Very High
The student identifies a simple office problem and describes alternative methods by which a solution may be found.	The student explains and clarifies alternative methods for solving a simple problem within the office and selects and applies a solution.	The student discusses and evaluates methods of solving a simple problem within the office, and selects, applies and monitors the effectiveness of the preferred solution.

TASK 2

PRACTICAL APPLICATIONS 1

Curriculum Council requirements for this task are outlined below. Evidence must be provided to demonstrate student achievement of each of the specified outcomes.

1. Specified Outcomes for Task 2

- Outcome 3:** Applies effective communication skills to facilitate the flow of information
- Outcome 4:** Processes and manages information relating to the office environment.
- Outcome 5:** Undertakes a range of business activities.
- Outcome 6:** Works effectively as a team member.
- Outcome 7:** Identifies problems within the office and suggests improvements.
- Outcome 8:** Applies cash management procedures as used in the office.

2. Task

Carry out a variety of practical office related tasks.

3. Task Description

- Plan a schedule for the activities in the task and other instructions (eg keeping track of appointments for a simulation office)
- Prepare for a meeting in a company's boardroom (locating information, procedures and documents)
- Arrange travel for a manager who has to attend a conference interstate
- Respond to a customer complaint appropriately and document solution (this could involve a simulated complaint to a telecommunications company that requires research to find information, etc)
- Handle financial arrangements for an office (this could be shopping for the meeting, claiming/processing the petty cash, writing cheques to pay for travel bookings, completing credit card slips, etc).

4. Task Parameters

Students:

- should incorporate the technology process
- may work in groups.

5. Authentication

Each student must be able to provide details of their individual work effort (for example by maintaining a personal journal/diary to record resources, notes, references and timelines).

If working in a group, each member must verify his/her input.

6. Performance Criteria

The following Performance Criteria are used to rate student performance on each outcome to be assessed in this task.

Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.

Satisfactory	High	Very High
The student communicates clearly and coherently and generally uses appropriate terminology and methods of communication in the correct context.	The student presents ideas and information clearly and coherently and applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).	The student communicates ideas and information in a coherent and logical manner and consistently applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).

Outcome 4: Processes and manages information relating to the office environment.

Satisfactory	High	Very High
The student collects information on issues relating to the office from a limited variety of sources and organises this information for retrieval.	The student collects information on issues relating to the office from a variety of sources, organises it effectively and selects appropriate information relating to a specific issue.	The student selects information appropriate for the purpose, organises and categorises information, and selects and uses information to assist the analysis of an issue relating to the office.

Outcome 5: Undertakes a range of business activities.

Satisfactory	High	Very High
Within existing guidelines, the student sets and follows a work schedule to complete tasks.	The student uses personal management skills to set and keep to a work schedule to complete tasks.	The student uses effective personal management skills to independently establish and maintain a work schedule and to evaluate the end result.

Outcome 6: Works effectively as a team member.

Satisfactory	High	Very High
The student works effectively with others and performs an agreed role or task.	The student participates effectively with others to establish and define the goals of the team and contributes positively towards completing tasks and/or achieving agreed goals.	The student negotiates with others to establish and define team goals and roles, organises procedures and time frames, and monitors progress towards achieving these goals.

Outcome 7: Identifies problems within the office and suggests improvements.

Satisfactory	High	Very High
The student identifies a simple office problem and describes alternative methods by which a solution may be found.	The student explains and clarifies alternative methods for solving a simple problem within the office and selects and applies a solution.	The student discusses and evaluates methods of solving a simple problem within the office, and selects, applies and monitors the effectiveness of the preferred solution.

Outcome 8: Applies cash management procedures as used in the office.

Satisfactory	High	Very High
The student records, prepares and processes cash management documentation as used in the office.	The student records, prepares and processes more complex cash management documentation as used in the office.	The student records, prepares and processes more complex cash management documentation as used in the office, and verifies the accuracy of data input.

TASK 3

PRACTICAL APPLICATIONS 2

Curriculum Council requirements for this task are outlined below. Evidence must be provided to demonstrate student achievement of each of the specified outcomes.

1. Specified Outcomes for Task 3

- Outcome 3:** Applies effective communication skills to facilitate the flow of information
- Outcome 4:** Processes and manages information relating to the office environment.
- Outcome 5:** Undertakes a range of business activities.
- Outcome 6:** Works effectively as a team member.
- Outcome 7:** Identifies problems within the office and suggests improvements.
- Outcome 8:** Applies cash management procedures as used in the office.

2. Task

Carry out a variety of practical office related tasks, such as:

3. Task Description

- Prepare a timeline or production plan for the task; monitor and change plans as needed. (produce an electronic or hand prepared task list.)
- Perform a variety of office tasks in a simulated situation
- Perform financial operations for an organisation (this could be completing payroll, banking, or budgeting for an event within an organisation).

4. Task Parameters

Students:

- should incorporate the technology process
- may work in groups.

5. Authentication

Each student must be able to provide details of their individual work effort (for example by maintaining a personal journal/diary to record resources, notes, references and timelines).

If working in a group, each member must verify his/her input.

6. Performance Criteria

The following Performance Criteria are used to rate student performance on each outcome to be assessed in this task.

Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.

Satisfactory	High	Very High
The student communicates clearly and coherently and generally uses appropriate terminology and methods of communication in the correct context.	The student presents ideas and information clearly and coherently and applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).	The student communicates ideas and information in a coherent and logical manner and consistently applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).

Outcome 4: Processes and manages information relating to the office environment.

Satisfactory	High	Very High
The student collects information on issues relating to the office from a limited variety of sources and organises this information for retrieval.	The student collects information on issues relating to the office from a variety of sources, organises it effectively and selects appropriate information relating to a specific issue.	The student selects information appropriate for the purpose, organises and categorises information, and selects and uses information to assist the analysis of an issue relating to the office.

Outcome 5: Undertakes a range of business activities.

Satisfactory	High	Very High
Within existing guidelines, the student sets and follows a work schedule to complete tasks.	The student uses personal management skills to set and keep to a work schedule to complete tasks.	The student uses effective personal management skills to independently establish and maintain a work schedule and to evaluate the end result.

Outcome 6: Works effectively as a team member.

Satisfactory	High	Very High
The student works effectively with others and performs an agreed role or task.	The student participates effectively with others to establish and define the goals of the team and contributes positively towards completing tasks and/or achieving agreed goals.	The student negotiates with others to establish and define team goals and roles, organises procedures and time frames, and monitors progress towards achieving these goals.

Outcome 7: Identifies problems within the office and suggests improvements.

Satisfactory	High	Very High
The student identifies a simple office problem and describes alternative methods by which a solution may be found.	The student explains and clarifies alternative methods for solving a simple problem within the office and selects and applies a solution.	The student discusses and evaluates methods of solving a simple problem within the office, and selects, applies and monitors the effectiveness of the preferred solution.

Outcome 8: Applies cash management procedures as used in the office.

Satisfactory	High	Very High
The student records, prepares and processes cash management documentation as used in the office.	The student records, prepares and processes more complex cash management documentation as used in the office.	The student records, prepares and processes more complex cash management documentation as used in the office, and verifies the accuracy of data input.

TASK 4

INDIVIDUAL PROJECT

Curriculum Council requirements for this task are outlined below. Evidence must be provided to demonstrate student achievement of each of the specified outcomes.

1. Specified Outcomes for Task 4

- Outcome 1:** Understands the role of administration and organisational structures within business.
Outcome 2: Selects and uses appropriate technology in an administrative environment.
Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.
Outcome 4: Processes and manages information relating to the office environment.
Outcome 7: Identifies problems within the office and suggests improvements.

2. Task

Devise a presentation to assist actual or potential employees with career planning.

3. Task Description

- Investigate how job needs have changed in a given industry, with the introduction of electronic and communications technology
- Determine how organizations plan for human resources needs and ensure good employment practices
- Suggest improvements to current practices in organizations (this could include looking at a business that employs few/no aborigines an/or disabled people and documenting ways of improving this situation.)
- Present findings using technology.

4. Task Parameters

Students:

- should incorporate the technology process.

5. Authentication

Each student must be able to provide details of their individual work effort (for example by maintaining a personal journal/diary to record resources, notes, references and timelines).

6. Performance Criteria

The following Performance Criteria are used to rate student performance on each outcome to be assessed in this task.

Outcome 1: Understands the role of administration and organisational structures within business.

Satisfactory	High	Very High
The student describes administrative responsibilities and organisational structures within a business.	The student analyses administrative responsibilities and organisational structures within a business.	The student evaluates administrative responsibilities and organisational structures within a business.

Outcome 2: Selects and uses appropriate technology in an administrative environment.

Satisfactory	High	Very High
The student uses a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.	The student uses and describes a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.	The student independently selects, uses and describes a range of office technology and equipment to complete a variety of tasks according to prescribed guidelines and set routines.

Outcome 3: Applies effective communication skills to facilitate the flow of information within the office.

Satisfactory	High	Very High
The student communicates clearly and coherently and generally uses appropriate terminology and methods of communication in the correct context.	The student presents ideas and information clearly and coherently and applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).	The student communicates ideas and information in a coherent and logical manner and consistently applies appropriate methods of communication in a manner suited to the context and purpose of the presentation (written or oral).

Outcome 4: Processes and manages information relating to the office environment.

Satisfactory	High	Very High
The student collects information on issues relating to the office from a limited variety of sources and organises this information for retrieval.	The student collects information on issues relating to the office from a variety of sources, organises it effectively and selects appropriate information relating to a specific issue.	The student selects information appropriate for the purpose, organises and categorises information, and selects and uses information to assist the analysis of an issue relating to the office.

Outcome 7: Identifies problems within the office and suggests improvements.

Satisfactory	High	Very High
The student identifies a simple office problem and describes alternative methods by which a solution may be found.	The student explains and clarifies alternative methods for solving a simple problem within the office and selects and applies a solution.	The student discusses and evaluates methods of solving a simple problem within the office, and selects, applies and monitors the effectiveness of the preferred solution.