**BSBADM406 Organise business travel**

# ASSESSMENT MAPPING MATRIX

# Version 1.0

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| **Competency Standards** | **Evidence Requirements** |
| **Element 1** **Organise business itinerary for domestic and overseas travel** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| 1.1 Confirm purpose and requirements of domestic or overseas travel including planned itinerary, budget, meeting requirements and traveller preferences |  | Document 1 | Presentation 1 |
| 1.2 Identify points of contact and names of contact persons, and make and confirm arrangements for meetings in accordance with planned itinerary |  | Document 2 | Presentation 1 |
| 1.3 Prepare daily itineraries with appointments, arrival and departure times, accommodation and other itinerary details in accordance with travel purpose |  | Document 2 |  |
| 1.4 Source, prepare and provide documents and support material for meetings within designated timelines |  | Document 2 |  |
| 1.5 Prepare itinerary in accordance with meeting requirements and traveller’s work health and safety (WHS) requirements |  | Document 3 |  |
| 1.6 Provide itinerary and meeting documents to the traveller within designated timelines |  | Document 3Document 4 |  |
| **Element 2** **Make travel arrangements** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| 2.1 Make bookings in accordance with organisational policies and procedures for business travel |  | Document 4 | Presentation 1 |
| 2.2 Identify and arrange travel documents in accordance with itinerary and individual requirements |  | Document 5Document 6 | Presentation 1 |
| 2.3 Confirm and check travel arrangements and dispatch confirmation documents to the traveller within designated timelines  | Q8 | Document 6 | Presentation 1 |
| 2.4 Negotiate and confirm alternative arrangements in response to changed requirements |  | Document 8 | Presentation 1 |
| 2.5 Record travel details and itinerary in accordance with organisational requirements |  | Document 8 | Presentation 1 |
| 2.6 Negotiate and confirm communication arrangements in accordance with organisational requirements |  | Document 10 | Presentation 1 |
| **Element 3** **Arrange credit facilities** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| 3.1 Check and confirm methods of payment | Q6 | Document 8Document 9 |  |
| 3.2 Make credit arrangements in accordance with organisational policy and procedures | Q6, Q7 | Document 8Document 9 |  |
| **Performance Evidence/Required Skills** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| Organise business-related travel for others, including scheduling and developing itineraries and travel-related documents |  | Document 1-10 | Presentation 1 |
| Finalise all booking and travel arrangements including any necessary credit requirements according to predetermined budgets and time constraints. |  | Document 8-10 | Presentation 1 |
| **Knowledge Evidence/Required Knowledge** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| Identify booking procedures relevant to business travel | Q1 |  |  |
| List the key provisions of relevant legislation that may affect aspects of business operations | Q2, Q3 |  |  |
| Summarise organisational policies and procedures required to organise business travel, including use of internet sites and other online resources. | Q1, Q4 | Document 6Document 8 |  |
| **Foundation Skills** | **Performance Criteria** | **Description** | **Written Questionnaire** | **Project** | **Oral Discussion**  |
| Reading | 1.1-1.5, 2.1-2.3, 3.1, 3.2 | * Researches and interprets information from various sources in a range of formats to establish and confirm travel requirements
 |  | Document 1-10 |  |
| Writing | 1.1-1.5, 2.1-2.3, 2.5, 3.1, 3.2 | * Produces clear, detailed and logically organised texts in required format using vocabulary specific to travel requirements
 |  | Document 1-10 |  |
| Oral Communication | 1.1, 1.2, 2.1, 2.4, 2.6 | * Uses appropriate vocabulary, pitch and intonation to convey relevant information
* Listens and asks questions to confirm requirements or clarify understanding
 |  |  | Presentation 1 |
| Numeracy | 1.1, 1.3, 1.4, 1.6, 2.3, 3.1 | * Interprets and comprehends a range of everyday mathematical information that is embedded in familiar texts
* Uses basic mathematical formula to calculate credit requirements
 | Q5 | Document 7 |  |
| Navigate the world of work | 1.5, 2.1, 2.5, 2.6, 3.2 | * Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements
 |  | Document 6Document 8-10 |  |
| Interact with others | 1.1, 1.4, 1.6, 2.1, 2.3, 2.4, 2.6 | * Collaborates and negotiates with others to achieve agreeable outcomes, playing an active role in facilitating agreement
* Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
 |  | Document 9 | Presentation 1 |
| Get the work done | 1.1-1.6, 2.2, 2.3, 3.1 | * Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints
* Takes responsibility for the outcomes of routine decisions related directly to own role
* Utilises a range of features within digital applications to improve personal productivity, optimising software functions for specific purposes
 |  | Document 1-10 | Presentation 1 |
| **Assessment Conditions** | **Explanation**  |
| Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:* Office equipment including telecommunications equipment
* Travel-related reference material, such as accommodation and transport suppliers
* Appointment books, scheduling software, diaries and other recording and scheduling systems
* Preferred suppliers, contact details, websites
* Maps.
 | Practical assessment is conducted in a simulated environment. The documents required to be submitted are relevant to the learner’s experience, understanding, and technological availability. |
| Assessors must satisfy NVR/AQTF assessor requirements. | Trainers and assessors for this qualification at least possess the TAE40110 Certificate IV in Training and Assessment. Refer to the Training and Assessment Strategy for more details. |