**BSBADM406 Organise business travel**

# ASSESSOR GUIDE: ORAL DISCUSSION

# Version 1.0

**Assessor instructions:**

To assess the learner’s oral discussion, the assessor must have the below marking criteria accessible during the oral discussion. The assessor will act as the learner’s direct supervisor who is overseeing the operations of the business travel. The assessor must ask the following questions to the learner:

1. Does the organised business travel comply with our organisational policies and procedures? If yes, provide an example. If no, please explain why.
2. Who is our contact over in Texas and do you have their details?
3. What accommodation have you organised for the business travellers and does it comply with the budgetary requirements?
4. Do you have any contingency plans in place?
5. Have you finalised all travel arrangements?

Benchmark responses are in red font. It is expected that the learner verbally discusses these details thoroughly, using appropriate vocabulary, pitch, and intonation to convey the information. The assessor must complete the assessment record (located in the assessment instrument) and provide an overall result of satisfactory or not yet satisfactory. This result must be given back to the learner within ten (10) business days via email. Assessment records must be retained for at least six (6) months on the company server in accordance with ASQA requirements in case of an audit. The assessor must notify the administration department via email of the learner’s outcome on this assessment instrument as per organisational policy and procedure.

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| **Criteria:** | **Benchmark** |
| Confirm purpose and requirements of domestic or overseas travel including planned itinerary, budget, meeting requirements and traveller preferences | Learner must discuss with the assessor the itinerary, budget, and processes involved to determine appropriate travel arrangements to suit the traveller’s preference. |
| Identify points of contact and names of contact persons, and make and confirm arrangements for meetings in accordance with planned itinerary | The learner must identify a specific individual for whom the business travellers will make contact with once they arrive in Texas. |
| Make bookings in accordance with organisational policies and procedures for business travel | The learner must provide at least one example of how the business travel documentation developed in accordance with policies and procedures. |