Formative assessment overview

This resource complements the corresponding Aspire learner guide.

Aspire provides activities in its learner guides. The formative assessment marking guide provides solutions and suggested answers to activities. It also provides discussion topics.

How to use formative assessment

Formative assessment is used to help students consolidate their learning and to help trainers determine how the learners are progressing.

Formative assessment tasks can be used by learners in a variety of settings, including face to face and online. Trainers can adapt these resources in a variety of ways, such as for small groups, verbal questioning, online forums or individual tasks. Trainers may choose to add to, change or substitute the activities provided by Aspire. This should be done according to the interest level, the experience of the learners and the specific learning situation.

Activities

The activities provided in the learner guides are mapped to the unit of competency and include a range of question styles to suit most learners.

Each activity asks the learner to review their understanding of the content. The question styles are designed to complement the final assessment questions. This provides students with an opportunity to practise for the final assessment questions.

Solutions to activities are provided in this TAR. Activity solutions are also provided immediately as part of online activities, which are accessible via links in the eBook.

Solutions should serve as a reliable guide to the type of information that a trainer would expect to see in a learner's response. The nature and variety of the activities means that, in some cases, there will be numerous correct responses and the solutions provided cannot cater for all contexts and possible outcomes.

The answers provided by the learner will vary due to a number of factors, including:

- the learner's personal and work-related experiences
- the situations and strategies presented by the trainer
- the learner's or trainer's interpretation of the activity
- the type of organisation, work practices, processes and systems encountered by the learner.

Talk with others

Discussion questions allow the learner to reflect more widely on what they have learned and their personal experiences. Discussion allows learners to apply their learning to a broader context and share responses to questions with others.

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Other resources by Aspire

The following Aspire resources are also available to support delivery *TLIA3024 Organise warehouse records operations*

Resource	General overview
Learner guide	• Presented in plain English. • Uses current industry practice, workplace examples and links to industry documents. • Engages students and promotes learning through images, videos and diagrams. • Provides workplace examples and topic summaries to sum up the content and consolidate learning. • Activities provide for formative assessment, allowing the learner to review and improve their understanding of the content. Questions also help to prepare students for their summative assessment.
eBook	• Incorporates all features of the learning content in an interactive learner guide. • Includes links to video content and activities. • Allows learners to complete online activities with immediate feedback.
Online resource	• Provides all the learning content, activities and final assessment tasks in an online format that can be accessed by learners through a training organisation's learning management system. • Interactive learning objects to display content. • Videos and/or animations to further engage the learner. • Transcripts of audio/video content to support the learning content. • Benchmark responses to activities so learners can check their progress. • Interactive summative assessment tasks. • The facility to upload other materials/documents for assessment where required.

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Summative assessment marking guide

Assessment questions with suggested responses

This resource complements the corresponding Aspire *Student assessment workbook* for this unit.

This *Summative assessment marking guide* provides questions, along with solutions and suggested answers.

Assessment task 1: Questions

Instructions to the assessor

What is this assessment for?

Students' correct responses to the questions show that they have the required knowledge of the topics, including:

- Understanding legislation and policies
- Organising record management systems

How do students complete this assessment?

This is an open book task – students can use their learner guide, the internet, and other books and resources to assist if required.

Students must answer all 8 questions correctly for this task to be completed satisfactorily. The questions are divided into two (2) sections.

Students must respond to the questions in the spaces provided.

Students must submit an answer to each of the questions.

Advise students on how to submit their responses if they are using a computer to type their answers.

What do students need to complete this assessment?

Students need access to the *Student assessment workbook* or learning management system to complete the questions.

Students need access to a learner guide, the internet and/or other resources.

What evidence needs to be submitted?

An assessment task cover sheet must be completed and submitted with this task.

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Case study 1: Selecting a new record management system (Questions 1–2)

Read the case study to answer the questions that follow. You can also watch the video provided to see how the situation may look in the workplace.

Josh is a freight forwarder for a large distribution warehouse that deals with farm equipment imported from overseas. Every day he has to collect and consolidate documents, and maintain and store records safely and securely. He makes sure his team always follows the procedures for organising records so the data he receives and sends to others is reliable and relevant.

Due to the expanding needs of the business, the owners want to upgrade the records operations. Josh's role is to attend meetings and provide input into the decision-making regarding the selection of a suitable program. He will also be involved in the trial, evaluation and implementation stages of the project.

Josh is comfortable with technology and is looking forward to a new, more efficient system. He has already considered what is needed to increase productivity.

His manager presents details of three computer record management systems they have shortlisted. The team meets to review information and trial each system. They develop a list of advantages and disadvantages for each option. It soon becomes clear which system is most compatible with their needs. They make sure there is a match between the system chosen and the operational requirements.

The team makes a decision based on the information they have gathered, reviewed, trialled and consulted. They decide on an integrated computer system that will collect and share data from every section of the warehouse operations. Documentation requirements needed for the import and customs regulations are discussed and considered.

Watch the case study video [02m:12s] here.

https://vimeo.com/aspirelr/v1924

Formative mapping

TLIA3024 Organise warehouse records operations

The middle column in the following tables makes reference to the Aspire *Learner guide* content for this unit.

Unit of competency	Content	Activities
Element 1: Identify record management databases, storage types and technologies	**n/a**	**n/a**
1.1 Requirements for records operations are identified and defined	2A Select and use office equipment • Establish requirements for record operations	Activity 4: Q1
1.2 Types of record systems that might meet workplace requirements are identified and reviewed	1B Record management systems • Documentation requirements	Activity 2: Q1
1.3 Advantages and disadvantages of identified systems are evaluated and noted	2A Select and use office equipment • Advantages and disadvantages of computerised systems	Activity 4: Q2
1.4 Record management systems are selected in accordance with workplace requirements	2A Select and use office equipment • Select an appropriate record management system	Activity 4: Q2, Q3
1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements	2A Select and use office equipment • Establish requirements for record operations	Activity 4: Q3
Element 2: Store warehouse records	**n/a**	**n/a**
2.1 Warehouse records are collected and consolidated in accordance with workplace procedures	2B Apply legislation and procedures at work • Follow workplace procedures and legislation	Activity 5: Q1

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Summative mapping

TLIA3024 Organise warehouse records operations

Unit of competency	Part A – Questions	Part B – Case study	Part C – Observation
Element 1: Identify record management databases, storage types and technologies	**n/a**	**n/a**	**n/a**
1.1 Requirements for records operations are identified and defined		CS1	O1, O2
1.2 Types of record systems that might meet workplace requirements are identified and reviewed		CS1	
1.3 Advantages and disadvantages of identified systems are evaluated and noted		CS2	
1.4 Record management systems are selected in accordance with workplace requirements		CS1	O3
1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements		CS1, CS3	O4
Element 2: Store warehouse records	**n/a**	**n/a**	**n/a**
2.1 Warehouse records are collected and consolidated in accordance with workplace procedures		CS3	O11
2.2 Records are stored manually and/or electronically as required in accordance with system developer instructions and workplace procedures		CS3	O12
2.3 Records are maintained in accordance with workplace procedures		CS3	O13
Element 3: Use record management systems to retrieve information	**n/a**	**n/a**	**n/a**
3.1 Responses to requests for information are processed promptly			O16

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Final assessment

How to work through this final assessment

This final assessment is for the unit *TLIA3024 Organise warehouse records operations*

An assessor will review the work you complete and determine if you have satisfied the assessment requirements for this unit.

This final assessment has three (3) sections that you must complete.

Assessment plan for this unit

The table below is a summary of the final assessment for this unit.

Ask your assessor to confirm the dates for submitting each assessment task. Add the dates to the table below for your records.

Assessment task	Description of task	Due date
1. Questions	There are two (2) sections. The student must correctly answer all 8 questions.	
2. Case studies	There are two (2) case studies. The student must read the scenario, then correctly answer all 5 questions.	
3. Observation	There are three (3) sections. The student must show they can do each of the following: 1. Select and use office equipment when organising record operations 2. Apply legislation and procedures at work 3. Prepare for operational situations	

How to submit assessments

You must submit your completed assessments to your assessor. Instructions for what to submit for assessment are detailed in each assessment task.

How to appeal an assessment result

If you believe your assessment result is not right you should discuss this with your assessor. They will direct you to your student handbook, which will have information about how to appeal an assessment result.

Cover sheets

Each assessment task that you complete must have a signed cover sheet. Cover sheets are provided for each of the assessment tasks in this workbook. When the assessment has been completed and marked, your assessors may provide you with a completed copy for your own records.

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Result	S ☐	U ☐

Question 6

Which of the following factors should be considered when organising warehouse records?

Select yes or no for each statement.

a. In case of a computer or network stoppage, each team member must be trained in every work task.	Yes/No
b. Records systems must have adequate storage requirements and have access limitations.	Yes/No
c. Equipment used to collect information for records should be reviewed for its performance in restricted spaces or exposed conditions.	Yes/No
d. Site operating systems must manage information from various site locations and contain it in one database.	Yes/No

Result	S ☐	U ☐

Question 7

Match the requirements of records to examples of each on the right.

A. Accessibility	a. Customer or supplier information must not be left in places where it can be read by others.
B. Security	b. Health and safety officers may need to monitor the WHS aspects of the business.
C. Confidentiality	c. Sensitive pricing information may require a login to restrict who can read it.

Result	S ☐	U ☐

Question 8

Give an example of a problem that may arise when organising record operations. Identify some solutions and actions that could be taken to solve the problem you identified.

Result	S ☐	U ☐

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