Planning Sheet

Task 10 – Digital Communications

The Task Planning Sheet is designed to provide you with a clear list of the activities you will need to undertake to complete your assigned tasks. It is suggested that you complete the activities in the order they are listed. You must submit your completed ‘Task Planning Sheet’ to verify completion of the competencies that form a part of this task.

By submitting your completed sheet, you are confirming that you have undertaken all activities associated with the task.

**Training Program:**

* Access, read and print as necessary ***Learning Resources*** (Task page – Communicating Remotely) and ***Your Task 10*** (Inbox).
* Review and use the Information Policies and Procedures document (Intranet).
* Ensure you have Intermediate competency in Microsoft Word, Microsoft Outlook and Microsoft Teams (Virtual RTO).
* Construct a folder on your data drive with the name (*YourName*-Task10-Portfolio) and establish within that folder, appropriate sub-folders for each activity within this task.

**Task A – Storage solution for digital communication files:**

* Read the attachment of the General Manager’s incoming email (Intray).
* Read the Activities document (Attachment to General Manager’s email).
* Reflect about the task assigned to you by Ben Davies, identify what additional folders you would need to store the emails and their attachments that relate to the company’s annual award dinner and presentation (General Manager’s email).
* Construct these emails in your email program; take a screenshot showing the folders you have constructed; add the screenshots to the tasks’ portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| List of folders to be constructed.  Screenshots showing these folders have been constructed in MS Outlook.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task B – Distribution lists or group email procedures:**

* Read the attachment of the General Manager’s incoming email (Intray).
* Read the Activities document (Attachment to General Manager’s email).
* Reflect about the task assigned to you by Ben Davies, identify what distribution lists you need to construct to enable rapid communication with the various groups involved in this event. List the distribution lists with a brief explanation of who would be in each list.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| List of distribution lists and an explanation of each.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task C – Evaluation of communication with your supervisor:**

* Consider how you would save this very large file once it had been received. Explain your decision.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Explanation of how and why the file is saved this way.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task D – Dinner speaker’s address:**

* Before proceeding to the recording and distribution procedures, consider what you may need to do to ensure you meet both legislative and ethical elements in this task. Record any issues you identify in a table detailing the issue and how you may address each issue.
* Decide on how you are to record the address and detail the reasons underpinning your decision.
* How will you distribute this very large file to the staff members who may be interested in viewing it? Explain how you would make this information/address/event available.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| A table detailing background legislative and ethical considerations.  Paragraph explaining how the address will be recorded.  Paragraph explaining how the resulting media file may be shared with staff members across Queensland.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task E – Organising a video meeting**

* Consider and record in a list the advantages and disadvantages of holding a video meeting.
* Prepare a paragraph explaining how you would prepare for this meeting and what organisational elements you would need to ensure were in place.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| A table detailing the advantages and disadvantages of holding a video meeting.  Paragraph explaining how you would prepare for this meeting and what organisational elements you would need to ensure were in place.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task F – WHS meeting:**

* Before proceeding ensure you are familiar with Anjark Services’ Information Policies and Procedures.
* Write an email meeting the criteria (Task 10 Activities – Attachment to General Manager’s email – Intray).
* Send the email to yourself. On arrival, print the document as a PDF document. Place this in your portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| A copy of an email meeting the criteria outlined in the activity instructions.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task G – Breach of security:**

* Before proceeding ensure you are familiar with Anjark Services’ Information Policies and Procedures.
* Outline, in paragraph form, what you should have done when you received the email.
* In a separate paragraph formed response, outline what your emergent actions will now be to recover the security breach.
* Place both responses in the appropriate sub-folder in your portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Paragraph based response outlining what should have been done on receipt of the email.  Paragraph based response outlining your actions to recover the security breach.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Task H – Example email templates:**

* Before proceeding ensure you are familiar with Anjark Services’ Information Policies and Procedures.
* Create appropriate emails to the intended target groups and save in draft forms (Task 10 Activities – Attachment to General Manager’s email – Intray).
* Place PDF copies of the emails in the appropriate sub-folder in your portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Four drafts of emails being sent to targeted audiences.  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Other Tasks**

**Review of digital communication methods**

* Read the email sent to you seeking your involvement in this committee (Email – Mitchell 2 and then Email – Rae Taylor).
* Conduct the research necessary to complete the collection of data and your opinions for the committee. Present your responses as directed.
* Place Word copy of response in a new sub-folder in your portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Written responses to the questions for the Review of Digital Communication attachment (Email – Rae Taylor)  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |

**Staff Survey - Digital communication methods**

* Read the email sent to you instructing all staff to complete the Staff Survey (Email – Mitchell 1).
* Respond to the survey questions. Present your responses as directed.
* Place Word copy of response in a new sub-folder in your portfolio.

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| **What to submit** | **Problems encountered and strategies used to overcome these** |
| Written responses to the Staff Survey (Email – Mitchell 1)  Place this work in an appropriate sub-folder.  Email the portfolio to your supervisor (Teacher). |  |