



How to Conduct Role-play Activity

A Guide for
Interactive Skills Application
Assessment

Learn Your Way – Take Your Studies Wherever You Go

Why must a role-play activity be completed?

It's one of the assessment conditions/requirements!

According to the unit of competency requirements, you are required to demonstrate your communication skills by conducting interactive activities in a simulated business environment.

Although, you don't need to have an actual workplace and related job role to complete this course, you will need to ensure you have achieved the application of skills in a simulated business environment, provided through role-play activities.



How to Conduct Role-Play Activity

If one of your assessments require you to complete a role-play or interactive session, don't panic!

You have two options to completing the roleplays

How to conduct the role play activities:

Note: You may choose to facilitate the Training Session role play with **one (1)** colleague, family member or friend in **no less than 10 minutes**. You will need to video-record the Training Session as evidence.

In choosing this option, ensure the person chosen to role play the team member is familiar with the Case Study and Training Session requirements.

Alternatively, you may choose to conduct the role play with your assessor. If so, you will need to send an invitation to assessment@lettraining.com.au to arrange a time to facilitate the Training Session role play via a web conference.

Instructions on how to conduct role-play activities can be found in the Learner Workbook as applicable.



To: assessment@lettraining.com.au

Subject:

BSBWHS412 Task 3 Training Session Role Play

How to Conduct Role-Play Activity

If one of your assessments require you to complete a role-play or interactive session, don't panic!

You have two options to completing the role-plays

Option 1: Conduct the role-play at your own pace

Using friends, family or colleagues **who are aged 18 or above**, form a team and hold a meeting. If you complete this activity with your formed role-play team, the meeting must be recorded in a video format.

Option 2: Conduct the role-play with your trainer

Follow the learning support procedure to book a time via email to assessment@lettraining.com.au to conduct the role-play with LET Training Trainer/Team.

Note: (some role-play documents are required to be completed prior to the role-play taking place and forwarded to your trainer.)



Conduct Role-Play with Your Team or Your Choice of Participants

Option 1: Using friends, family or colleagues, form a team and hold a meeting. If you complete this activity with your formed role-play team, the meeting must be recorded in a video format.

1. Pre-Session discussion with participant:

- ✓ Discuss the role-play plan with the invited participant, ensuring they understand the requirements.
- ✓ Confirm they have received all necessary information and provide any additional clarification if needed.
- ✓ Obtain explicit consent for video recording, specifying that the recording will be used solely for assessment submission purposes.

2. Compliance with assessment requirements:

- Ensure the role-play session complies with all specified requirements, including participant appearance guidelines, duration limits, content parameters, and structural expectations.
- **Example:** If the assessment requires a 10–15 minute session, recordings shorter than 10 minutes will not be accepted.

Conduct Role-Play with Your Team or Your Choice of Participants

Option 1: Using friends, family or colleagues, form a team and hold a meeting. If you complete this activity with your formed role-play team, the meeting must be recorded in a video format.

Role-play assessment requirements:

- ❑ **Get ready for the session** – 5 minutes before the session starts
- ❑ **Discuss the role-play plan with the invited participant** – clarify the requirements, confirm information is received.
- ❑ **Video recording the role-play session** – the appropriate setting to the context of the scenario, and ensure all participants are visibly engaged and actively contributing throughout the session.
- ❑ **Save your recorded video** in one of the apps, for example Dropbox, WebTransfer, OneDrive, G-Suite, YouTube, etc.
- ❑ **Share** your recorded video with assessment@lettraining.com.au, to enable the assessor marking your work;
- ❑ **Place the recorded video link** in the respective task section of the assessment workbook.

Appendix 7: Training Delivery Role Play Record

☐ Option one: Team Member Training Session (role play)

1. Submit the link of your recorded training conducted with the team member for **no less than 10 minutes** in a video format (which can be saved on your G-suite, OneDrive, or Dropbox) to your assessor.
2. Ensure you share the document with assessment@lettraining.com.au.

Recorded training session access link:

Conduct Role-Play with Your Trainer/LET Training Team

Option 2: Follow the learning support procedure to book a time via email to assessment@lettraining.com.au to conduct the role-play with LET Training Trainer/Team.

Note: (some role-play documents are required to be completed prior to the role-play taking place and forwarded to your trainer.) .

Role-play assessment requirements:

- ☐ **Get ready for the session** – 5 minutes before the session starts
- ☐ **Discuss the role-play plan with your trainer** – clarify the requirements and confirm information is received
- ☐ **Ensure your role-play session meets the assessment requirements.** For example, if the role-play specifies a duration of 10-15 minutes, any recorded session under 10 minutes will not be accepted
- ☐ **Role-play session will be recorded by your trainer** and saved in your assessment file
- ☐ **Place the session booking email sent to assessment@lettraining.com.au, as evidence of the role play record**

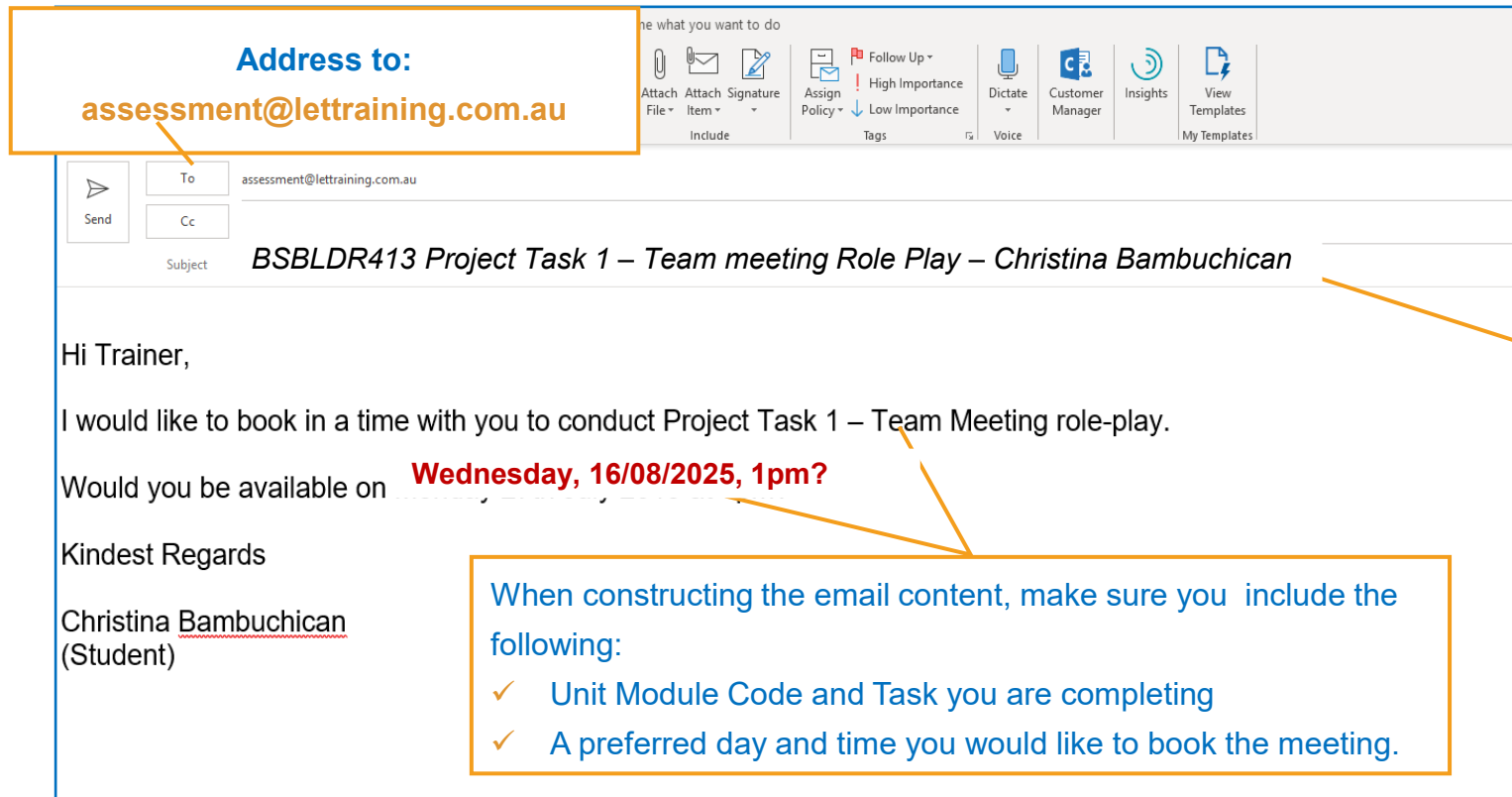


☐ **Option two: Session conducted with LET Training Trainer/s (role play).**
 Submit and place the meeting invitation emailed to assessment@lettraining.com.au in sent format The email must contain the posted date and time in the box below.

How to Book a Role-Play Session with Your Trainer

Option 2: Conduct role-play with your trainer

- Email an invitation to the trainer/assessor



Address to:
assessment@lettraining.com.au

ne what you want to do

Attach File Attach Item Signature Assign Policy Follow Up High Importance Low Importance Dictate Customer Manager Insights View Templates My Templates

Send To assessment@lettraining.com.au Cc

Subject **BSBLDR413 Project Task 1 – Team meeting Role Play – Christina Bambuchican**

Hi Trainer,

I would like to book in a time with you to conduct Project Task 1 – Team Meeting role-play.

Would you be available on **Wednesday, 16/08/2025, 1pm?**

Kindest Regards

Christina Bambuchican
(Student)

When constructing the email content, make sure you include the following:

- ✓ Unit Module Code and Task you are completing
- ✓ A preferred day and time you would like to book the meeting.

Address the subject box, for example:


BSBLDR413 Project Task 1 – Team meeting Role Play – Christina Bambuchican

- ✓ Ensure you include your **Full name**, when addressing the subject box. So, the trainer knows who it is from.
- ✓ Ensure you have attached **required documentation or information** that the role-play participant should be familiar with.

Receive Confirmation and Invitation

Option 2: Conduct role-play with your trainer

- Confirmation and Invitation for you to conduct the role-play scheduled


Send

To

Christina.Bambuchican@gmail.com

Subject

Christina Bambuchican - BSBLDR413 Project Task 1 Role Play

When

Wednesday, 9 October 2024 11:30 AM-12:00 PM (UTC+10:00) Brisbane.

Location

<https://us06web.zoom.us/j/81468993013?pwd=dxEUV3dbabYxFoysYmnrfsb71wTWJs.1>

From

If of LET Assessment

LET Training is inviting you to a scheduled Zoom meeting.

Topic: Christina Bambuchican – BSBLDR413 Role Play

Time: Oct 9, 2024 11:30 AM Brisbane

Join Zoom Meeting
<https://us06web.zoom.us/j/81468993013?pwd=dxEUV3dbabYxFoysYmnrfsb71wTWJs.1>

Meeting ID: 814 6899 3013
Passcode: 121974

One tap mobile
+61731853730,,81468993013#,,, *121974# Australia
+61861193900,,81468993013#,,, *121974# Australia

☐ Check the time zone of the booking

☐ Join the session by accessing the meeting link

Conduct Role-play with Your Trainer

Get ready for your session of the scheduled time 5-10 mins before the session starts, your trainer will get in contact with you per discussed option:

- ☐ Check if your computer and internet is working fine and no issues.
- ☐ Check if you have the role-play documents ready and accessible for the session.

Conduct the role-play with your trainer via one of the following options:

- Zoom;
- Microsoft Teams;

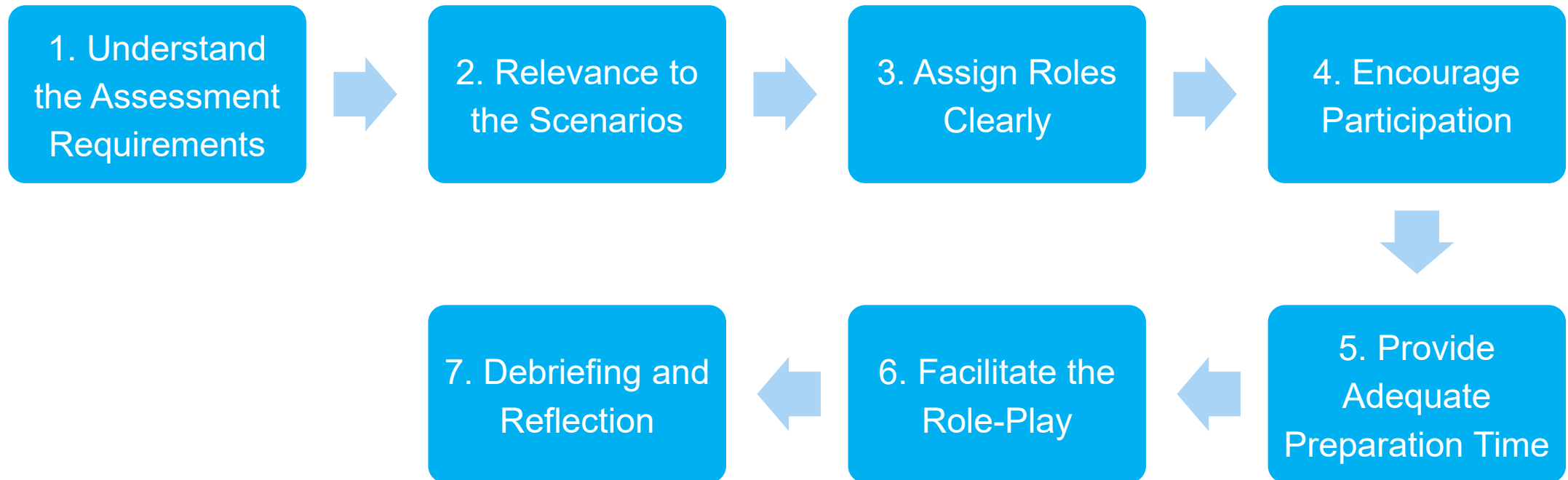


How to Conduct an Effective Role-Play Activity

Tips for Conducting the Role-Play Activity

To conduct an effective role-play, it is essential to plan, structure, and facilitate the session in a way that encourages participation, reflection, and addresses the role-play within the simulated business scenario provided.

Here's a step-by-step guide to ensure successful role-play activities:



Tips for Conducting the Role-Play Activity

1. Understand the Assessment Requirements

- **Define the Purpose:** Clearly identify the goal of the role-play. Are you required to develop communication skills, practice conflict resolution, or apply a theoretical concept?
- **Align Expectations:** Make sure you fully understand the assessment requirements before starting.

2. Relevance to the Scenarios

- **Review Instructions and Scenarios:** Ensure you review the assessment instructions and relevant scenarios in detail. The role-play should closely mirror situations participants are likely to encounter in their roles.

3. Assign Roles Clearly

- **Define Roles and Responsibilities:** Be explicit about who will play each role and what their objectives are. This ensures participants understand their tasks and responsibilities.
- **Role Rotation:** If time permits, rotate roles so that participants can experience different perspectives, such as being both a manager and a team member.

Tips for Conducting the Role-Play Activity

4. Create a Safe and Supportive Environment

- **Encourage Participation:** Ensure participants feel comfortable and understand that this is a learning experience, where mistakes are welcomed as part of the process.
- **Foster Respect and Trust:** Set ground rules that promote mutual respect and confidentiality to build a safe environment for learning.

5. Provide Adequate Preparation Time

- **Review the Scenario:** Allow participants enough time to familiarise themselves with their roles and the context of the scenario. Provide any necessary background or resources.
- **Q&A Session:** Offer an opportunity for participants to ask clarifying questions before beginning the role-play

6. Facilitate the Role-Play

- **Effective Communication:** Use appropriate tones, language, active listening, and open-ended questions to guide the role-play session. This allows participants to navigate the scenario and make decisions independently.
- **Q&A Session:** Offer an opportunity for participants to ask questions during the role-play to confirm understanding or agreement on the points raised from the session
- **Real-Time Interaction:** Allow the conversation to flow naturally, as it would in real-world situations, even if unexpected outcomes arise.

Tips for Conducting the Role-Play Activity

7. Debriefing and Reflection

- **Encourage Feedback:** At the end of the role-play, invite participants to provide feedback on the session. What worked well? What could be improved?
- **Close the Session:** Summarise the key points from the role-play, discuss any necessary follow-up actions, and thank participants for their involvement.

Contact our support team if you need assistance for completing role-play activities:

Tel: 02 9633 3929

Email: admin@lettraining.com.au