

FSKWTG008 – Student Assessment Pack

Assessment Cover Sheet - Knowledge Questions

Name of student	<i>Sarah Elliott</i>
Name of assessor	
Unit/s (code and name)	FSKWTG008 Complete routine workplace formatted texts
Method of assessment	Written <input type="checkbox"/> Verbal <input type="checkbox"/>

Instructions

- This assessment consists of 8 questions
- Answers must be clear, concise and in your own words
- All notes and responses to be done in the spaces provided
- You must answer all questions correctly to be deemed satisfactory in this assessment
- Re-assessment of any incorrect responses will be undertaken verbally and noted on the assessment
- Identified special needs students may be able to undertake this assessment in a slightly different way please speak with your assessor if you believe that you are eligible for a modified assessment item

Student Declaration

I declare that no part of this assessment has been copied from another person's work with the exception of where I have listed or referenced documents or work and that no part of this assessment has been written for me by another person.

Signed: *Sarah Elliott*

Date:

EDUCATIONAL ADJUSTMENTS MADE

Formatting	<input type="checkbox"/> Altered print size and layout <input type="checkbox"/> Audio Provided <input type="checkbox"/> Images to support text <input type="checkbox"/> Simplified language	
Time	<input type="checkbox"/> Extra Time <input type="checkbox"/> Rest Break <input type="checkbox"/> Administered in segments	
Assistive Technology	<input type="checkbox"/> Word Processor <input type="checkbox"/> Speech to text <input type="checkbox"/> Calculator	
Environmental	<input type="checkbox"/> Alternate location <input type="checkbox"/> Reduced audience <input type="checkbox"/> Support person present	
Other		
Assessor Safety Declaration	I confirm that I have completed a Safety Audit of the assessment environment prior to the commencement of the assessment process.	Yes <input type="checkbox"/> No <input type="checkbox"/>

☐ Satisfactory
☐ Not Satisfactory

Due date for reassessment (if required):

Feedback to student:

Assessor Signature:		Date:	
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<p>1. A workplace document contains information that relates to the workplace, or that you use in the workplace. It is important to recognise different workplace documents as well as understand what they are used for.</p> <p>For each of the following forms identify the audience and the purpose of the form.</p>			<p>Satisfactory/ Not Yet Satisfactory</p>
Form or Document	Audience	Purpose	
Personal details form	<i>Client</i>	<i>Contains personal information from the clients, so that the company can contact them again to market their services.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
Tax File Number Declaration Form	<i>Staff member</i>	<i>All new staff needs to complete the Tax File Number Declaration Form for payroll.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
Timesheet	<i>Staff member</i>	<i>All staff keep track of the hours they work every week and overtime they have done so that they can be paid correctly.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
Visitor logbook	<i>Client</i>	<i>Clients are encourage to write feedback in the visitor's logbook on how great their experience was.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
<p>2. When writing business letters, you will mainly use Open Punctuation, what does this mean?</p>			
<p><i>This is when you don't use full stops and comma's</i></p>			<input type="checkbox"/> S <input type="checkbox"/> NYS
<p>3. When writing emails what 2 language guidelines should you follow?</p>			
<p><i>Australian English or British English</i></p>			<input type="checkbox"/> S <input type="checkbox"/> NYS
<p>4. When spelling words with which you are unfamiliar, explain how you would use a Visual Strategy to help you.</p>			
<p><i>I think of other words that sounds the same and how they are spelled.</i></p>			<input type="checkbox"/> S <input type="checkbox"/> NYS

5. It is important to organise and sequence information so that you gain the interest of the reader and the information is easy to understand. What are 3 common methods for sequencing information?	
<i>1. Information can be given in the order that it happened. First tell the beginning, then the middle then the end.</i> <i>2. Or when teaching somebody a new skill you will start with the easiest information first and then move on to more difficult things. Make sure they know what they are doing before adding more information.</i> <i>3. Or just by following the logical sequence and share information in the steps that it needs to happen.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
6. Before you finalise any document, who should you ask for approval?	
<i>My manager</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS

7. Completion of workplace forms

- When proofreading a document, why would a spell checker not be sufficient?
- Outline two techniques you can use to proofread, review and revise your document
- To improve on your work, who should you ask to review your draft and give you feedback?

- Because I might have spelled it correctly, but it might not be the most appropriate word to use.*
- I look at previous forms that were completed to make sure I'm on the right track and including all the needed information. When I proofread the document I make sure there is no distractions around me and I read it out loud to make sure it sounds good.*
- My manager.*

- ☐ S
☐ NYS

8. For each of the following determine if the sentence has suitable grammar and vocabulary for workplace texts:

Sentence	Suitable grammar and vocabulary for workplace texts		If no, rewrite the sentence, using acceptable grammar and vocabulary	
	Yes	No		
Gr8, tks for the info.		x	<i>Great, thank you for the information.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
The datas are collated in the spreadsheet.	x			<input type="checkbox"/> S <input type="checkbox"/> NYS
The issues has been investigated.		x	<i>The issues have been investigated.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
The customer and me spoke about the issue.	x			<input type="checkbox"/> S <input type="checkbox"/> NYS
We are literally sorry for the inconvenience.		x	<i>We apologise for the inconvenience.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS

Assessment Cover Sheet – Project

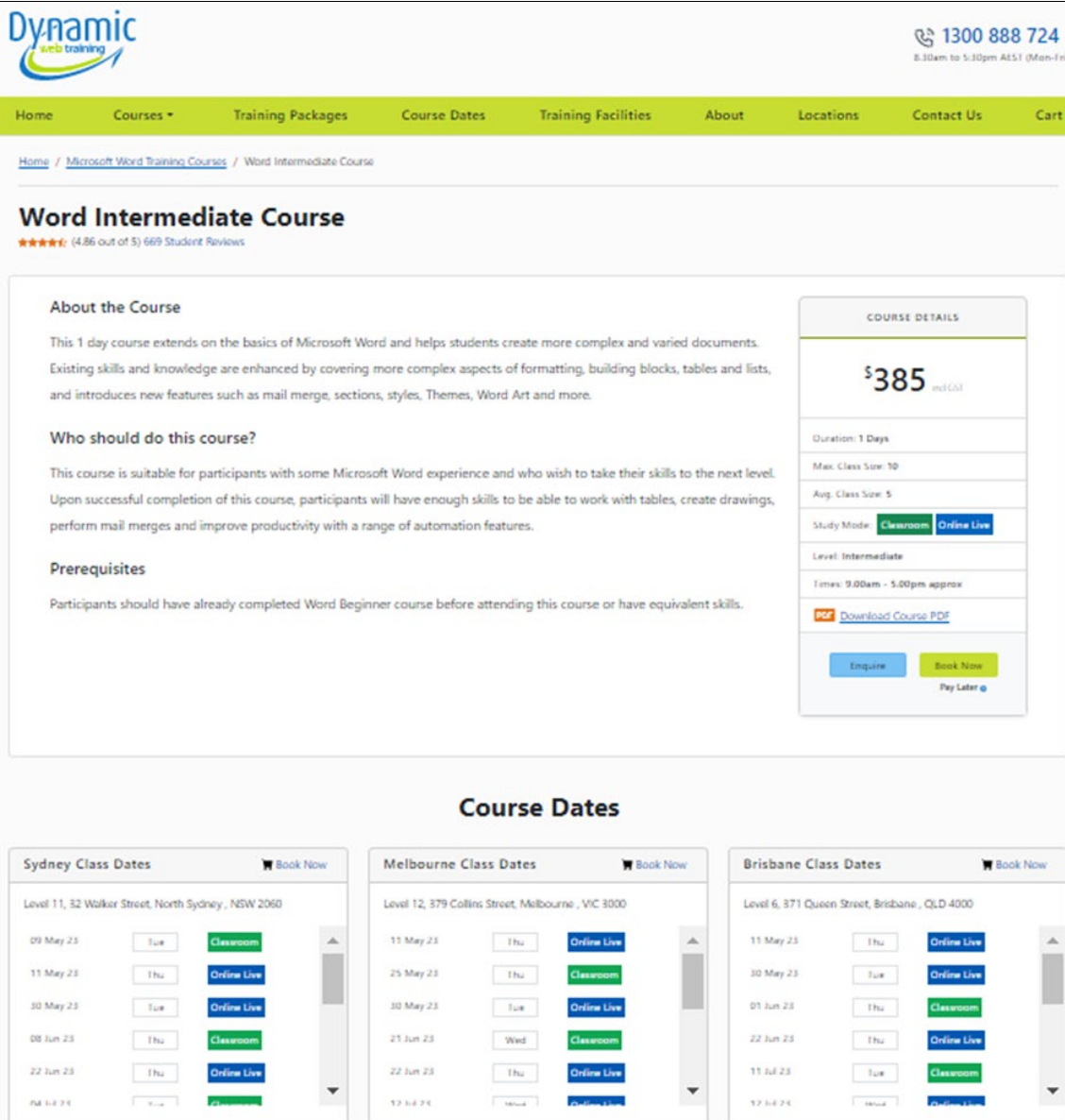
Name of student	Sarah Elliott		
Name of Assessor			
Unit/s (code and name)	FSKWTG008 Complete routine workplace formatted texts		
Method of assessment	Project		
Instructions			
<ul style="list-style-type: none"> • This assessment consists of 3 activities • Answers must be clear, concise and in your own words • You will require access to a computer, internet, and office software e.g., Word • You must answer all questions or complete the activities correctly to be deemed competent in this unit • Re-assessment of any incorrect responses will be undertaken verbally and noted on the assessment • Identified special needs students may be able to undertake this assessment in a slightly different way please speak with your assessor if you believe that you are eligible for a modified assessment item 			
Student Declaration			
I declare that no part of this assessment has been copied from another person's work with the exception of where I have listed or referenced documents or work and that no part of this assessment has been written for me by another person.			
Signed: Sarah Elliott		Date:	
EDUCATIONAL ADJUSTMENTS MADE			
Formatting	<input type="checkbox"/> Altered print size and layout <input type="checkbox"/> Audio Provided <input type="checkbox"/> Images to support text <input type="checkbox"/> Simplified language		
Time	<input type="checkbox"/> Extra Time <input type="checkbox"/> Rest Break <input type="checkbox"/> Administered in segments		
Assistive Technology	<input type="checkbox"/> Word Processor <input type="checkbox"/> Speech to text <input type="checkbox"/> Calculator		
Environmental	<input type="checkbox"/> Alternate location <input type="checkbox"/> Reduced audience <input type="checkbox"/> Support person present		
Other			
Assessor Safety Declaration	I confirm that I have completed a Safety Audit of the assessment environment prior to the commencement of the assessment process.		Yes <input type="checkbox"/> No <input type="checkbox"/>
<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory		Due date for reassessment (if required):	
Feedback to student:			
Assessor Signature:		Date:	

ACTIVITY 1

Task 1: Training Request

As you are a fairly new staff member at Bluey'sHQ you feel you could benefit from training in using MS Office products, such as Word, PPT and Excel.

1. Review the Training Request Form. Outline the following:		
What is the purpose of the form?	<i>It is a formal request for further training. You fill this in with your manager when you want to apply for funding to do training that will help you in your job. Your manager needs to approve the training.</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
Who should complete the form?	<i>The staff member and their manager</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
Who will you send the form to?	<i>HR</i>	<input type="checkbox"/> S <input type="checkbox"/> NYS
2. Your manager (Hellen Highwater) has asked you to complete the Training Request form. You will need to: <ul style="list-style-type: none"> • Identify where you can undertake this training (see brochure on next page) <ul style="list-style-type: none"> ○ When, where, costs etc • Identify why you should take this training <ul style="list-style-type: none"> ○ Benefit to business ○ What you will learn ○ What skills and knowledge you will develop? ○ How you can apply the training to your current area of work (Marketing & Design). When completing the form, ensure you use: <ul style="list-style-type: none"> • Professional business vocabulary • Correct punctuation and grammar • Review your form to ensure you have included all the necessary details and it is free from errors • Ask your trainer to review your form and provide feedback on improvements Update your form in line with feedback and submit the final document		<input type="checkbox"/> S <input type="checkbox"/> NYS



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Home / Microsoft Word Training Courses / Word Intermediate Course

Word Intermediate Course

★★★★★ (4.86 out of 5) 669 Student Reviews

About the Course

This 1 day course extends on the basics of Microsoft Word and helps students create more complex and varied documents. Existing skills and knowledge are enhanced by covering more complex aspects of formatting, building blocks, tables and lists, and introduces new features such as mail merge, sections, styles, Themes, Word Art and more.

Who should do this course?

This course is suitable for participants with some Microsoft Word experience and who wish to take their skills to the next level. Upon successful completion of this course, participants will have enough skills to be able to work with tables, create drawings, perform mail merges and improve productivity with a range of automation features.

Prerequisites

Participants should have already completed Word Beginner course before attending this course or have equivalent skills.

COURSE DETAILS

\$385 incl GST

Duration: 1 Days
Max. Class Size: 10
Avg. Class Size: 5
Study Mode: **Classroom** **Online Live**
Level: Intermediate
Times: 9.00am - 5.00pm approx
[Download Course PDF](#)

[Enquire](#) [Book Now](#)
[Pay Later](#)

Course Dates

Sydney Class Dates	Melbourne Class Dates	Brisbane Class Dates
Level 11, 32 Walker Street, North Sydney, NSW 2060	Level 12, 379 Collins Street, Melbourne, VIC 3000	Level 6, 371 Queen Street, Brisbane, QLD 4000
09 May 23 Tue Classroom	11 May 23 Thu Online Live	11 May 23 Thu Online Live
11 May 23 Thu Online Live	25 May 23 Thu Classroom	30 May 23 Tue Online Live
30 May 23 Tue Online Live	30 May 23 Tue Online Live	01 Jun 23 Thu Classroom
08 Jun 23 Thu Classroom	21 Jun 23 Wed Classroom	22 Jun 23 Thu Online Live
22 Jun 23 Thu Online Live	22 Jun 23 Thu Online Live	11 Jul 23 Tue Classroom
04 Jul 23 Tue Classroom	12 Jul 23 Mon Online Live	12 Jul 23 Mon Online Live

3. Draft an email to your Supervisor (Trainer) and include an image of it in your submission (you can use the snipping tool), ensure your email:

- Includes a subject line and signature block
- Use appropriate language for internal email (less formal)
- Outlines what the attachment is for.

☐ S
☐ NYS

TRAINING REQUEST FORM

* All fields must be completed in order for any training requests to be approved.

Name of Employee	Sarah Elliott	Position	Marketing and Sales Manager
Name of Manager	Hellen Highwater		

Name of Programme / Qualification	Diploma of Marketing and Communication
Method of Study (e.g. distance, classroom etc)	In classroom 2 x nights per week and 3 Saturdays
Study Time Required (if any)	3 Saturdays
Training Provider	TAFE Queensland
Start Date and Date of Completion	22 January 2024
Length of Programme	6 months
Total cost of Programme	\$4900.00

PART ONE – To be completed by Job Holder and discussed with Line Manager

Business Case (How will this programme benefit the individual, their line manager and the business?):

It has been identified in my staff appraisal meeting that by completing the Diploma of Marketing and Communication I will obtain the skills required to be promoted into the newly created role of Team Leader. This will result in permanent employment for myself. I already have the required experience to assist with the induction and training of new staff members but will through the course expand my knowledge and skills in marketing and communication.

Once I'm in the Team Leader role it will bring stability to the Marketing and Sales Team and give much needed support to Karen in her duties. Overall outcome would be an increase in sales and continuation of building a positive working culture. I will then also be able to support Karen more in the development of marketing materials and strategies.

What are you expecting to learn on this course (your objectives)?

I expect to broaden my knowledge in marketing and build the necessary skills in communication. I'm always uncomfortable with reading and writing professional letters or emails.

I will learn how to complete workplace documents and create marking materials. I'm looking forward to using my creativity to design new marketing materials.

What preparation will you do before attending the course?

TAFE offers an English Language and Literacy program (SEE) which will help to develop my English language skills.

What skills/knowledge will be developed as a result of attending this training?

How to:

- Make presentations, develop social media engagement plans and develop a social media strategy.
- Articulate, present and debate ideas, design and develop marketing communication plans.
- Analyse consumer behaviour, identify and evaluate marketing opportunities.
- Establish and monitor the marketing mix, undertake marketing activities.
- Develop and apply knowledge of communication industry.
- Write complex documentation, write persuasive copy, communicate with influence.
- Undertake project work, plan, and interpret market research and develop critical thinking in others.
- Manage personal professional development.
- Develop and use emotional intelligence.

What will help you to apply the knowledge you gain to your area of work?

- Opportunities from management to actively work with other team members in creating strategies and present ideas.
- Time allocations to enable me to review and analyse consumer behaviour and trends.
- Task allocations to induct and train new staff members.

Do you require any assistance in attending the course, including access, language, reading, writing or other? If the answer is YES, provide details:

YES

As described previously I will complete a foundation course at TAFE to build my knowledge and skills in language, reading and writing. (SEE program).

I will require 3 Saturdays study time to attend and complete the course.

Most full day courses include refreshments. Do you have any dietary requirements? If the answer is YES, provide details:

NO

Employee Signature



Date

PART TWO – To be completed by Line Manager

Line Managers Supporting Comments:

Sarah is a valuable team member and already supports me in my management role. She has an eye for design and have demonstrated her creative skills already.

If Sarah can complete the Diploma in Marketing and Communication, I would be able to utilise her more efficiently and it will open a career pathway for her at our organisation.

Manager Signature

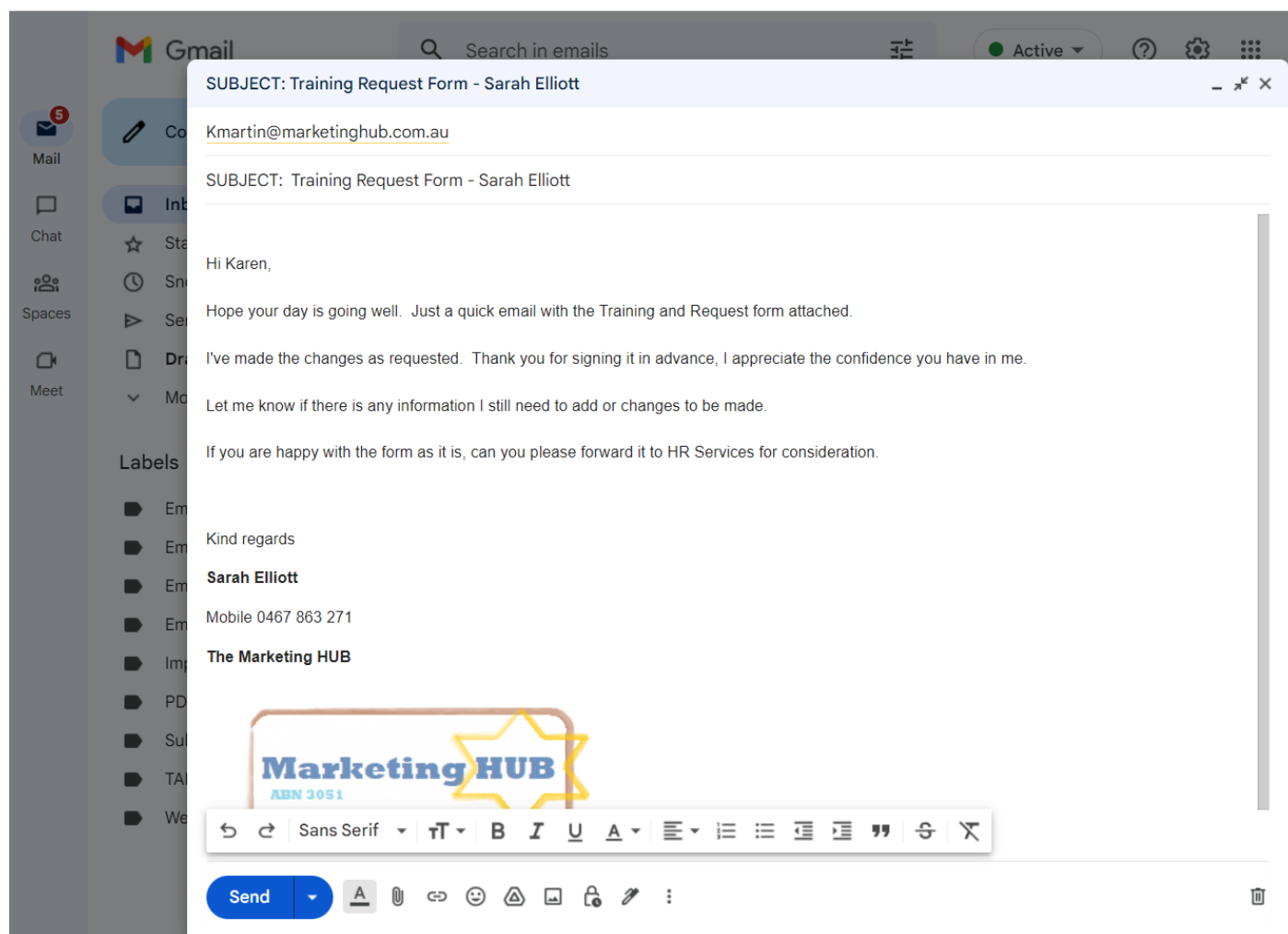


Date

06/04/2023

Please return the form to HR Services (keep a copy for your own records)

Insert image of your draft email:



ACTIVITY 2

Task 2: Stationery Order

You have been asked to complete the order for the following stationery items that your business needs to purchase. You have been given a budget of \$200 and your supervisor has said that if you have money left over to order as much paper as possible.

1. Complete the following table and work out how many reams of paper you can actually order and the total amount of the order					<input type="checkbox"/> S <input type="checkbox"/> NYS
Item	Normal Price per Item \$	No of Items Required	No of Items Ordered (QTY)	Total Price \$	
Pens (8 pack)	\$19.98	3	3	59.94	
Notebooks (96 page)	\$1.19	10	10	11.90	
Highlighter (pack of 6)	\$5.64	3	3	16.92	
Calculator	\$16.70	2	2	33.40	
Rubber Bands (bag multi-coloured)	\$15.47	1	1	15.47	
Paper (Ream)	\$6.75	5	9	60.75	
Total				198.38	
2. Now order the required items by completing the Bluey'sHQ purchase order attached <ul style="list-style-type: none"> You are ordering from the local Officeworks, with whom you have an account Provide a detailed description (refer to Officeworks extract attached) You want the stationery delivered in 5 working days to your office address: 36 Bryants Rd, Shailer Park Qld 4128 					<input type="checkbox"/> S <input type="checkbox"/> NYS

officeworks

**\$19.98**Uni-ball Eye Fine Rollerball Pens
Black 8 Pack**\$1.19**Spirax No. P560 Pocket Note
Pad 96 Pages**\$5.64**J. Burrows Chisel Highlighters
Assorted 6 Pack**\$16.70**Canon 10 Digit Tax Calculator
LS-100TS**\$15.47**J. Burrows No. 34 Rubber Bands
500g Assorted**\$6.75**J. Burrows 100% Recycled A4
Paper 500 Sheets

PURCHASE ORDER**Order No: 123456**

To: OFFICEWORKS Loganholme	Date: 06/04/2023
Address: 1 Bryants Rd, Loganholme	Date Required: 13/04/2023
City, State, Postcode Brisbane, QLD, 4129	Terms: On Account

Deliver To: Marketing HUB
Address: 36 Bryants Rd, Shailer Park
City, State, Postcode Brisbane, QLD, 4128

Item	Description	Unit	Quantity	Unit Price	Total Value
1	Uni ball eye fine rollerball pens	8 pack	3	\$19.98	\$59.94
2	Spirax No P560 Pocket note Pad	96 pages	10	\$1.19	\$11.90
3	J Burrows Highlighters Ghisel Assorted	6 pack	3	\$5.64	\$16.92
4	Canon 10 Digit tax Calculator LS 100TS		2	\$16.70	\$33.40
5	J Burrows No 34 Rubber Bands Assorted	500g	1	\$15.47	\$15.47
6	J Burrows 80gsm Premium A4 Copy Paper	500 sheets	9	\$6.75	\$60.75
7					
8					
				Total Value	\$ 198.38

Important

Purchase Order Number must appear on all invoices, packaging etc
Please notify us immediately if you are unable to complete the order by the date specified

ORIGINAL

ACTIVITY 3

The following incident occurred at the following workplace at 10 am this morning: Bluey'sHQ, 36 Bryants Rd, Shailer Park Qld 4128, ABN: 21 254 645 326, Ph: 0439753496

The incident:

Sean went to retrieve a file from the metal filing cabinet. The bottom draw had been left open, and without bothering to close the draw he opened the top draw of the filing cabinet to retrieve a file. The cabinet began to tip, and Sean quickly caught it and put it upright. Sean also noticed a sharp edge on the filing cabinet just below where he caught it. As there was no injury, he didn't bother to report the incident to his supervisor.

Later that day Letitia cut her hand steadying the same filing cabinet. She put a Band-Aid on her cut but as the injury was only minor, she did not report it. The next day Letitia called in sick and was off work for the following two weeks with a bad infection that had developed from the cut.

A few days later, Jordan, the Junior Admin Officer required medical treatment when the cabinet fell on him. He opened the top drawer of the filing cabinet and the cabinet overbalanced and fell on him. He tried to catch the cabinet and broke his left wrist, after visiting the Dr, Jordan had his arm put in plaster. He had two days off work and could only manage minor duties for the following 4 weeks.

Staff Details:

Jordan Burrows

- Administration Officer
- Address: 267 Nottingham Road, Calamvale, Q, 4115
- Mobile: 0418487125
- DOB: 26/03/1994

You may add or create additional information that you require to complete this assessment. Ask your trainer if unsure of what is required.

Instructions:

1. Referring to the Bluey'sHQ Incident Injury Form included in this assessment answer the following:		<input type="checkbox"/> S <input type="checkbox"/> NYS
What is the purpose of the form?	To capture all information of what has happened in the incident incase it becomes a workers comp complaint.	
Who will read this form?	The manager	
What designates required fields for completion (i.e.: how do you know where to write information)?	In all the open spaces / boxes on the form	
2. Complete the Bluey'sHQ Incident Injury Form <ul style="list-style-type: none"> • Use business language that is relevant to completing the form • When filling in the incident details: <ul style="list-style-type: none"> ○ Use simple sentence structure (including: Capital letters, full stops and other punctuation as required) ○ Sequence information in logical order (eg: what was the issue, what happened next) • Proofread to ensure <ul style="list-style-type: none"> ○ the form is free from spelling and grammatical errors ○ you have used the required punctuation ○ you have completed all required fields ○ the information you have provided is correct ○ you have included all required information 		<input type="checkbox"/> S <input type="checkbox"/> NYS

Incident/Injury Form

Reported by:	Sarah Elliott	Date:	06/04/2023	Time:	10:00am
INCIDENT DETAILS: (what happened and how)					
When Jordan opened the top drawer of the filing cabinet the cabinet was overbalanced and fell on him. He tried to catch the cabinet and broke his left wrist. After visiting the Dr, Jordan's arm was put in plaster.					
INJURED PERSON DETAILS:					
Name	Jordan Burrows				
Position:	Administration Officer				
Address:	Address: 267 Nottingham Road, Calamvale, QLD 4115				
Date of Birth:	DOB: 26/03/1994				
Contact Number:	Mobile: 0418487125				
INJURY DETAILS:					
Nature of injury (e.g.: burn, cut, sprain):	Broken wrist				
Cause of injury (e.g.: fall, slip/trip):	Fall				
Location on body (e.g.: back, right upper arm):	Wrist				

Agency (e.g.: another person, hot water, bookcase):	<i>Filing cabinet</i>																																																																													
Did the injured person stop work?	<input checked="" type="checkbox"/> Yes - If yes for how long <i>2 days off, 4 weeks minor duties</i> <input type="checkbox"/> No																																																																													
Outcome (tick all that apply)	<input checked="" type="checkbox"/> Treated by Doctor <input type="checkbox"/> Hospitalised <input type="checkbox"/> Returned to normal work <input checked="" type="checkbox"/> Alternative duties <input type="checkbox"/> Rehabilitation																																																																													
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Completed	<input type="checkbox"/> Yes <input type="checkbox"/> No	Time & Date:	
Manager Signature		Date:	