

Note: as this is a simulated activity you are permitted to make up additional information to complete your operational plan.

Required Tasks

1. Use the simulated business plan provided and review the information contained in the plan.
2. Complete an operational plan using your own template/format.

This project is due for submission on: _____

Result: Satisfactory | Not Satisfactory | Not Assessed

Student Declaration: I declare that I have been assessed in this unit, and I have been advised of my result. I also am aware of my appeal rights.	Signature: _____ Date: ____/____/____
Assessor: I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback	Signature: _____ Date: ____/____/____

ASSESSMENT 2 – STUDENT INFORMATION

This information is to be handed to each student to outline the assessment requirements.

Instructions:

Learners are required to develop a recruitment strategy to acquire the human resources identified in their operational plan completed in Assessment 1.

Your trainer will advise you of the submission date for this assessment task.

The Office Assistant Resource requirements:

Number of additional resources required.	Ten full time equivalent employees.
Full time or part time hours.	Full time and part time hours.
Permanent of casual employment.	Permanent and casual.
Required start date.	1 February 201X.
Expected length of employment.	On-going.
Skills required to perform in the role.	- customer service - communication - numeracy - knowledge of office products and services - graphic design.
Training you are able to provide.	Product and service knowledge.
Qualifications required.	Formal graphic design qualifications.
Pay levels.	Retail assistant – \$14 - \$20 per hour (plus 25% loading for casual employees). Graphic designer - \$22 – 25 per hour (plus 25% loading for casual employees).

Recruitment and selection policies and procedures

This policy covers the way in which recruitment and selection is to be conducted at The Office Assistant. It provides information about how we recruit, including our employment value proposition and legal requirements.

Who does this policy apply to?

This policy applies to all employees in both the support office and stores across Australia.

Responsibilities

When recruiting new hires you must ensure that you treat all candidates fairly throughout each step of the process.

There are also specific legal requirements you must comply with, including equal employment opportunity and anti-discrimination legislation.

Permanent recruitment

All permanent employees are to be recruited as per the following process:

Develop a job description	All vacancies must have a documented job description prior to advertisement.
Advertise the vacancy	All vacancies are to be advertised internally. External advertisements can occur at the same time as internal advertisements.

	Approved company branding must be used on all external advertisements.
Short list applicants	An applicant short list must be completed within one week of application closing date. All unsuccessful external applicants must be advised of the outcome of their application via email or letter with two weeks of the application closing date. All unsuccessful internal candidates must be provided with feedback as to why their application did not progress to the interview stage within two weeks of the application closing date.
Conduct interviews	All interviews must be conducted at support office or in the store. All interviews must be completed using a behavioural interview guide. All unsuccessful candidates, internal and external, must be advised verbally regarding the outcome of their interview. Unsuccessful internal candidates must be given feedback as to why their application has been unsuccessful.
Testing	All retail service assistants and support office administration applicants are to complete the company aptitude test and must score 80% or more to be employed. All support office management and store management staff must complete the company psychometric test and must score 90% or more to be employed.
Reference checks	All applicants must have two reference checks, from employment in the last three years, prior to hire.

Privacy

You must keep all information about candidates confidential and store the information in a secure place. Also, you must only use the information you collect from a candidate to help you make a decision about whether or not to recruit a candidate.

Recruiting people with a disability

For some people with a disability, we may need to make changes to our workplace so that they can perform their job to their full potential. We may need to adjust the workplace or provide a special tool or technology. You should contact human resources should you have a requirement to make modifications to the workplace or equipment.

Information for employees applying for roles

All opportunities are advertised on the company intranet home page and are updated weekly. You are encouraged to be responsible for your own career development and apply for roles you are interested in.

Required Tasks

1. Review the operational plan completed for Assessment 1 to determine the human resource requirements.
2. Review the organisation's recruitment and selection policies and procedures.
3. Develop a recruitment strategy that adheres to the organisation's recruitment and selection policies and procedures, to acquire the required human resources.

This project is due for submission on:

ASSESSMENT 2 – ASSESSOR CHECKLIST

This checklist is to be used when assessing the students in this task. This checklist is to be completed for each student. Please refer to separate mapping document for specific details relating to alignment of this task to the unit requirements.

Please complete below

Student Name:	
Student ID No:	
Date:	

In undertaking this project, did the student	Satisfactory	Comments
Identify the human resource requirements including: - Number of resources required - Full time or part time hours - Permanent or casual employment - Skills required to perform in the role - Training to be provided - Qualifications required - Pay levels.	☐ Yes ☐ No	
Document a strategy for each of the following - Sourcing candidates - Assessing candidates - Inducting and training candidates - Make provisions in their strategy for sourcing, assessing, inducting and training different types of employees. For example in the 'The Office Assistant' example did the learner detail different strategies for sourcing, assessing, inducting and training retail assistants and graphic designers?	☐ Yes ☐ No	
Comments		

Result: Satisfactory | Not Satisfactory | Not Assessed

Student Declaration: I declare that I have been assessed in this unit, and I have been advised of my result. I also am aware of my appeal rights. Signature: _____ Date: ____/____/____	Assessor Declaration: I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback Signature: _____ Date: ____/____/____
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ASSESSMENT 3 – STUDENT INFORMATION

This information is to be handed to each student to outline the assessment requirements.

Instructions:

Learners are required to complete an analysis of physical resources and their acquisition methods and to make recommendations for changes to acquisition methods where a more beneficial option is identified.

Your trainer will advise you of the submission date for this assessment task.

Required Tasks

1. Complete the table provided Appendix 1.
2. Make recommendations for changing acquisition methods where you identify a change could be beneficial to the organisation.
3. Discuss your recommendations with the trainer and note their comments and reactions on the table in Appendix 1.

This project is due for submission on: _____

Result: Satisfactory | Not Satisfactory | Not Assessed

Student Declaration: I declare that I have been assessed in this unit, and I have been advised of my result. I also am aware of my appeal rights.	Signature: _____ Date: ____/____/____
Assessor: I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback	Signature: _____ Date: ____/____/____

Appendix 1

Organisational physical resources analysis

Learner Name	Organisation		The Office Assistant	
Resource	Current method of acquisition	Recommended method of acquisition	Comment as to why no change is recommended or why you recommend a change in the acquisition method	Assessor comments
Office computer	Purchase			
Office desk and chair	Purchase			
Office stationery	Purchase			
Registers	Finance lease			
Delivery van	Finance lease			
Store colour photocopiers x 5	Operating lease			
Store colour printers x 5	Operating lease			
Staff room fridge	Rent			
Staff room table and ten chairs	Rent			

ASSESSMENT 4 – STUDENT INFORMATION

This information is to be handed to each student to outline the assessment requirements.

Instructions:

This assessment requires learners to develop a strategy to monitor and review and report on the performance of an operational plan within an organisation.

Your trainer will advise you of the submission date for this assessment task.

Required Tasks

1. Using the operational plan you completed in Assessment Task 1 develop a review strategy for monitoring the performance of the plan.
2. Identify the appropriate personnel you would be required to consult to obtain all of the information you require to complete the review.
3. Develop a template for recording the performance of the plan and describe how this template will assist you with monitoring the performance of the plan.

This project is due for submission on:

Result: Satisfactory | Not Satisfactory | Not Assessed

Student Declaration: I declare that I have been assessed in this unit, and I have been advised of my result. I also am aware of my appeal rights.	Signature: _____ Date: ____/____/____
Assessor: I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback	Signature: _____ Date: ____/____/____

Assessment 1. Instructions:

Learners are required to review an organisation's business plan to complete an operational plan. Your trainer will advise you of the submission date for this assessment task.

The Office Assistant

'The Office Assistant' is a retail store that sells office products and services. The company has 25 stores around Australia.

Key products include:

- office supplies, - ink and toner needs
- electrical equipment, - office furniture.

Key services include:

- photocopying -- printing - equipment hire - packaging and posting services.

Business plan

- The organisation has a strategic objective to grow the services component of their business in the next twelve months. Their objective is to increase services sales by 10% by 30 June 201X.
- The senior management team has advised all store managers that they are responsible for developing and implementing an operational plan that will deliver this increase in sales for their store.
- The business has advised the store managers that they must complete an operational plan to achieve sales growth of 10% and submit this plan for approval before implementing.

Additional information

Your operational plan should include:

- The expansion of services to include graphic design services.
- Acquisition of additional printer, photocopier and delivery van to provide for the increase in sales.
- Reorganisation of fixtures and fitting within the store to make space for the new equipment.
- Multi-skilling of current retail product staff to include service knowledge.
- Increase in human resource requirements as follows:

Number of additional resources required.	Ten full time equivalent employees.
Full time or part time hours.	Full time and part time hours.
Permanent or casual employment.	Permanent and casual.
Required start date.	1 February 201X.
Expect length of employment.	On-going.
Skills required to perform in the role.	• customer service • communication • numeracy • knowledge of office products and services • graphic design.
Training you are able to provide.	Product and service knowledge.
Qualifications required.	Formal graphic design qualifications.
Pay levels.	Retail assistant - \$14 - \$20 per hour (plus 25% loading for casual employees). Graphic designer - \$22 - 25 per hour (plus 25% loading for casual employees).