APEX
Institute of Education

BSB51107 Diploma of Management

BSBRSK501B Manage Risk

ASSESSMENT 1: Assignment

Student's Name	
Student No	
Student Declaration	I declare that the work submitted is my own. It has not been copied or plagiarised from any other person or source.
Student's Signature	
Date Submitted	

ASSESSMENT RESULT SHEET
Your assessor will meet with you to advise you of the result of your assessment, provide you with feedback comments, and complete Table A below. When you receive your results and meet with your assessor, you need to complete Table B.

PART A: ASSESSOR TO COMPLETE			
Qualification	BSB51107 Diploma of Management		
Unit	BSBRSK501B Manage Risk		
Assessment	Assessment 1: Project Assignment		
Result (circle one)	Satisfactory	Not Satisfactory (requires more training and experience)	
Feedback for the Student			
Assessor Declaration	I have conducted a fair, valid and reliable assessment of this student; I have informed them of the result of the assessment; I have provided them with feedback comments above; discussed any gaps in their knowledge and skills; and (where relevant) I have advised them that they have the opportunity to be re-assessed and reminded them of the grounds on which they may appeal against the assessment decision.		
Assessor's Name			
Assessor's Signature		**Date**	

PART B: STUDENT TO COMPLETE			
Student Declaration	The assessor has advised me of the result of my assessment. If the assessment result is not satisfactory, I understand that I will be given the opportunity to be re-assessed. I understand that, if I consider the assessment process to be flawed, I may appeal against the assessment decision.		
Student's Name			
Student's Signature		**Date**	

GENERAL INFORMATION ABOUT ASSESSMENT

Please read the following carefully

- Assessments are to be completed according to the instructions provided in the assessment document. Your trainer-assessor will go through the instructions with you.
- Assignments (eg projects) are to be completed at home, in your own time.
- If you are not sure about any aspect of an assessment, ask your trainer/assessor to explain the requirements.
- All parts of each assessment (questions and/or tasks) must be answered unless the individual assessment instructions tell you something different.
- You need to complete, sign and date the front page as an for each Assessment Cover Page and attach it to your assignment.
- All assignments must be typed in 12 point type on A4 paper
- Make sure you keep a photocopy of your assignment before you hand it in.
- All assignments must be your own work – your own words. All quotes from reference sources (eg books and websites) must be acknowledged and listed at the end of your assignment.
- Group or Team Work: In some cases, you will be required to work on a project in small groups, and your trainer will allocate you to a group to work as a team. You may even be allocated a particular role. If you are working as part of a group, you will still be required to submit your assessment individually, and your performance will be assessed on an individual basis. Therefore, you must keep and submit with your assignment a record of the specific contribution you have made to the project, as well as keep notes of team meetings to include in your final submission.
- If you are unable to submit any assignment by the due date, you need to discuss this with your trainer/assessor beforehand and obtain an extension of time.
- If you do not follow the above rules, you may need to be re-assessed or incur a penalty (eg fewer marks).
- Please remind your trainer of any special needs you may have. Where possible reasonable adjustment to the assessment will be made, provided that does not affect the validity of the assessment.
- After you have completed an assessment, your assessor will give you feedback about your performance and tell you whether the result is "satisfactory" or "not satisfactory" (that is, your trainer /assessor considers you need more training and experience).
- If your performance is not satisfactory, you will be advised about any gaps in your knowledge or skills and given an opportunity to be re-assessed.
- If you think the assessment process was flawed, you may appeal against the assessment decision. Please refer to the Resubmission and Re-assessment Policy for more information.
- After you have completed all the assessments for a unit (or group of units in some cases), you will be awarded C (Competent) if the assessor is satisfied you have provided enough appropriate evidence to meet all criteria. If you are unable to meet this requirement, you will receive the result NYC (Not Yet Competent).
- If you are deemed Not Yet Competent by your trainer /assessor and require re-assessment, you will be informed of the process.

BSBRSK501B ASSESSMENT INFORMATION	
You need to complete **two assessments** for this unit of competency. Details are provided below.	
Assessment Number	**Assessment Task**
ASSESSMENT 1: Assignment Your trainer will give you this during the first classroom session for this unit of competency, together with any other relevant information required to complete the assessment. You are required to submit the assessment in the last week of class for the unit. Your trainer will tell you the due date during the first classroom session.	This assessment is based on a case study of " **Shoez**" provided in the additional information section of this assessment
ASSESSMENT 2: Written Exam During the last week of classes for this unit, you will be required to do an exam covering the content of the unit. During the first classroom session for the unit, your trainer will tell you the date of the exam.	This is a closed book 2 hour exam that you will complete in class under your trainer-assessor's supervision.

Assessment 1 – Project

This assessment project is to be completed in addition to the learning and assessment activities you complete in class. The project is designed to assess the knowledge and skills you have to manage risk.

If you are not sure about any aspect of the assessment or would like to discuss your particular needs, please speak to your trainer. Your trainer will tell you the date you need to submit your assignment.

All parts of the project will be given to you at the same time. You need to complete all parts and submit them together by the due date. This will be in the last week of classes for the unit.

This project assignment is to be completed using the **"Shoez"** case study. It is included in the "Additional Information" section.

The **checklist and scope of submission** table will identify the records that you are required to prepare and submit (as a single submission).

Your assignment must be typed (in 12 point type on A4 paper) and attached to the front page of this assessment document, which you need to complete as an Assessment Cover Page.
Make sure you keep a copy of your assignment before you hand it in to your trainer.

Part 1.

This assessment project requires you to establish the context of the risks associated with an organisation or within a part of the organisation. You are required to complete this part using the case study on "**Shoez**" given in the additional information.

You are required to prepare a report of at least 800 words and include the following.

Task 1

a) Write a description of the context of at least 5 risks you will be focusing on for this activity. Include the following:
   - A review of the existing risk management approach used by the business unit or organisation
   - The scope for the risk management process (ie. Whole organisation, specific project, etc)
   - The political, economic, social, policy, legal and/or technological contexts
   - The strengths and weaknesses of existing risk management arrangements
   - Critical success factors, goals and objectives

Task 2

a) Prepare and deliver a presentation to relevant parties about the risk management process and gather their feedback and ideas. *(Your class mates and trainer could represent the relevant parties)*

b) Conduct a detailed analysis of key stakeholders. List the issues and concerns raised by the various stakeholders.

Part 1. Checklist and Scope of Submission

Before you hand in part 1, use the checklist below to make sure you have completed all the tasks and have included all relevant information.

- Prepared a description of the context of risk
- Prepared a presentation about the risk management process
- Listed the concerns of the stakeholders

Part 2.

Building on your description of the context of risks for your business unit from part 1, you are now required to use a range of methods to identify risks.
You are required to prepare a report of minimum 700 words to complete the given tasks

Task 1

a) In consultation with relevant parties develop a list of sources of information you will use to assist you identify risks that apply to the scope you identified in part 1.

b) Use these sources of information to research the risks that may apply to scope.

c) In consultation with relevant parties, use at least two different tools or techniques to generate a list of risks that apply to the scope. *(Tools and techniques may include brainstorming, checklists, fishbone diagrams, flowcharts etc..)*

Part 2. Checklist and Scope of Submission

Before you hand in part 2, use the checklist below to make sure you have completed all the tasks and have included all relevant information.

- Listed the sources of information used to research risk
- Generated a list of risks that apply to scope
- Evidence of the tools and techniques used *(eg. notes from brainstorming, checklists)*

Part 3.

This task requires you to analyse the likelihood and impacts of the risks you have identified and evaluate and prioritise them for treatment. Use the information gathered in previous parts and also the case study given complete the given tasks.
Prepare a report of at least 600 words and include the following.

Task 1

a) Select at least 5 risks you have been examining and compile a risk categorisation table showing your assessment of the likelihood of the risks occurring and the impact on the organisation if they do occur. You may wish to use the matrix on page 7.
b) Evaluate and prioritise these risks for treatment by rank ordering them.

Part 3. Checklist and Scope of Submission

Before you hand in part 3 tasks, use the checklist below to make sure you have completed all the tasks and have included all relevant information.

- Compiled a risk categorisation table

Part 4.

This part requires you to develop a treatment plan to address the identified risks. Using the information gathered in part 1 to 3 and using the additional information given complete the given tasks.
You are required to prepare a report of at least 1000 words to complete the following.

Task 1

a) Develop an action plan to address identified risks. Include the following in your plan:
  - Risks
  - Treatment options
  - Actions required
  - Who is responsible
  - Time frames
  - Monitoring processes

Task 2

a) Prepare and deliver a presentation to relevant parties that explains the risk management process. *(your class mates and trainer could represent the relevant parties)*

Task 3

a) Explain the process you would use to implement the risk treatment plan.
b) Describe the strategies you would use to monitor and review the risk treatments you have planned.
c) Outline the sources of information you will need to use to review the effectiveness of your risk management strategies.
d) Describe the process you will follow to ensure accuracy of and appropriate storage of all documentation.

Part 4. Checklist and Scope of Submission

Before you hand in part 4, use the checklist below to make sure you have completed all the tasks and have included all relevant information.

- Prepared an action plan
- Prepared presentation outlining the risk management process
- Explained the implementation process
- Described the strategies to monitor and review the risk management plan
- Described the processes used to ensure accuracy of documents and appropriate storage

Additional Information : Case Study - Shoez

Business Plan FY2011/12

Mission
To achieve the highest quality standards in shoe repair and customer service.

Vision
To establish, within five years, the reputation of Shoez as the leader in shoe repair and customer value in the Brisbane area.

Values

- Customer focus
- Actively encourage excellence, innovation and continuous improvement
- Work collaboratively and consultatively with integrity, professionalism and teamwork
- Recognize the diversity and expertise of Shoez employees

Strategic Directions
The strategic context in which Shoez will achieve its mission and vision is through:

- Engaging with customers
- Developing and improving products and quality
- Creating a high-performing organization

Review
Shoez, a shoe repair chain, operates ten stores in the CBD and suburbs of Brisbane, Queensland. The CEO, Jeff Harding, has appointed you as the oeprations manager. You are no stranger to management but mostly at departmental level for international organizations, with some time spent in sales and marketing management. One role specifically required in your job description is to manage the risks that could impact on the Shoez operations.

A meeting with Jeff in the first week confirmed his requirement of you to review, analyse, plan and monitor the risks of the Shoez organization. Jeff wants you to report directly to him on the risk management process but also encouraged you to speak with the stores' liaison person, Jenny Clerk, and the accountant, Sue Lee. Jeff thought it may also be beneficial to contact his accountant Brown and Davis and of course the store managers, although they were only really concerned about achieving their sales budgets and getting their commissions.

Jenny was constantly reminding the store employees about the WHS issues relating to other staff and customers. Sue did the payrolls and was constantly pushing the managers to provide the appropriately authorised paperwork. Jeff said that the accountants were keen to see safe guards instigated for cash control.

Jeff wanted you to undertake this task so that you could get significant insight into the Shoez operations and develop and implement a plan to reduce the risk exposure of the organization. He also said that he needed an ongoing risk monitoring process implemented as well.

According to Jeff, the areas that had been underperforming and were primary areas of risks concern were the human resources management, financial operations and WHS. These are the areas he wanted you to focus on in your management.

Internal and External Environment
After discussing Shoez with the key stakeholders and doing some external research you identify the following significant issues.

- Jeff spoke about a new law that was being introduced by the Commonwealth Government that will impact on the way that he has been paying his staff with some of their pay earned on commission.
- Jeff showed a report from a survey where people rated their shoes as the second most important dress item for the successful businessperson and that business people were choosing the high quality shoes that they would repair rather than replace.
- Brown and Davis spoke about the latest point-of-sale registers that would improve stock and cash control in the Shoez stores.
- You noticed that the location of the Shoez stores was always in the prominent and highly trafficked parts of the shopping centres.
- Sue said that she was not able to get all the staff records for pays and employees details from the store managers and this made processing difficult and meant that they were not compliant.
- Brown and Davis explained that the old cash resiters did not have the features that could help eliminate fraud.
- Jenny spoke about the flooring where the staff worked and customers were sometimes required to access. The ceramic tiles were broken and covered up with a thin mat, but still presented a trip point to customers and staff alike.
- Brown and Davis had spoken about a large chain in New South Wales that were planning to expand into Brisbane in the next 12 months.
- Jeff said that while ten stores was a good number, there is a nother 20 good locations in Brisbane that want Shoez as part of the shopping centre assortment.
- You noticed that the stores were looking old and the décor has been out-of-date for over five years.
- Brown and Davis explained that the growth in the older age portions of the Brisbane population was a positive indicator for the Shoez business.

Research Findings
Store manager reports, together with your interviews with the other key stakeholders identifies the following risks.

- Broken floor tiles creating a trip point for staff and customers
- Wet floors on rainy days making it slippery for staff and customers

- The store has extremely sharp knives used to cut the leather
- Banking not always done every day leaving cash on the premises
- The staff member balancing the cash registers also prepared the bank deposit book and banked the cash
- Some stores had sizable banking amounts that were banked by the junior staff member
- Staff records were kept in the individual stores in the bottom drawer of an unlocked filing cabinet
- One question on the staff records asked for a full medical history of the employee
- Timesheets sent to head office were not always authorised

Risk Categorisation Table

Risk	Likelihood	Impact	Level of Risk	Rank

Definitions

Level of Likelihood:

A	Expected	will occur regularly
B	Probable	will occur at some stage
C	Possible	could occur
D	Improbable	could occur but unlikely
E	Rare	can occur but in limited situations

Impact:

1	Insignificant
2	Minor
3	Moderate
4	Major
5	Catastrophic

Level of Risk:

Level of Likelihood	Level of Impact 1 (insignificant)	2 (minor)	3 (moderate)	4 (major)	5 (catastrophic)
A (expected)	Low	Medium	High	Very high	Extreme
B (probable)	Medium	Medium	Medium	High	Extreme
C (possible)	Low	Medium	Medium	High	High
D (Improbable)	Low	Low	Medium	Medium	High
E (Rare)	Low	Low	Medium	High	Medium

Adapted from Aspire Training and Consulting Learner Guide - Identify Risk and Apply Risk Management Processes (2007)

Risk Treatment Plan

Prepared By:		**Date:**
Business Activity:		
Risks:		
Treatment:		
Action required:		
Expected outcome:		
Budget:		
Resources:		
Implementation Strategies:		
Personnel:		
Timeline:		
Review Process:		

Adapted from Aspire Training and Consulting Learner Guide - Identify Risk and Apply Risk Management Processes (2007)