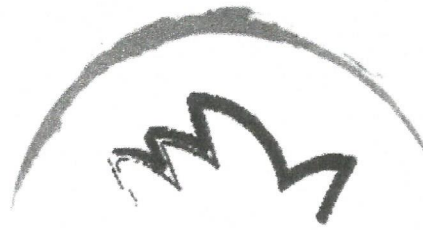


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Undertake Project work



A P E X
Institute of Education

BSB51107 Diploma of Management

BSBPMG522A Undertake project work

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	BSBPMG522A Undertake project work		
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.

BSBPMG522A 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 “Max Lionel Realty”, 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 undertake a straightforward project or a section of a larger project.

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

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 **Max Lionel Realty** 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 part of the project requires you to apply your skills and knowledge to manage a project from the beginning stages of the project scope through to implementation and review of project outcomes.

You are required to read the case study given in the additional information provided at the end of the assessment document.

Case Study: Max Lionel Realty

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



Task 1

- a) Write a brief outline of the project you will be managing.
- b) Discuss the project outline with delegating authorities to clarify any of the following project parameters where relevant:
 - Budget
 - Legislative or quality standards
 - Integration of project within the organisation
 - Resource requirements
 - Risks
 - Scope of project
 - Timelines
- c) Write a detailed project definition document that clearly outlines the scope of the project, the project parameters, relationship to other organisational objectives and reporting requirements. You may use the sample scope document at the end of case study. You do not need to write a detailed project plan at this stage.

Part 1: Checklist and Scope of Submission

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

- Prepared a brief outline of project
- Discussed the project with relevant authorities
- Written a detailed project description

PART 2

Use the information gathered in Part 1 and the case study given in the Additional Information provided to help you complete the tasks. You now need to write a report of at least 1000 words to complete the given tasks.



Task 1

- a) Select a range of project management tools to assist you manage your project. Describe the tools and explain why you have chosen those tools.
- b) Using your selected project management tools, define and sequence the key project activities.
- c) Prepare a budget for the project. Include costs associated with:
 - labour
 - materials
 - direct costs (e.g. transport, travel, contracted services)
 - indirect costs (e.g. depreciation)
- d) Prepare a risk management plan for the project. You may use the risk quantification matrix and sample risk response plan to assist you.



Task 2

- a) Consult with relevant team members and incorporate their ideas into the project documentation. *(your classmates and trainer could represent project team members)*
- b) Discuss project budget and gain approval from relevant authorities. *(your trainer could represent the management team)*



Task 3

- a) Include all information you have gathered from Task 1 and 2 above in a comprehensive project plan. You may use the project plan format used by your organisation, or a format given to you by your trainer or include the relevant sections from the list below:
 - Executive summary
 - Project objectives and deliverables
 - Project milestones
 - Project assumptions
 - Project risks
 - Task breakdown structure
 - Resources (e.g. human resources, equipment, materials, budget)

Part 2: Checklist and Scope of Submission

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

- Documented the project management tools to be used in management of this project
- Defined and sequenced the key project activities

- Prepared a project budget
- Prepared a risk management plan
- Consulted with team members
- Gained budget approval
- Written a comprehensive project plan

PART 3

Use the information gathered in Part 1 & 2 and the case study , **Max Lionel Realty** given in the Additional Information provided to help you complete the tasks. This series of tasks requires you to set up processes for supporting the project and ensuring that it stays on track.

You now need to write a report of at least 800 words to complete the given tasks.



Task 1

- Conduct a project team meeting to:
 - ensure that team members are clear about their responsibilities
 - identify support required by each team member
(*your class mates can represent project team members*)
- Summarise the outcomes of the team meeting and describes how you will provide ongoing support for project team members.



Task 2

- Describe the record keeping system that will be used to monitor the project. Provide samples of correspondence or progress reports.
- Describe the processes that will be used to manage project finances, resource allocation and quality.



Task 3

- Describe the risk management activities that will be required to ensure project outcomes are met.

Part 3: Checklist and Scope of Submission

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

- Conducted project team meeting
- Prepared team meeting report
- Prepared a sample progress report
- Described the processes that will be used to maintain records, manage finances, resource allocation and quality
- Described the risk management activities

PART 4

Use the information gathered in Part 1, 2 & 3 and the case study , **Max Lionel Realty** given in the Additional Information provided to help you complete the tasks. This task requires you to wrap up the project and finalise any financial or staffing issues. You are then required to review project outcomes and comment on lessons learnt.

You now need to write a report of minimum 800 words to complete the given tasks.



Task 1

- a) Prepare a final project financial reconciliation report summarising all expenditure against project budget.
- b) Describe the steps required to finalise implementation of this project. This may involve reallocation of staff to new or previous roles, project documentation, handover of project outcomes to key stakeholders, sign off by stakeholders.



Task 2

- a) Meet with project team to discuss the outcomes of the project. (*your class mates could represent the project team*)
- b) Prepare a report that documents project outcomes in relation to project plan and lessons learnt.

Part 4: Checklist and Scope of Submission

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

- Prepared a final financial reconciliation
- Described the steps required to finalise project
- Met with project team to review project outcomes
- Prepared a final report documenting project outcomes and lessons learnt.

Additional Information : Case study – Max Lionel Realty

Max Lionel Realty (MLR), a renowned name in property and real estate management, in order to build customer goodwill and satisfy its legal and ethical obligations, has decided to implement a program to:

- Promote high standards in professional conduct (see Real Estate Institute of Victoria (REIV) code of conduct and relevant legislation)
- Inform agents of legal and ethical obligations (particularly with respect to WHS and anti-discrimination legislation) and any standards or codes of conduct followed by the organisation
- Inform clients, tenants, and potential tenants of MLR's commitments
- Achieve employee and client buy-in for initiative.

You are an external consultant (from Ace Consultants) contracted to project manage activities to achieve the objectives above.

Quality standards for deliverables:

- Clearly communicate legal obligations and REIV obligations
- Contain as content or support company strategic directions
- No grammar or spelling errors
- Professional but friendly language
- Fair and flexible delivery for intended audience
- Meet audience requirements and sensitive to information needs, cultural diversity.

Previous needs analysis for the project has uncovered characteristics and requirements of Residential and Commercial Agents and clients:

Agents	Clients	Tenants
• Under stress; time poor • Highly trained and competent in selling and managing real estate • Unaware of legal, ethical requirement. Just want to please client • Even if aware, have no idea how to apply to daily client practice • Unclear on overall strategic aims of MLR	• Cynical: e.g. 'why do I have to pay attention to MLR's internal business? I just want them to manage my property.' • Time poor • Not sure of MLR obligations and commitment to best-of-breed client service and ethical practice, REIV code of conduct • Feel it's the agent's obligation to fill rental/lease	• Sometimes feel discriminated against on basis of: ○ Lifestyle ○ Family status ○ Cultural background ○ Income, etc. • Residential agents have been rude or insensitive on occasion: e.g. 'you wouldn't treat your rich client or investment partners this way' • Do not feel they are adequately consulted

• Culturally diverse	properties according to client wishes: e.g. 'I choose who lives in/leases my property • Culturally diverse	• Residential/commercial agents/clients have let themselves in without consultation • Inspections are sometimes unannounced
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Project conditions are as follows:

Six to eight team members (two to four candidates plus four virtual team members) who must be utilised and budgeted for. Operation General Manager (the assessor) will determine composition of project team.

The structure of the work should include roles for project sponsor, technical experts, qualities assurance for deliverables, project manager (yourself initially and, after provisional approval, as negotiated with your team), and roles and responsibilities for each team member to achieve the deliverables according to standards, etc.

All reasonable resources (e.g. access to a room, computers, software and templates) will be provided. Paper and telecommunication cost, for example, to be covered by candidates. All resources must be costed and included in your budget.

Budget: \$15,000.

The Operations General Manager or the management (can be the assessor) will suggest project deliverables, for example, presentations, information sessions, posters, promotional materials, etc. You may determine your own specific deliverables so long as they are agreed to with stakeholders, meet project objectives, and adhere to budgetary constraints.

Project timeframe to be determined by Operations General Manager (the assessor as project sponsor).

Project should include design, development, implementation and evaluation stages (with periodic quality review).

Project status reports are due at 25%, 50% and 75% of allotted timeframe.

Project must be coordinated with other organisational projects, operations, etc.

Sample Project Scope Document

Section	Details
Scope statement	This clearly states the project goal, objectives and deliverables. If it is not specified in the scope statement then it is outside the scope of the project and is not relevant. Project tasks should only address work that is relevant to the project goal and objectives.
Project constraints	These are any limiting factors that prevent the project from moving in a particular path. Examples include: You have dependent tasks that impact on specific areas of the project, for example, tasks that cannot begin unless another one has started, such as the design of a system that cannot begin until the specifications have been identified. You have a deadline that cannot be changed. The implementation work for the network upgrade can only be done on the weekend, when staff are not at work.
Assumptions	These are aspects that the project manager builds into the scope document to allow for any uncertainties that may occur. Examples of assumptions include: Fifteen new personal computers need to be purchased for the project. All staff need yearly training in OHS. All resources for the project will be sourced from outside of the company.
Tasks list	You need to specify a list of tasks (and deliverables) to be achieved during the project. They are all the activities that need to take place to bring the project to completion. The deliverables include all the documentation, reports, contracts and products that need to be produced and signed-off by those in authority.
Estimates (cost, time and human resources)	You need to make initial estimates in relation to cost, time and human resource requirements. These identify the boundaries of the project to enable you, the project manager, to expand into the more detailed estimates that are needed to develop the full project plan.
Contract statement	This will include the names of those authorised to initiate contract work, sign contracts and completion acceptances. It also includes any contractual limitations and penalty statements for possible contract variations. (Variations and penalties apply equally to the client and providers.)

Scope document sourced from *Up Front!* Toolbox: Get ready to manage a project—Content guide © ANTA 2004

Risk quantification matrix

Probability	4				
	3	Medium		Critical	
	2				
	1	Low		High	
		1	2	3	4
		Impact			

Sample Risk Response Plan

Risk Title	Risk Details	Risk Priority	Mitigation Strategy
Example: Failure to meet schedule	Failure to meet schedule due to bad weather, staff shortages. Constant bad weather over the short two week project time frame could delay the project.	Low	Accept. If this does happen it will only push back the project a short time.