



BSBPMG430

Undertake project work

Assessment 5 of 5

Project



Assessment Instructions

Task overview

This assessment task is divided into three [3] activities. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning Material



Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Case study

Congratulations, the project is now complete. You have received an email from John Lewis below:

Dear Jackie,

Wow – what a night! It will be an event to remember! I would like to thank you for doing such a great job with this project. The final figures are below:

Total expenditure:	\$28,598
Total raised:	\$53,200
Revenue type	Amount
Merchandise	\$1,200
Ticket sales (120 x \$100)	\$12,000
Auction	\$37,500
Additional donations	\$2,500

You have been very much organised. Providing everyone with regular progress updates kept the project on track. That being said, I do feel there are a few areas that we can look at to improve future fundraising events.

The main issues that I identified were:

- difficulty acquiring staff volunteers early on in the project
- the issue with the \$2000 travel voucher being withdrawn from Dream Makes
- only 120 tickets were sold, what happened to the other 30?
- the issue with the DJ arriving when the event started (4:00 p.m.) instead of half an hour before to set up
- the week before the event was complete chaos.

I look forward to seeing your draft final project report. I've attached the Meeting Agenda for the Project Review meeting next week so that we can discuss outcomes and further improvements for next year.

Kind Regards,

John Lewis

Studio Manager

Attachment:

PROJECT PLANNING MEETING AGENDA

Board Room – 9:30 a.m. 18th October

Attendees:

Jackie Spade, Administration Manager

John Lewis, Studio Manager

Lionel Boyle, Marketing Manager

Lena Brown, Marketing Specialist

Apologies:

Leah Farrell [on annual leave]

Meeting objectives:		
To review the outcomes of the Beyond Blue dinner dance.		
Meeting agenda:		
Topic	Presenter	Time
Project outcomes and processes against the project scope and plan		5 mins
Project successes		5 mins
Document lessons learnt and applicable recommendations		10 mins
Reassign the team to their previous roles		5 mins
Gain necessary sign-offs from John		5 mins
Meeting close		5 mins
Other Information:		
Description	Prepared by	

Activity 1

Develop the draft final project report using the template provided. You must ensure you complete all sections based on the information you have been provided with and that all calculations are correct.

Assessor instructions: Students must fill out the table below following the instructions provided. Their final project report (draft) needs to include the completion of the following sections fulfilling the performance requirements as set out in the sample answer:

- Outcomes
- Lessons learned

A sample answer is provided below.

FINAL PROJECT REPORT [DRAFT]

Students must include the information provided in this benchmark. They may also include additional information that is directly related to their individual project plan.

Project Title:	<i>Beyond Blue charity dinner dance</i>
Administration Manager:	<i>Jackie Spade</i>
Studio Manager:	<i>John Lewis</i>
Project Team Members:	<i>Lionel Boyle, Lena Brown, Leah Farrell</i>
Today's date:	<i>October 12th</i>

Outcomes

Requirements	Overview
Did the project achieve its objectives?	<i>Yes, the objective was to raise \$50,000, we raised \$53,200</i>
Was the project executed within budget?	Approved budget: \$32,000 Total expenses: \$28,598 Variance (\$): \$3402 On budget [] Under budget [x] Over budget []
Briefly describe the progress of your project from start to finish including any unexpected obstacles.	<p><i>Project commenced on August the 1st and the charity event was held on October the 10th. With the help of the project team, we negotiated activities, roles and responsibilities. Fortnightly progress reports were developed and sent to the project team.</i></p> <p><i>Obstacles included:</i></p> <ul style="list-style-type: none"> ▪ <i>Difficulty with acquiring staff volunteers</i> ▪ <i>Withdrawn donation</i> ▪ <i>DJ arriving late</i> ▪ <i>Only 120 tickets sold</i> ▪ <i>Week before was chaotic</i>
Briefly describe the changes that occurred throughout the project.	<ul style="list-style-type: none"> ▪ <i>August 15th timeframe for acquiring staff volunteers changed to September 7th. The work breakdown structure in the project plan and risk register changed.</i> ▪ <i>August 29th a \$2000 prize donation was withdrawn. Budget and risk register changed.</i> ▪ <i>September 15th prize donations were confirmed and finalized. Budget and risk register changed.</i>

Lessons Learned

List and describe any lessons learned from this project and provide recommendations that can be used to improve the delivery of future information systems projects.

Students must identify the five lessons below. Recommendations will vary but must be logical. Examples have been provided below.

Description	Recommendation
<i>Difficulty with acquiring staff volunteers</i>	<i>Move resourcing of staff to earlier in the project timeline to allow sufficient time to source.</i>
<i>Withdrawn donation</i>	<i>Request written confirmation from personnel in charge of managing funds within the business.</i>
<i>DJ arriving late</i>	<i>Have a clear service agreement in place.</i>
<i>Only 120 tickets sold</i>	<i>Monitoring procedures need to be reviewed.</i>
<i>Week before was chaotic</i>	<i>Allow for minimal activities to be completed in the week before. Move all tasks a week before the event date to prevent last-minute rushing.</i>

Activity 2

You will be required to participate in a role-play where you will discuss the outcomes of the project with the project team. During the meeting, you must ensure you:

- discuss the project outcomes and processes against the project scope and plan
- congratulate the team and highlight the project's successes
- use consultative techniques to allow the project team to be engaged and express their ideas
- collaborate with the team to document lessons learned and applicable recommendations
- explain to project team members that they will go back to their original roles
- use effective listening and questioning skills to seek information, clarify information and confirm understanding
- discuss and confirm the project was completed within the agreed budget
- ask for final approval and the sign-off for the completion of the project from John Lewis
- thank the project team for their efforts
- use open body language and clear verbal communication throughout the meeting
- adhere to relevant organisational and legislative requirements throughout the meeting

Note: You must take notes during the meeting as you will update your final project report in activity 3.

You must take down brief notes of what is being discussed.

Assessor instructions: Students must run the meeting to a satisfactory standard as outlined in the observation checklist document.

Role play instructions

In this task, you will participate in a role/play meeting with four [4] others. These may be sourced using one of the following options:

1. peers who you are already working with, in the industry your qualification relates to.
2. fellow students who will play the role of the stakeholders. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

The role play/meeting must not exceed 35 minutes in duration and must address all elements of the Observation Checklist below.

If you are unable to find participants to play the role of the other team members, contact your assessor via the Discussion Forum who will discuss options for pairing up with other students to complete this task.

Option 1: Peer participants

Should you complete this task with your peers, you must fully brief all participants, providing them with the context of the role play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peers will need to state their name and job title at the start of the recording to inform consent.

Option 2: Fellow student participants

Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist so that they can prepare for the recording.

Students will need to state their name and that they are a student [as their job title] at the start of the recording to inform consent.

Participants' briefing instructions:

John Lewis, Studio Manager:

Topic	Your thoughts, questions and responses during the meeting
Project outcomes and processes against the project scope and plan	You are so happy that the fundraising target was exceeded. You received great feedback from Alan Smith, the CEO. He was impressed with how the auction went.
Project successes	You think the team worked well together, but there were some issues adhering to the timeframes.
Document lessons learnt and applicable recommendations	You apologise for the short timeframe of the project and recommend next year's project must be planned at least 12 weeks in advance. You recommend that clearer service agreements need to be in place for vendors [to prevent the DJ arriving late and similar issues.]
Reassign the team to their previous roles	

Gain necessary sign-offs from John	Tell Jackie Spade that all invoices have been paid and once the final project report is sent, the project is closed.
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Note on demeanour: You do have the final say, but don't take the role too far! In any role-play, aggressive behaviour is not acceptable.

Lionel Boyle, Marketing Manager:

Topic	Your thoughts, questions and responses during the meeting
Project outcomes and processes against the project scope and plan	You think the project went really well. You received great feedback from the Beyond Blue representative, Danish. He said that the event was one of the best he had been to.
Project successes	You struggled with keeping on track with your responsibilities.
Document lessons learnt and applicable recommendations	You recommend that resourcing of staff should be moved to a couple of weeks earlier on the project timeline to allow sufficient time to source. You recommend that minimal activities be completed the week before the event.
Reassign the team to their previous roles	
Gain necessary sign-offs from John	
Meeting close	Thank Jackie Spade for their help and support.

Note on demeanour: You need to negotiate lessons learned and recommendations, but don't take the role too far! Aggressive behaviour is not acceptable in any role-play.

Lena Brown, Marketing Specialist:

Topic	Your thoughts, questions and responses during the meeting
Project outcomes and processes against the project scope and plan	You think the project went okay. You received great constructive feedback from the venue manager that more security would have been better to ease the flow of entry and departure.
Project successes	You were unable to sell the last 30 tickets and did not let Jackie Spade know in enough time.
Document lessons learnt and applicable recommendations	You recommend that monitoring procedures need to be reviewed. If there was better monitoring of ticket sales, the 150-ticket target may have been reached.
Reassign the team to their previous roles	
Gain necessary sign-offs from John	

Meeting close	
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Note on demeanour: You need to negotiate lessons learned and recommendations, but don't take the role too far! Aggressive behaviour is not acceptable in any role-play.

Leah Farrell, Marketing Specialist:

Topic	Your thoughts, questions and responses during the meeting
Project outcomes and processes against the project scope and plan	You think the project went really well. You received great feedback from several of the event attendees. They all said what a great night they had.
Project successes	You would have liked to have more involvement with the marketing strategy of the event.
Document lessons learnt and applicable recommendations	You recommend that we seek written confirmation from personnel in charge of managing funds for prize donations to prevent last-minute revenue withdrawals. You recommend no tasks are scheduled a week before the event to prevent last-minute rushing around.
Reassign the team to their previous roles	
Gain necessary sign-offs from Jonn	
Meeting close	Thank Jackie Spade for doing an excellent job on such short notice.

Note on demeanour: You need to negotiate lessons learned and recommendations, but don't take the role too far! Aggressive behaviour is not acceptable in any role-play.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

ASSESSOR OBSERVATION CHECKLIST: Assessment 5, Activity 2

Students are required to upload a video of themselves, and four [4] others engaged in a short meeting.

The participants must be fully briefed as outlined in the role play instructions.

The meeting should be a maximum of 35 minutes.

Students must demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	SATISFACTORY YES / NO	ASSESSOR COMMENTS
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Task checklist

Did the student submit notes from the meeting?		
Did the student discuss the project outcomes and processes against the project scope and plan?		
Did the student congratulate the team and highlight the project's successes?		
Did the student collaborate with the team to document lessons learnt and applicable recommendations?		
Did the student explain to project team members that they will go back to their original roles?		
Did the student discuss and confirm the project was completed within the agreed budget?		
Did the student ask for final approval and the sign-off for the completion of the project from John Lewis?		
Did the student thank the project team for their efforts?		
Did the student adhere to relevant organisational and legislative requirements throughout the meeting?		

Skills checklist

Did the student use consultative techniques to allow the project team to be engaged and express their ideas?		
Did the student use effective listening and questioning skills		

to seek information, clarify information and confirm understanding?				
Did the student use open body language and clear verbal communication throughout the meeting?				

Activity 3

Update your final project report incorporating what was discussed in the review meeting using the table below. You must add any feedback received in the 'other information' section.

Assessor instructions: Students must fill out the table below following the instructions provided. All sections of the final project report must be completed. Additional information provided to the students during the meeting were the recommendations outlined in the benchmark report in Activity 1. Students must also document feedback received in the 'other information' section of the report, which includes:

- Alan Smith, the CEO, was impressed with how the auction went.
- Danish [Beyond Blue representative] said that the event was one of the best he had been to.
- Venue manager said that more security would have been better to ease the flow of entry and departure.
- Several event attendees said they had a great night.

A sample answer is provided below.

FINAL PROJECT REPORT	
<i>Students must include the information provided in this benchmark. They may also include additional information that is directly related to their individual project plan.</i>	
Project Title:	<i>Beyond Blue charity dinner dance</i>
Administration Manager:	<i>Jackie Spade</i>
Studio Manager:	<i>John Lewis</i>
Project Team Members:	<i>Lionel Boyle, Lena Brown, Leah Farrell</i>
Today's date:	<i>October 15th</i>
Outcomes	
Requirements	Overview
Did the project achieve objectives?	<i>Yes, the objective was to raise \$50,000, we raised \$53,200</i>
Was the project executed within budget?	Approved budget: <i>\$32,000</i> Total expenses: <i>\$28,598</i> Variance (\$): <i>\$3402</i> On budget [] Under budget [x]

FINAL PROJECT REPORT

	Over budget []
Briefly describe the progress of your project from start to finish including any unexpected obstacles.	<p><i>Project commenced on August the 1st and the charity event was held on October the 10th. With the help of the project team, we negotiated activities, roles and responsibilities. Fortnightly progress reports were developed and sent to the project team.</i></p> <p><i>Obstacles included:</i></p> <ul style="list-style-type: none"> ▪ <i>Difficulty with acquiring staff volunteers</i> ▪ <i>Withdrawn donation</i> ▪ <i>DJ arriving late</i> ▪ <i>Only 120 tickets sold</i> ▪ <i>Week before was chaotic</i>
Briefly describe the changes that occurred throughout the project.	<ul style="list-style-type: none"> ▪ <i>August 15th timeframe for acquiring staff volunteers changed to September 7th. The work breakdown structure in the project plan and risk register changed.</i> ▪ <i>August 29th a \$2000 prize donation was withdrawn. Budget and risk register changed.</i> ▪ <i>September 15th prize donations were confirmed and finalized. Budget and risk register changed.</i>
<p>Lessons Learned</p> <p>List and describe any lessons learned from this project and provide recommendations that can be used to improve the delivery of future information systems projects.</p> <p><i>Students must identify the five lessons below. Recommendations will vary but must be logical. Examples have been provided below.</i></p>	
Description	Recommendation
<i>Difficulty with acquiring staff volunteers</i>	<i>Move resourcing of staff to earlier in the project timeline to allow sufficient time to source.</i>
<i>Withdrawn donation</i>	<i>Request written confirmation from personnel in charge of managing funds within the business.</i>
<i>DJ arriving late</i>	<i>Have a clear service agreement in place.</i>
<i>Only 120 tickets sold</i>	<i>Monitoring procedures need to be reviewed.</i>
<i>Week before was chaotic</i>	<i>Allow for minimal activities to be completed the week before. Move all tasks a week before the event date to prevent last-minute rushing.</i>
<p>Other Information:</p> <ul style="list-style-type: none"> • Alan Smith, the CEO, was impressed with how the auction went. • Danish (Beyond Blue representative) said that the event was one of the best he had been to. • Venue manager said that more security would have been better to ease the flow of entry and departure. • Several event attendees said they had a great night. 	

Assessment checklist:

Students must have completed all activities within this assessment before submitting. This includes:

Assessment 5		
1	Activity 1	<input type="checkbox"/>
2	Activity 2	<input type="checkbox"/>
3	Activity 3	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 5!

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