BSBPMG534   **ASSESSOR GUIDE**

Manage project human resources

Assessment 7 of 7

Project

Version 1.0

Assessment Details

Task overview

In this task, you need to document how you will disband the project team following organisational policy and procedure, acknowledge the team's accomplishments, gather feedback from the team and complete the Lessons Learned Form.

Additional resources and supporting documents

To complete this assessment, you will need:

- Access to a computer, printer and internet
- Access to word processing or similar
- CBSA policy and procedures (accessible via the CBSA website)

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.

Colab

Assessment Instructions (general)

Task overview

In this task, you need to document how you will disband the project team following organisational policy and procedure, acknowledge the team's accomplishments, gather feedback from the team and complete the Lessons Learned Form.

Additional resources and supporting documents

To complete this assessment, you will need:

- Access to a computer, printer and internet
- Access to word processing or similar
- CBSA policy and procedures (accessible via the CBSA website)

Task instructions (for the student) Task 7: Finalise project human resource activities

Case study:

In task 4, Glenda sent you an email, and you developed procedures to disband the project. In this task, you will now follow the procedures to disband the project.   This includes asking for feedback from the project team, collating feedback and completing the CBSA lessons learned form.

Steps

1. Write an email to the project team members to collect and explain the feedback method and what is required from the team members.

To:	
From:	
Date/time:	
Subject	

Salutation

Email body

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

2. You have collated the following team feedback from the feedback mechanisms you developed. Overall, the team was happy with the way the project progressed.

The following comments were made:

You have collated the team feedback from the feedback mechanism you have developed. On the whole, the team was happy with the way the project progressed.

'Initial information project meeting was not effective - too much information.'

'Difficult trying to listen and communicate with Adelaide person who didn't know when using online meeting forum – would be good to have got Adelaide person to meet team face to face for the first meeting.'

'Would have liked the opportunity to do team building activities with all team in one location, e.g. conflict training.'

'Communication between team members could have been better – a bit of a delay in getting results and feedback on tasks and or information requested.'

'The project manager tried all sorts of things to keep the team working effectively together – have to congratulate them on that.'

'Would have liked the project manager to have been a bit more transparent, which would have given the team a better understanding of the issues and problems associated with the project and could have offered to help or made suggestions, especially since the Project Manager also relatively new to CBSA and I have been around for what seems like ages.'

'Project manager spoke the rhetoric but was not always ready to listen or welcome other ideas or opinions when different to their own – maybe they were tired or under pressure?'

Complete the **CBSA Lessons Learned** form. As outlined by Glenda's email in task 4, it is a requirement to document the success of the project and where improvements can be made for future projects, taking into consideration the feedback from the team.

Your assessor will check that you have followed the procedure to disband the project team, including:

- use of the appropriate CBSA form
- use correct spelling
- applied appropriate sentence structure, punctuation, paragraphs and bullets (as required) for the document
- use appropriate language for the type of document
- include relevant information
- written in a concise yet informative manner.

Submission instructions

Submit your assessment via the LMS.

Assessor instructions Task 7: Finalise project human resource activities

Purpose of task

This part is designed to ensure that the student can prepare for a presentation based on organisational policies and procedures and the objective of the presentation.

Guidance to the assessor about the task

There is no submission due date for this task. Students may submit this task when they are ready.

The student must include the following.

- Write an email to the team members explaining the feedback method and what is required of the team members. Accept variations of the example provided.

Colab

To:	The project team (the project team@cbsa.com.au)
From:	Zane O'Brien (zane.obrien@cbsa.com.au)
Date/time:	Monday 9.00 a.m.
Subject:	Adelaide Branch Office Project Feedback
Attachment:	Survey form.docx

Good afternoon team,

Congratulations are due, and I am pleased to pass this on from Gavin Stead to you as well as my own congratulations. We had some difficult times during the project, but I was very impressed with how we pulled as a team and managed to get the project finished on time and within budget and achieved the project and organisational goals and objectives.

As with all projects, we need to have some closure, and CBSA policy dictates this includes a feedback session from the project team members. Again, due to our diverse situation, I have prepared a short written survey (attached) for you to complete. I would like to have your responses by the end of the week so that I can incorporate your feedback in the Lessons Learned form I am required to complete and file.

Once again, my thanks for a job well done, and I hope to be able to work with you all again on another project in the future.

Cheers,

Zane O'Brien

Website Design 3D pot making venture for CreatePots – Human Resources Consultant

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

- Complete the Lessons Learned form in full. The responses will vary; however, they must include:
− the reasoning for statements made and not just list or write a brief statement without any explanation
− see the example for guidance in SD FM024 – ASSESSOR Lessons Learned Form CBSA – Project B V1.0. Accept variations of the example
− refer to the feedback received from the project team in some way in the document, for example:
  ▪ effectiveness of the initial information project meeting was not effective (too much info)
  ▪ communication with Paris, and Adelaide, who didn't know when using the online meeting forum – meet the team face to face for the first meeting
  ▪ opportunity to complete team-building activities with all of the team in one location, e.g. conflict training
  ▪ communication between team members improved – delay in getting results and feedback on tasks and or information requested
  ▪ the project manager kept the team working effectively together
  ▪ project manager needs to be a bit more transparent on problems and issues with the project
  ▪ project manager spoke the rhetoric but was not always ready to listen or welcome other ideas or opinions when different to their own
− refer to the feedback form from the team building activity.

Colab

- When completing the email, the CBSA Lesson Learned form and any other documentation:
    - use the appropriate CBSA forms
    - use correct spelling
    - apply appropriate sentence structure, punctuation, paragraphs and bullets (as required) for the document
    - use appropriate language for the type of document
    - include relevant information
    - write in a concise yet informative manner.

Review all evidence and mark using the assessment checklist and assessment marking criteria.

Marking criteria Task 7: Finalise project human resource activities

Assessment submission checklist

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

Task 7: Finalise project human resource activities	
1	CBSA lessons learned form	☐

Assessment marking criteria

Assessor instructions: All sections must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is not yet satisfactory (NYS) and requires resubmission.

	MARKING CRITERIA	Satisfactory (S)	Not Yet Satisfactory (NYS)
1.	Disband the project team by: • following organisational policy and procedures created in task 4 • developing feedback mechanisms to collect feedback from the project team • writing an email to the team members requesting feedback using the survey form	☐ S	☐ NYS
2.	Completing the CBSA feedback lessons learned form in full, including: • Identifying the things that went well with the project • Identifying the things that needed improvement as identified from the project • Outlining the improvements/recommendations for future projects	☐ S	☐ NYS
3.	Complete all documents (CBSA lessons learned and e-mail): • Using organisation (CBSA) templates and documents • Using correct spelling and grammar • Applying appropriate sentences, paragraphing and bullets as needed • Using appropriate language and terminology for the documents • Including only relevant information to the context of the documents • Writing in an informative yet concise manner	☐ S	☐ NYS

Colab

House of Learning (Provider Number 21583) ABN 21 144 869 634 trading as Colab.

Colab