



BSBOPS504

ASSESSOR GUIDE

Manage Business Risk

Assessment 2 of 2

Case Study and Tasks

Assessment Instructions

Task overview

This assessment task is divided into seven (7) case studies with associated tasks to complete. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- CBSA Risk Management Register
- CBSA Lesson Learned Form
- CBSA Intranet 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.



The following assessment tasks use a simulated business called Complete Business Solutions Australia (CBSA). To complete the assessment tasks, students will need to access information, templates, policies and procedures associated with CBSA. These documents can be accessed on CBSA's intranet accessible via the website. To access; head to www.cbsa.com.au,

Case Study A: Identify Risks

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Monday 3:03 p.m.
	Subject	Risk Identification Consultation
	Attachment	
<p>Good morning Jason,</p> <p>Thanks for leading the consultation session the other day.</p> <p>I would now like you to identify three possible risks to this project. You are to research what risks might be applicable to the scope statement you have developed and document these risks in the Risk Management Register. You should assign a sequentially unique ID number for each risk using a format of your choice, the name of the risk, and a brief risk description.</p> <p>Once you have identified three risks, I would like you to consult with representatives of our internal and external customers again so that you can present your identified risks and brainstorm to see if further risks can be identified. If they are, you should add these to the Risk Management Register.</p> <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Task 1: Identify Risks- Consultation Session- Role Play

Based on the email, you are to complete the following task:

1. Download and fill out the Risk Management Register document by listing three potential risks for this project. After you have identified the risks, present your findings during the Stakeholder Consultation meeting (Role-Play).

Note: You may list the risks that were identified during Assessment 2 Task 5: Stakeholder Consultation-Role Play.

Upload the completed Risk Management Register along with your assessment after you have completed Task 1.

Assessor instructions

The student is required to fill out The Risk Management Register, identify three (3) risks and then present them in the stakeholder consultation role play that follows. The student must complete all sections in the Risk Management Register. This includes:

- Giving the Risk a Risk ID
- Labelling the Risk
- Providing a description of the risk

Please see the example below.

Risk Management Register								
Risk ID	Risk	Description of Risk	Potential Consequences/Likelihood	Risk Rating level	Date Recorded and Reviews	Control and mitigation measures	Date control measures Implemented	Risk Status
001	Office Refit	The construction of the office refit has gone overtime due to labour and material issues						
002	Computer system implementation	Computer systems require additional time and cost due to the current software and computer systems being dated						
003	Recruitment	Unable to find two new employees within the project time frame.						

2. Lead the stakeholder consultation with a representation of internal and external stakeholders.

You are to lead the stakeholder consultation with a representation of the stakeholders. You will be undertaking the consultation session with the same three attendees you used in Assessment 2 Task 5: Stakeholder Consultation- Role Play:

- Gavin Stead (Participant 2)
- Steve Alfonso, who is the project manager for the project, (Participant 3)
- and an external VIP client (Participant 4)

Observation Checklist

During the consultation session, your Assessor will be looking to see that you can:

- Verbally lead the consultation session, communicating the risks that you have documented in the Risk Management Register
- Discuss potential risks that were identified in the previous role-play, identifying solutions and getting agreement with potential risks and solutions.

- Use questioning and listening skills to prompt attendees for further risks that might be applicable to the project/scope statement. (minimum 2 additional risks must be identified)
- Use negotiation skills to agree on any changes to the Risk Management Register
- Confirm the attendee's understanding of any agreed-upon changes to the Risk Management Register.

Role-play instructions

The role-play/meeting must include at least number 4 participant/s, must not exceed 10 minutes in duration and must address all elements of the Observation Checklist below.

In this task, you will participate in a role-play/meeting with others. These may be resourced using one of the following options:

1. Peer/s who you are already working within the industry your qualification relates to.
2. Fellow student/s who will play the role of a team member. Please contact your fellow student/s via the Discussion Forum and coordinate your role-play with them directly.

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/s participant

Should you complete this task with your peers, you must fully brief all participants, providing them with the context to 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/s participant

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.

Character Instructions

Student (Participant 1)

In Assessment 1 Task 5 role-play, the following project risks were identified.

- Gavin Stead (Participant 2) - Cost and time - The cost and time it will take to complete the office refit
- Steve Alfonso (Participant 3) - Size - Are we ensuring that the office refit allows for enough space to create a spacious and effective training room?
- VIP Client (Participant 4) - Hiring and training costs – The cost of recruiting new staff, as well as the time and cost involved in upskilling existing staff.

In this role-play, you will be leading a consultation session with the same three internal and external stakeholders: Gavin Stead, Managing Director CBSA; Steve Alfonso, training facilities project manager; and a VIP client.

Start by presenting to the stakeholders three risks you identified from the Risk Management Register (Assessment 2 Task 1). Then, engage stakeholders in a brainstorming session to uncover additional risks. If new risks emerge during this discussion, ensure they are added to the Risk Management Register. During the presentation, you must:

- Use negotiation skills to agree on any changes to the Risk Management Register
- Confirm the stakeholder's understanding of any agreed-upon changes to the Risk Management Register.
- Identify and record a minimum of two (2) additional risks to the Risk Management Register.

Note: The Risk Management Register must be uploaded to the LMS once you complete this assessment.

Gavin Stead (Participant 2)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of Gavin Stead, Managing Director of CBSA. Other attendees are Steve Alfonso, the training facilities project manager, a VIP client, and the student who will be leading the consultation session.

During the session, you must:

- Ask the following question: *What will be the impact of cost if the refit goes above the budget?*
- Focus on the potential impact of cost if the office refit exceeds the budget. Discuss how this could affect the project and any strategies to mitigate these risks.
- Suggest one additional risk. Consider the following:
 - office refit is delayed, under-costed, or similar
 - cost over-runs or scope creep with the project schedule
 - low client pick-up when training facilities become available.
 - key staff member leaving during the project
- Suggest any necessary changes to the risk management register, particularly related to the identified risks.
- Ensure that you fully understand any agreed-upon changes to the risk management register. Ask clarifying questions if needed to confirm your understanding and ensure alignment with the project goals.
- Collaborate with the presenter and other stakeholders to reach an agreement on these changes.

Steve Alfonso (Participant 3)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of Steve Alfonso, the training facilities project manager at CBSA. Other attendees are Gavin Stead, Managing Director of CBSA, a VIP client, and the student who will be leading the consultation session

During the session, you must:

- Ask the following question: *If cost and space are factors, what are some of the potential risks that might occur?*

- Focus on the potential risks associated with setting up the training room, particularly considering cost and space limitations due to the office refit. Discuss the likelihood of these risks occurring and their potential impact on the project.
- Suggest one additional risk. Consider the following:
 - computer system implementation is delayed, under-costed, or similar
 - the computer system is not integrated correctly
 - computer system quality assurance returning poor results
 - unable to find two new employees within the project time frame
- Suggest any necessary changes to the risk management register, particularly related to the identified risks.
- Ensure that you fully understand any agreed-upon changes to the risk management register. Ask clarifying questions if needed to confirm your understanding and ensure alignment with the project goals.
- Collaborate with the presenter and other stakeholders to reach an agreement on these changes.

VIP Client (Participant 4)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of the VIP client. Other attendees are Gavin Stead, Managing Director of CBSA, Steve Alfonso, the training facilities project manager, and the student who will be leading the consultation session.

During the session, you must:

- Ask the following questions:
 - *How can we keep the costs of recruitment down?*
 - *What are some potential strategies we can implement to help this with the overall project?*
- Focus on discussing control and mitigation measures related to the costs involved in HR procurement for staff hiring and training. Explore strategies to keep recruitment costs down and mitigate any potential risks associated with hiring and upskilling staff.
- Suggest one additional risk. Consider the following:
 - new employees are not capable enough once inducted
 - training program design issues
 - training program schedule issues
- Suggest any necessary changes to the risk management register, particularly related to the identified risks.
- Ensure that you fully understand any agreed-upon changes to the risk management register. Ask clarifying questions if needed to confirm your understanding and ensure alignment with the project goals.
- Collaborate with the presenter and other stakeholders to reach an agreement on these changes.

Recording instructions

Your role play must be recorded with all participant/s 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 participant/s 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 Colab. 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 Instructions

Purpose of the task

This part is designed to ensure that the student can lead a consultation session with internal and external customers to identify any risks for the project.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist <i>(to be completed by the Assessor)</i>	
Use this checklist while reviewing the recorded role play:	
Did the student...	Satisfactory/Not Yet Satisfactory
<ul style="list-style-type: none"> ▪ Verbally lead the consultation session, communicating the risks that you have documented in the Risk Management Register <p>The student must:</p> <ul style="list-style-type: none"> • Clearly articulating each identified risk documented in the Risk Management Register, including: <ul style="list-style-type: none"> ➤ Description of Risk ➤ Potential Consequences/ likelihood ➤ Risk Rating Level ➤ Control and Mitigation Measures ➤ Risk Status • Provide relevant context or background information to help stakeholders understand the significance of each risk. • Encouraging discussion and feedback from stakeholders to ensure a comprehensive understanding of the risks and their implications. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> ▪ Discuss potential risks that were identified in the previous role-play, identifying solutions and getting agreement with potential risks and solutions. 	

<p>The student must</p> <ul style="list-style-type: none"> • Summarise the risks identified in the previous role-play, ensuring clarity and understanding among stakeholders. • Encourage stakeholders to share their perspectives and concerns regarding the proposed solutions. • Work collaboratively with stakeholders to reach a consensus on the most appropriate course of action for mitigating each risk. <ul style="list-style-type: none"> • Ensure that all stakeholders are aligned and in agreement with the identified risks and proposed solutions before concluding the discussion. • Invite a response from the stakeholders during the role play, looking at the risks and potential solutions. • When asked, ‘What will be the impact of cost if the refit goes above the budget?’ The student must provide a response. <ul style="list-style-type: none"> ○ Example of potential answers: <i>‘We will be monitoring the cost and budget throughout the project. If there is an issue or any impact that can affect the project. Stakeholders will be contacted immediately.’</i> • When asked, ‘If cost and space are factors, what are some of the potential risks that might occur?’ The student must provide a response. <ul style="list-style-type: none"> ○ Example of potential answers: <i>‘When we are monitoring the cost and budget, we will need to look at potential impacts on the training room. This can include design, layout, size and equipment. When required, stakeholders will be consulted and informed.’</i> • When asked, ‘How can we keep the costs of recruitment down? What are some potential strategies we can implement to help this with the overall project? The student must provide a response. <ul style="list-style-type: none"> ○ Example of potential answers: <i>‘With the costs of recruitment we need to take into consideration wages, cost of advertising, what are the qualification requirements we need</i> 	<p><input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory</p>
<ul style="list-style-type: none"> ▪ Use questioning and listening skills to prompt attendees for further risks that might be applicable to the project/scope statement. (minimum 2 additional risks must be identified) <p>The student must:</p> <ul style="list-style-type: none"> • prompt attendees to suggest additional risks that might be applicable to the project/scope statement. • Asked open-ended questions. • addressed all the risks identified and discussed with the stakeholders in the meeting. • Probe further into areas where stakeholders' express uncertainty or identify potential risks by asking follow-up questions. • Create a supportive environment that encourages active participation from all attendees. • Record a minimum of 5 identified risks in the Risk Management Register. 	<p><input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory</p>

The student is required to identify an additional two risks during the role play and record them in the Risk Management Register. This includes:

- Giving the Risk a Risk ID
 - Labelling the Risk
 - Providing a description of the risk
- Please see the example below.

Risk ID	Risk	Description of Risk	Potential Consequences/Likelihood	Risk Rating level	Date Recorded and Reviewed	Control and mitigation measures	Date control measures Implemented	Risk Status
001	Office Profit	The construction of the office roll has gone overtime due to labour and material issues.						
002	Computer system implementation	Computer systems require additional time and cost due to the current software and computer systems being dated.						
003	Recruitment	Unable to find two new employees within the project time frame.						
004	Quality Assurance	Computer system quality assurance returns poor results, requiring additional set up.						
005	Underuse	Low client pick-up when the training facility becomes available.						

- Use negotiation skills to agree on any changes to the Risk Management Register

The student must

- Clearly articulate the proposed changes to the Risk Management Register, including the rationale behind each change to stakeholders.
- Actively listen to the viewpoints and concerns of stakeholders regarding the proposed changes.
- Offer compromise or alternate solutions to address conflicting viewpoints.
- Seek consensus from stakeholders by addressing their concerns and finding mutually acceptable solutions.

Satisfactory
 Not Yet Satisfactory

- Confirm the attendee's understanding of any agreed-upon changes to the Risk Management Register.

The student must



- Clearly explain the changes made to the Risk Management Register during the Stakeholder Consultation meeting.
- Encourage questions from the attendees to ensure comprehension.
- Actively listen to any concerns or feedback regarding the changes.
- Provide further clarification or elaboration as needed.
- Documenting the confirmed changes.

Satisfactory
 Not Yet Satisfactory

Assessors Name:	
Date:	

Case Study B: Undertake Risk Assessment Activities

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Tuesday 9:59am.
	Subject	Risk Assessment
	Attachment	
<p>Good morning Jason,</p> <p>Thanks for identifying potential risks to the training facilities project in consultation with internal and external customers.</p> <p>Are you now able to undertake a risk assessment for each of the identified risks using the Risk Management Policy & Procedures as a guide? For each risk in the Risk Management Register, you will need to:</p> <ul style="list-style-type: none"> ▪ Assess and document the potential consequences and likelihood of each risk. ▪ Assess and document the risk rating using the risk rating matrix based on the potential consequences and likelihood of each risk. ▪ Document the date when you determined the risk rating for each risk. <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Identify Risks- Risk Management Register

Based on the email, you are to undertake a risk assessment of the risks you have previously identified in the Risk Management Register. For each risk, you need to:

- Assess and document the potential consequences and likelihood for each risk.
- Assess and document the risk rating level using the Risk Rating Matrix based on the potential consequences and likelihood for each risk.
- Document the date when you determined the risk rating for each risk.

Save a new version of the Risk Management Register and upload it with your assessment.

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can undertake a risk assessment of the identified risks using organisational policies and procedures. They must use the Risk Management register to record:

- Potential Consequences/Likelihood
- Risk Rating level
- Date Recorded and Reviews

Guidance to assessors about this task

Use the following checklists to ensure that the student has undertaken a risk assessment for each of the risks sufficiently: Answers will vary depending on how students assess the Potential Consequences/Likelihood of each risk.

Risk Management Register
<p>Students must assess and document the consequences and likelihood of each risk using the categories documented in the Risk Management Policy & Procedures:</p> <p>Consequences:</p> <ul style="list-style-type: none">▪ Insignificant▪ Minor▪ Moderate▪ Major▪ Catastrophic. <p>Likelihood:</p> <ul style="list-style-type: none">▪ Rare▪ Unlikely▪ Possible▪ Likely▪ Almost certain.
<p>Student must assess and document a risk rating for each risk using the Risk Rating Matrix provided in the Risk Management Policy & Procedures:</p> <ul style="list-style-type: none">▪ Critical▪ High▪ Moderate▪ Low▪ Very Low
<p>Students must document the date that they assessed each risk.</p>


Case Study C: Develop a plan to treat risks

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Wednesday 4:18 p.m.
	Subject	Treat Risks
	Attachment	Action Plan Template.docx
<p>Good afternoon Jason,</p> <p>Thanks for undertaking the risk assessment for each of the identified risks.</p> <p>Now, you will need to:</p> <ul style="list-style-type: none"> ▪ Determine and select the most appropriate option(s) for treating each risk and document this in the Risk Management Register. ▪ Evaluate and prioritise the risks for treatment and then create an Action Plan based on this priority using the attached template so that each of the treatments can be implemented. ▪ Once you have completed the Action Plan table, you need to evaluate the risk and prioritise the risk. To identify the risk, you need to give it a rating of Critical, High, Moderate, Low and Very Low. <p>Can you please submit the updated Risk Management Register and Action Plan to me for review once you have completed them?</p> <p>Underneath the table, can you please provide an explanation of how you evaluated and prioritised the risks in the action plan?</p> <p>Kind regards</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Attachment: Action Plan Template

Approximate Word Count- 35-50 words throughout the table.

<h1>Action Plan</h1> 				
Action	Responsibility	Date	Status	Priority

Based on the email and the attached template, you are to:

1. Determine and select an appropriate treatment/mitigation for each identified risk. The treatment/mitigation that is most relevant will be dependent on what the risk is. For example, suppose a risk is 'scope creep for the office refit milestone'. In that case, an appropriate mitigation strategy might be to have someone undertake daily monitoring of progress to try and ensure that scope creep doesn't occur. If the risk is 'low client usage of the training facilities', then a mitigation strategy might be to run a marketing campaign aimed at the organisation's clients to try and mitigate this risk from occurring.
2. After you have determined appropriate treatment/mitigation for each identified risk, you should evaluate and prioritise these, then develop an Action Plan to ensure that treatments/mitigations are planned.

For each action, you must:

- specify the action that is to occur
- specify who will be responsible for implementing the action
- specify when the action needs to be completed by
- the status of the action
- giving the action a priority rating.

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can assess and evaluate potential treatments for each risk and develop an action plan to ensure they are implemented.

Guidance to assessors about this task

Use the following checklist to ensure that the student has drafted an email sufficiently:

Risk treatment
Students must specify a sufficient treatment/mitigation strategy for each identified risk in the Risk Management Register.
Student must develop an Action Plan using the given template.
Student must provide at least one action for each treatment/mitigation strategy for each risk where they have: <ul style="list-style-type: none"> ▪ specified what the action is ▪ specified who will be responsible for implementing the action ▪ specified when the due date is.
The version control for the modified FM013 Risk Management Register must be greater than the last version of the same document.

Risk Priority

- Critical
- High
- Moderate
- Low
- Very Low

Please explain in the space provided below how you evaluate and prioritise risks in the action plan.

Approximate Word Count- 50-80 words.

Assessor Instructions

Students must explain how they evaluated and prioritised risks in the action plan. The student response must reflect the sample answer below

When looking at how to evaluate and prioritise risks in an action plan, you need to look at the level of risk scale. The scale will determine the likelihood of the risk occurring and look at the impact if that risk occurs. The higher the classification of risk, the higher the priority to deal with it and reduce the risk and its impact.

Case Study D: Plan and implement the Action Plan

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email																																		
	To	Jason Yee (jason.yee@cbsa.com.au)																																
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)																																
	Date/ Time	Friday 11:25 a.m.																																
	Subject	Plan to Implement the Action Plan																																
	Attachment																																	
<p>Good morning Jason,</p> <p>The Action Plan recommended for the treatment measures/mitigation strategies looks good. I think this is ready for you to implement.</p> <p>Before you start, please develop an Implementation Plan for the five actions you have listed. In the plan, list the following:</p> <table border="1"> <thead> <tr> <th>Action for treatment of risk</th> <th>Plan/tasks to implement the action</th> <th>When (note any dependencies or triggers)</th> <th>Resources required</th> <th>Responsibility</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>When you have the Implementation Plan ready, please organise a meeting with me to discuss.</p> <p>Kind regards,</p>					Action for treatment of risk	Plan/tasks to implement the action	When (note any dependencies or triggers)	Resources required	Responsibility																									
Action for treatment of risk	Plan/tasks to implement the action	When (note any dependencies or triggers)	Resources required	Responsibility																														
Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au																																		

Implementation Plan

Based on the email, you are to develop an Implementation Plan to show you understand what is required to implement the actions in the Action Plan and Risk Management Register.

Implementation Plan				
Action for treatment of risk	Plan/tasks to implement the action	When (note any dependencies or triggers)	Resources required	Responsibility


Send an email to Steve with the Implementation Plan attached, requesting a meeting to discuss it. Use the Email Template below and ensure that you:

- specify who the email is to
- specify who the email is from
- specify the date and time you sent the email.
- specify the subject.
- detail the Implementation Plan, either as a table within the email or as an attachment to the email
- include an email body detailing the purpose of the email, a reference to the Implementation Plan and a request to meet with Steve to discuss the plan.
- complete the email footer specifying the job position you are role-playing.

Email Template

Approximate Word Count- 35-50 words

To	
From	Jason Yee
Date/ Time	18 March 2023
Subject	Implementation Plan
Attachment	

Kind regards,	
Signature	

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can plan for or detail the steps required to implement the Actions identified in the Action Plan, against the risks identified in the Risk Management Register.

Guidance to assessors about this task

Use the following checklist to ensure that the student has completed the Implementation Plan and drafted the email correctly.

Implementation Plan
Student must specify the five Actions from the Action Plan.
<p>Student must:</p> <ul style="list-style-type: none"> • list logical steps to implement each action for example: <ul style="list-style-type: none"> ○ approval required ○ forms to be completed ○ follow a documented policy or procedure ○ organise a meeting ○ book a room ○ book equipment ○ recruit a person/consultant ○ obtain resources, etc. <p>Note: There should be more than one step/task in the second column of the table for each Action. The column should document the steps required to implement the action – not the action.</p> <ul style="list-style-type: none"> • state when the tasks/steps should be done – this might be dependent on another task being completed, a 'what if' trigger, a failure, or a success, or it could be a date/time prior to an event. • allocate a resource to each action and or task. • assign a person responsible for the action
Email Requirements
Students must use the TM001 Email Template.
Students must specify who the email is to (Steve Alfonso).

Students must specify who the email is from (Jason Yee).

Students must specify the date and time they sent the email.



Students must specify a relevant subject (Implementation Plan or similar).

Students must specify the body of the email a reference to the Implementation Plan and where it is (either embedded in the email or attached to the email).

Students must complete the email footer specifying the job position they are role-playing (Governance Manager).

Case Study E: Actioning the Implementation Plan

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Tuesday 2:30 p.m.
	Subject	Actioning the Implementation Plan
	Attachment	
<p>Good morning Jason,</p> <p>Thank you for sending through the Implementation Plan. It is looking good.</p> <p>I have reviewed the Implementation Plan, and I approve it.</p> <p>Next, we need to now implement the Implementation Plan. Out of the five action items, I need to commence by allocating three (3) of the items and send emails out to the people who need to action the tasks.</p> <p>The allocation will be based on who you had identified in the action plan in case study c.</p> <p>Can I get you to do the following:</p> <ul style="list-style-type: none"> • Send emails out to the key stakeholders who will be actioning the implementation plan action items. • Allocate the roles and tasks that they will need to complete the tasks associated with the implementation plan. • Identify potential risks that they will need to manage and observe. • Provide them with information about the risk management plan. • The allocated time frames. <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Implementation Plan emails to staff


Based on the email, you are to action the Implementation Plan. You are required to send out an email to the staff that have been allocated to assisting the Implementation Plan


Use the Email Templates below and ensure that you:

- Send emails out to the key stakeholders who will be actioning the implementation plan action items.
- Allocate the roles and tasks that they will need to complete the tasks associated with the implementation plan.
- Identify potential risks that they will need to manage and observe.


- Provide them with information about the risk management plan.
- The allocated time frames.

Approximate Word Count- 50-100 words per email.

Email Template 1		
	To	
	From	
	Date/ Time	
	Subject	
	Attachment	
<p>Kind regards,</p>		
Signature		

Email Template 2		
	To	
	From	
	Date/ Time	
	Subject	
	Attachment	
<p>Kind regards,</p>		
Signature		

Approximate Word Count- 50-100 words

Email Template 3		
	To	
	From	
	Date/ Time	
	Subject	
	Attachment	
Kind regards,		
Signature		

Assessor Instructions

Purpose of the task

The student should execute the Implementation Plan by sending emails to staff members outlining their roles in the project, specifying their tasks, and providing guidance on what to watch out for in risk management.



Guidance to assessors about this task

Student's answers will vary depending on their action plan and the implementation plan. The emails need to have the following information in them:

Email Requirements
Students must use the email template
Students must allocate the roles and tasks that they will need to complete the tasks associated with the implementation plan
Students must identify potential risks that employees may encounter when actioning items
Students must provide information about the risk management plan
Students must give an allocated timeframe for the task to be completed

Case Study F: Monitor Plan

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Monday 9:41 a.m.
	Subject	Action Plan Implementation Results
	Attachment	
<p>Good morning Jason,</p> <p>You implemented the Action Plan to manage risks, and you have now had the opportunity to monitor each treatment measure's success/failure. Thank you for sharing the results. It is good to see that the first, second and fourth actions have been completed successfully.</p> <p>However, two actions haven't been successful so far, and more planning is required:</p> <ul style="list-style-type: none"> ▪ The third action is behind schedule by two weeks – resources were unavailable for two weeks. ▪ The fifth action encountered some difficulties – the staff member was not capable of fulfilling the action. <p>I consider the failure of the third and fifth actions to be due to new risks introduced – resources were unavailable, and the assigned team members were not trained to fulfil the action. Let's consider these as new risks introduced. Please add these risks to the Risk Management Register. You will then need to update both the Action Plan and Implementation Plan to make sure the new risks and actions are addressed.</p> <p>Could you please summarise in an email what you have done to get those actions back on track to be successful? Attach the updated Risk Management Register, the updated Action Plan and the updated Implementation Plan.</p> <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Monitor Plan

Based on the email, you are to:

- Update the Risk Management Register with the two new risks that were introduced as a result of the treatment methods.
- Update the Action Plan with your intended actions for the new risks.
- Update the Action Plan with the successful outcomes of the other actions.
- Update the Implementation Plan with the new Actions, Plans/Tasks, When, Resources Required and Responsibilities. You can use the table you developed in Part D.
- Capture a screenshot(s) of the electronic folder(s) you used to store all the documents for Task 2, including:
 - Earlier versions of the documents

- Showing the naming conventions you have used to name files.
- Showing any sub-folder structures, you have used (not mandatory to use).
- Draft an email to Steve, using the Email Template below. Ensure that you:
 - specify who the email is to
 - specify who the email is from
 - specify the date and time you sent the email.
 - specify the subject.
 - include an email body detailing why you are sending this email and a summary of what you have done to address the unsuccessful actions.
 - specify that the updated Action Plan, Implementation Plan and Risk Management Register are attached.
 - specify that a screenshot of the folder file structure is attached.
 - complete the email footer specifying the job position you are role-playing.

Attachment: Action Plan Template

Approximate Word Count- 5-25 words each section

Action Plan			
Action	Responsibility	Date	Status



Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can complete the process to monitor the Implementation Plan or implementation of the actions to mitigate risk. The task requires the student to update the FM013 Risk Management Register with the new risks introduced, update the Action Plan, as a consequence of the updated

Risk Management Register, and update the Implementation Plan to implement the new actions for the newly introduced risks.

Guidance to assessors about this task

Use the following checklist to ensure that the student has updated the Action Plan and drafted an email sufficiently. Provide feedback to the student on the updated documents presented.

Risk Management Register Requirements

Students must update the Risk Management Register to add the newly introduced risks:

1. What if the scheduled resources are unavailable/delayed when required?
2. What if the team member assigned to the task isn't trained/capable/competent to perform the task or perform the task on time?

The student should complete the other columns in the Risk Management Register in the same way they completed the columns for the other risks identified earlier.

The Risk Register must show a risk rating allocated to each of the new risks.

A Copy of the Risk Management Register must be updated with the version control in the Risk Register must be greater than the last version submitted.

Action Plan

Student must:

- update the Action Plan to reflect that Actions 1, 2, and 4 have been completed successfully.
- update the Status column in the Action Plan
- add in the two (or more) actions required to address the new risks.

Action for new risk 1, might be along the lines of:

- Book in/lock in the resource – e.g. access to equipment, a room, etc.; funding for the resource, etc.
- If the resource was an employee, book in/lock personnel to be seconded to the task with their manager and, if necessary, obtain approval from the project manager or
- Recruit a resource from a labour-hire agency for the duration of the task.

Action for new risk two might be along the lines of:

- train team member; or
- develop Quick Reference Guides to guide the assigned team member; or
- select another team member who is capable/competent to perform the task.

The Version Control in the Action Plan must be greater than the last version submitted.

Attachment: Implementation Plan Template

Approximate Word Count- 5-25 words each section

Action for treatment of risk	Plan/tasks to implement the action	When (note any dependencies or triggers)	Resources required	Responsibility

Assessor Instructions

Implementation Plan

The Implementation Plan follows on from the Action Plan. Based on the actions proposed by the student, the student must add the Actions and Plan/Tasks for those new actions and complete the other columns in the Implementation Plan.


Plan/tasks might include tasks along the lines of:

- Obtaining approval for resource – CFO or MD or HR Manager or IT Manager
- Complete necessary forms to request resource.
- Book resource in advance and obtain confirmation.
- Book Trainer to train an assigned team member.
- Confirm Quick Reference Guides are available.
- Check with HR Manager who is trained/competent to perform then task.

The Version Control in the Implementation Plan must be greater than the last version submitted.

Email Template

Approximate Word Count- 50-80 words

<div style="display: flex; justify-content: space-between; font-size: 8px;"> Paste Basic Text Names Include Attach File via Link Loop Components Tags Dictate Sensitivity Editor Immersive Reader New Scheduling Poll Open Grammarly Viva Insights View Templates </div>											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">To</td> <td></td> </tr> <tr> <td>From</td> <td></td> </tr> <tr> <td>Date/ Time</td> <td></td> </tr> <tr> <td>Subject</td> <td></td> </tr> <tr> <td>Attachment</td> <td></td> </tr> </table>	To		From		Date/ Time		Subject		Attachment	
To											
From											
Date/ Time											
Subject											
Attachment											
<p>Kind regards,</p>											
<p>Signature</p>											

Assessor Instructions

Email Requirements
Student must use the TM001 Email Template.
Student must specify who the email is to (Steve Alfonso).
Student must specify who the email is from (Jason Yee).
Student must specify the date and time they sent the email.
Student must specify a relevant subject (Updated Risks, Actions and Implementation Plan).
Student must specify the body of the email a summary of the actions they have taken since receiving the email from Steve. Refer to the attached updated FM013 Risk Management Register, updated Action Plan and updated Implementation Plan.
<p>Students must include a screenshot(s) of the electronic folder/file structure used to store all the documents for Task 2. This might include:</p> <ul style="list-style-type: none"> ▪ sub-folders or the files could be listed in one suitably named folder. ▪ document naming should be easily identifiable.

- version control should also be easy to identify.



Student must complete the email footer specifying the job position they are role-playing (Governance Manager).

Assessment checklist

Students must complete all questions within this assessment before submitting. This includes:

Case Study G: Evaluate Risk Processes

To begin this part, read the following email and its attachment, then complete the tasks that follow:

	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Friday 10:29 a.m.
	Subject	Lessons Learned Evaluation
	Attachment	
<p>Good morning, Jason,</p> <p>Now that the project has finished successfully, I would like you to review your experiences and document the lessons learned during the implementation of risk management processes, including:</p> <ul style="list-style-type: none">▪ What worked well?▪ What didn't work so well? Remember to include details about the new risks introduced and the actions you need to implement to control them.▪ What improvements could be made to the Risk Management Policy & Procedures? <p>Once you have documented the lessons learned, this will be stored on the organisation's cloud-based system so that it can be referred to for planning any possible improvements and serve as a record for future reference.</p> <p>Kind regards,</p>		
Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au		

Lesson Learned Document

In response to the email, review your experiences using the Risk Management Policy & Procedures and related documents throughout the assessment tasks. Document your observations in the Lessons Learned Form by addressing the following points:

- What worked well?
- **What didn't work so well?** Include details about the new risks introduced and the actions you need to implement to control them.
- What improvements could be made to the Risk Management Policy and Procedures?

Upload this document with your assessment.

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can evaluate lessons learned, including possible improvements for the risk management policy and procedures.

Guidance to assessors about this task

Use the following checklist to ensure that the student has met the minimum requirements for documenting lessons learned sufficiently:

Lessons Learned Documentation
Students must use the Lessons Learned Form template.
Students must document what worked well.
Students must document what didn't work so well. The student should reference the two actions that weren't successful at first due to the new risks introduced because of the treatment measures.
Students must document at least one (1) recommendation to improve the Risk Management Policy & Procedures or associated documentation such as the Risk Management Register. This might include a recommendation to add instructions about newly introduced risks once the recommended Actions have been implemented.

Assessment checklist

Students must complete all questions within this assessment before submitting. This includes:

Activity A: Identify Risks		
	<ul style="list-style-type: none"> • Identify Risks Role Play (upload recording) • Risk Management Register (upload document) 	<input type="checkbox"/>
Case Study B: Undertake Risk Assessment Activities		
	<ul style="list-style-type: none"> • Identify Risks Updated Risk Management Register (upload document) 	<input type="checkbox"/>
Case Study C: Develop a plan to treat risks		
	<ul style="list-style-type: none"> • Action Plan (template provided in assessment document) 	<input type="checkbox"/>
Case Study D: Plan and implement the Action Plan		
	<ul style="list-style-type: none"> • Email with Implementation Plan embedded in the email (template provided in assessment document) 	<input type="checkbox"/>
Case Study E: Present the Implementation Meeting		
	<ul style="list-style-type: none"> • Email 1 (template provided in assessment document) • Email 2 (template provided in assessment document) • Email 3 (template provided in assessment document) 	<input type="checkbox"/>
Case Study F: Monitor Plan		
	<ul style="list-style-type: none"> • Email (template provided in assessment document) • Action Plan (template provided in assessment document) • Implementation Plan (template provided in assessment document) • Updated Risk Management Register (upload document) 	<input type="checkbox"/>
Case Study G: Evaluate Risk Processes		
	<ul style="list-style-type: none"> • Lesson Learned Form (upload document) 	<input type="checkbox"/>

Congratulations you have reached the end of Assessment 2

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