Colab

ASSESSOR GUIDE

Undertake Project Work

Assessment 1 of 2

Short Answer Questions

Version 1.0

Assessment Instructions

Task overview

This assessment task is divided into seven (7) short answer questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Green Leaf Café Project Management Policy and Procedure
- Green Leaf Café Mission, Goals, Objectives, Operations and Strategy Statement
- Fair Work Act 2009
- Work health and safety (WHS) legislation relevant to your state/territory, e.g. NSW - Work Health and Safety Act 2011
- Green Leaf Café Training and Development Policy and Procedure
- Green Leaf Café Performance Management Policy and Procedure

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

Scenario

You are a current employee at Green Leaf Café undertaking an external study program in project management. Gary, the owner of Green Leaf Café, wants to assign you a project to give you hands-on experience in project management. Before you are assigned to the project manager role, he wants to understand what knowledge you have acquired from your studies and asks you to answer the following questions.

Question 1

Listed below are four (4) project management elements. Provide one (1) example of a tool to assist with managing each of the elements and briefly describe how each is used.

(Approximate word count: 300 words)

Assessor Instructions

For a satisfactory response, the student must provide one (1) tool from the examples provided in the table below to assist with managing each of the elements and briefly describe how each is used.

Project management tools can include templates or advanced applications that **track an organisation's project.**

For each example of a project management tool identified, the student must briefly describe how an organisation can use each tool when undertaking a project.

Sample answers are provided below for the assessor's reference.

Provide one example of a Project Management tool to assist with:	Brief description of how the tool can be used when undertaking a project
Planning	
Gantt chart	A Gantt chart is used to assess how long a project should take by displaying the target timelines of each project task or milestone. It helps the organisation determine the resources needed and plan the order in which tasks or milestones are completed.
Network Diagrams	**The network diagram, also known as the "Arrow" diagram, is an** important tool for planning projects. It consists of different arrows that can be used to connect different activities within a project to display the priority of each task. Each arrow demonstrates interdependencies between various activities in a project.
Critical Path Method	The critical path method tool is used by project managers as it can monitor and assess the progress of the project in real-time. The Critical Path of the project is the longest sequence of activities performed on the network diagram. It can characterise all activities as having zero slack time in the project's sequence.
Work Breakdown Structure	The Work Breakdown Structure shows the hierarchical breakdown of work activities used to define the scope of a project. It is also used to identify all the required deliverables needed in the development of the project. Work Breakdown Structures divides the project deliverables and the work required into easily manageable components.
Budgeting	

Cost schedule control system	A cost schedule control system is used to maintain and control project costs. It uses the following methods for all cost information in the different stages of project development and implementation: • Evaluation • Estimation • Budgeting • Monitoring • Analysis • Forecast • Reporting
Analogous Budget Tool	The analogous budget tool uses the actual costs from a previous project to estimate the budget for a current project. This method can be used for multiple projects as long as they are similar in nature. Companies with repeated projects with the same goals and objectives can usually use the analogous budget tool with decent success. Analogous budgeting is also less costly than other budgeting tools or methods. Unfortunately, companies with diverse projects may find the analogous method less accurate and unreliable for estimating costs.
Top-Down Method	The top-down budget method looks at the total project budget and estimates costs for each process in the project. This method looks at each activity needed to complete the project or the number of outputs from the project when estimating costs. Companies may use a fixed dollar amount for the project budget and assign a portion of this amount to each process in the budget. Managers may decide to cut activities if the budget cannot cover the cost of all project activities.
Bottom-Up Method	The bottom-up budget tool uses the costs of all economic resources or inputs used in a project to determine the total project budget. This method is a variable budgeting method since the cost of inputs can vary depending on the availability or quality of the inputs. Companies may also use operational manager or employee advice when planning project budgets under this method. These individuals typically have a good understanding of the inputs and production methods used for completing various projects.
Parametric Estimate	Parametric-estimate budgets use standardised mathematical calculations or parameters for determining the cost of a project budget. This budget tool may be based on cost-accounting information such as process costing tools or cost allocation methods that attribute business costs to goods and services. This information is used in parametric budgeting by taking the specific cost information and multiplying it by the number of processes or activities used to complete projects. This cost-accounting information may also be customised or re-calculated for the specific project budget at hand.
Tracking	
Monday.com	Monday.com is an open platform that brings teams together with custom-built solutions to break communication barriers, move projects forward, and align everyone involved. It allows you to access progress updates, budget approvals, and more on one platform to monitor your team's progress, promoting accessibility and data-driven decision-making.
Asana	Asana is a project management tool that allows stakeholders to track and orchestrate tasks, from daily tasks to strategic initiatives. Asana

COLab

	can define stakeholders' roles, responsibilities, and processes, promote team collaboration and improve team effectiveness.
Microsoft Project	Microsoft Project (MSP) is a project management software for project managers to control their projects. Depending on the specific project plan, Microsoft Project lets a user plan projects, assign tasks, manage resources, make reports and more.
Trello	Trello is a collaborative work management app designed to track team projects, highlight tasks underway, show who they are assigned to, and detail progress towards completion. At its core, Trello relies on the principles of Kanban project boards to visualise workflows, providing managers and team members with a simple overview of a project from start to finish.
Evaluating	
Quantitative Methods	Quantitative data measure the depth and breadth of a project. Quantitative data collected before and after an intervention can show its outcomes and impact. The strengths of quantitative data for evaluation include the ease of analysis and their consistency and precision. However, some of its limitations can consist of poor response rates from surveys.
Qualitative Methods	Qualitative data includes the identification of themes, clustering similar data, and reducing data to meaningful and important points within a project. The strengths of qualitative data include providing contextual data to explain complex issues. The limitations of qualitative data for evaluation may include a lack of generalisability, the time-consuming and costly nature of data collection, and the difficulty and complexity of data analysis and interpretation. Some examples of qualitative data are: ▪ Surveys ▪ Observations Case studies

Question 2

a. Identify two (2) documents commonly used in defining the parameters of a project.

b. Briefly explain how each document defines the parameters of a project.

(Approximate word count: 250 words):

Name two (2) documents used in defining project parameters	Describe how each document helps to define the parameters of a project
(Approximate word count: 10 words)	(Approximate word count: 100 words)
1.	
2.	
Sample answers:	
Project brief	The project brief contains a brief description of the project and outlines the project management framework used. It also records the deliverables, milestones, budget and resources of the project. These allow stakeholders to read the brief to know how long the project is estimated to last, what resources they will need to complete the project, and what is expected to be delivered to complete the project.
Project scope statement	The project scope statement lists what needs to be achieved to start and successfully complete a project. The statement includes the potential challenges that might hinder the progress of a project, disclaimers and decisions on what the project will and will not address, timelines, milestones and project outputs.
Risk Management Report	A Risk Management Report outlines the overall project risk, opportunities, exposure and trends. It is a communication tool designed to communicate to stakeholders involved in the project to undertake adequate risk management and achieve project outcomes.
Project charter	The Project contract contains information such as the measurement of success for each phase implemented, deliverables and milestones, budgets and resources, risks and issues, management, stakeholders, and related projects.
Project Management Policy and Procedure	An organisation's Project Management Policy and Procedure defines whether a project fits within the organisation's capacity

Question 3

a. Identify two (2) other sources of information commonly used in defining the parameters of a project.

b. Briefly explain how each source defines the parameters of a project.

(Approximate word count: 100 words)

Assessor Instructions

For satisfactory performance, the student must complete the table below:

a. The student must identify two (2) other sources of information from the options provided in the table below that assist in defining the parameters of a project

b. The student must briefly explain how each source identified helps to define the parameters of a project

Parameters refer to the conditions that guide the completion of a project. These include the project timeframe, allocated budget, and resources needed. These factors are based on the aim of the project.

Sample answers are provided below for the assessor's reference.

Name two (2) other sources of information used to define project parameters (Approximate word count: 10 words)	Describe how each source helps to define the parameters of a project (Approximate word count: 100 words)
1.	
2.	
Sample answers:	
Work Health and Safety Act (WHS Act)	The WHS Act provides a consistent framework to secure the health and safety of workers in the workplace. It protects workers and other persons from harm by duty holders to eliminate or minimise risks. Project Managers are positioned to integrate the principles of Work Health and Safety during all phases of the project management process.

[Food Regulation 2015	Food companies must adhere to the Food Standards Code when manufacturing, preparing, handling, storing and serving food and drinks. Green Leaf Café is offering a catering service. The food standards ensure that food is safe and suitable for human consumption, prevent misleading conduct associated with the sale of food, provide adequate information to enable consumers to make an informed choice and provide an effective regulatory framework.
Foodstandards.gov.au	This website guides organisations to handle food safely according to Australian standards.
Australian Institute of Food Safety	AIFS is Australia's leading provider of food safety education and training. AIFS is a professional association and can guide organisations in the hospitality industry when undertaking legislation and regulations, current trends, resources, topics, training, and networking activities with like-minded individuals.

Question 4

Green Leaf Café is planning to launch a new range of vegan meals. Access and review the *Green Leaf Café Mission, Goals, Objectives, Operations and Strategy Statement* and answer the questions in the following table.

a. In your own words, briefly explain the mission statement of Green Leaf Café   (Approximate word count: 50 words).
Green Leaf Café will serve the Brisbane community with quality, comprehensive, unique, and distinctive vegetarian meals and products. To showcase Indigenous vegetarian bush tucker as key ingredients. To inspire people to choose a lifestyle that is healthier, sustainable and more compassionate through a plant-based diet.
b. Identify two business goals of Green Leaf Café.

Students must identify two (2) of the three goals identified in the document.
  i. To provide vegetarian and vegan food and beverages to customers for profit and create a positive eating experience
  ii. To be the customers' go-to-first provider of vegetarian and vegan meals and products in the city of Brisbane and neighbouring suburbs
  iii. To expand the range of meals and products to cater for the growing vegan market.

c. Identify at least two organisational objectives that Green Leaf Café aims to achieve.

(Approximate word count: 30 words)

Students must identify two (2) of the seven business objectives identified in the document.
  i. Generate a 10% increase in sales by boosting online sales by the end of the fiscal year
  ii. Increase market penetration by 15% through marketing strategies every quarter
  iii. Keep employees professionally relevant by facilitating annual training sessions
  iv. Resolve all customer complaints submitted via all channels within 48 hours of filing
  v. Provide a diverse range of vegetarian meals and products to clients via weekly menus
  vi. Continue to promote the use of Indigenous bush tucker ingredients in vegetarian and vegan meals and products
  vii. Expand the business to the vegan food industry to increase customers by 10%.

d. List two business strategies Green Leaf Café will implement to meet its goals and objectives

(Approximate word count: 30 words).

Students must identify two (2) of the seven business strategies Green Leaf Café will implement to meet their goals and objectives.
  i. To launch a new vegan range of meals and products and expand the footprint to corporate events
  ii. To expand product reach through the city of Brisbane and neighbouring suburbs through a range of technological advances and marketing strategies
  iii. To develop an online portal to promote meals/products
  iv. To hold its current market position of vegetarian meals/products
  v. To invest further in the market gardens used to supply the Green Leaf Café
  vi. To increase staff training in sales, online marketing and customer service
  vii. To ensure that Green Leaf Café facilitates the production line for vegan products, refurbish

Question 5

When project planning, you may need to consider the employment conditions of your team; for example, you may recruit a part-time Chef to achieve the organisation's project objectives. Answer the following questions using the *Fair Work Act 2009*.

Fair Work Act 2009 - https://www.legislation.gov.au/Series/C2009A00028

Colab

Students must answer the following questions based on the latest version of the Fair Work Act 2009 in force.

Benchmark standards of students' responses are provided below and are based on the Fair Work Act 2009, the latest version of 27 February 2024.

Assessors must contextualise answers using the latest version of the legislation at the time of the assessment.

a.	Based on the National Employment Standards, identify the maximum weekly hours for each of the following types of employees:

i.	Full-time employee (Approximate word count: 20 words)

Students must identify the maximum weekly hours for each of the following types of employees based on the National Employment Standards (NES) section of the Fair Work Act. For satisfactory performance, responses provided must correspond to the *'Maximum weekly hours'* set in the NES of the legislation.

Full-time employees have a maximum of 38 weekly work hours unless the additional hours are reasonable.

ii.	Part-time and/or casual employee (Approximate word count: 20 words)

Part-time and/or casual employees are not identified as full-time employees in the NES. For a satisfactory response, responses must include the following:
- Part-time employees – less than 38 hours per week
- Casual employees – no guaranteed amount of work hours in a week

Question 6

Refer to the requirements of the Work Health and Safety (WHS) legislation and regulations of your state/territory

(Approximate word count: 50 words).

You will need to indicate:

I.   Which state/territory are you currently based or located in by ticking the box corresponding to your answer.

II.   The title of the WHS legislation and regulations that apply in the state/territory is ticked below.

When answering Question 6, you must refer to the WHS requirements of the legislation and regulations of the state/territory you apply to your state/territory.

Assessor Instructions

Students must indicate below the state/territory they are currently based in by ticking the box (☒) that corresponds to their response (as shown below).

Short Answer Question 6 requires the student to refer to the requirements of the work health and safety (WHS) legislation and regulations of the state/territory they ticked below.

I.	State/territory where you are currently based or located in:		
☐	Australian Capital Territory	☐	South Australia
☐	New South Wales	☐	Tasmania
☐	Northern Territory	☐	Victoria
☐	Queensland	☐	Western Australia

II. Title of WHS legislation and regulations applicable in the state/territory you are currently based or located in (Approximate word count: 20 words):

State/Territory	WHS legislation	WHS regulations
Australian Capital Territory	Work Health and Safety Act 2011 (ACT)	Work Health and Safety Regulation 2011 (ACT)
New South Wales	Work Health and Safety Act 2011 (NSW)	Work Health and Safety Regulation 2017 (NSW)
Northern Territory	Work Health and Safety (National Uniform Legislation) Act 2011 (NT)	Work Health and Safety (National Uniform Legislation) Regulations (NT)
Queensland	Work Health and Safety Act 2011 (Qld)	Work Health and Safety Regulation 2011 (Qld)
South Australia	Work Health and Safety Act 2012 (SA)	Work Health and Safety Regulations 2012 (SA)
Tasmania	Work Health and Safety Act 2012 (Tas)	Work Health and Safety Regulations 2012 (Tas)
Victoria	Occupational Health and Safety Act 2004 (Vic)	Occupational Health and Safety Regulations 2017 (Vic)
Western Australia	Work Health and Safety Act 2020	Work Health and Safety Act 2020

b.   Access the work health and safety legislation (WHS) relevant to your state/territory and answer the following questions.

Students must answer the following questions based on the work health and safety (WHS) legislation relevant to their state/territory. Responses will vary depending on the applicable WHS legislation in their state/territory; however, they must correspond to the legislation identified in the preliminary task. For example, e.g. if the learner ticked NSW, their responses to the questions below must correspond to the Work Health and Safety Act 2011 in NSW.

Benchmark standards of students' responses are provided below.

I.   When undertaking project work, persons conducting a business (PCBU) or employers have a primary duty of care to their workers. In your own words, explain the duty of care of the PCBU/employers to their workers. (Approximate word count: 50 words)

For satisfactory performance, although wording will vary, the student must explain the primary duty of care of persons conducting a business (PCBU) or employers to their workers based on the WHS legislation in their state/territory. The response provided must correspond to the *'Primary duty of care'* section of the WHS legislation in all states/territories <u>except Vic.</u>

For responses based on Vic, the assessor must refer to the following section of the corresponding occupational health and safety (OHS) legislation:

- Occupational Health and Safety Act 2004 (Vic): Division 2, Main duties of employers: Duties of employers to employees
- Work Health and Safety Act 2020 (WA):

The model answer below is based on NSW's Work Health and Safety Act 2011:
PCBUs/employers have a primary duty of care to ensure, so far as reasonably practicable, the health and safety of their employees while undertaking a project in the organisation.

II.   List three (3) requirements that a PCBU/employer must do, under the primary duty of care, to ensure the health and safety of their workers undertaking any project work.
(Approximate word count: 100 words)

Students must list three requirements that a PCBU/employer must do to ensure the health and safety of their workers undertaking any project work under the primary duty of care. The response must correspond to the requirements based on the WHS legislation in their state/territory.

For responses based in Vic, the assessor must refer to the following section of the corresponding occupational health and safety (OHS) legislation:

- o   Occupational Health and Safety Act 2004 (Vic): Division 2, Main duties of employers: Duties of employers to employees
- o   Work Health and Safety Act 2020 (WA)

The model answer below is based on NSW's Work Health and Safety Act 2011:
PCBUs/employers must do the following to ensure the health and safety of their workers undertaking any project work:

Colab

	i.	Provide and maintain a work environment without risks to health and safety, i.e. safe systems of work.
	ii.	Provide adequate facilities for the welfare of workers in carrying out work for the business or undertaking, including ensuring access to those facilities.
	iii.	Provide any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking.

Question 7

Access and review *Green Leaf Café Project Management Policy and Procedure* for the following project management areas:

- Lines of authorities and approvals
- Quality assurance
- Human resources
- Budget
- Finance
- Recordkeeping
- Reporting

Complete the table below outlining the Green Leaf Café's process for managing each area listed during a project.

Assessor Instructions

Students must complete the table below by outlining The Green Leaf Café's process for managing each area during a project

For further reference, please refer to Green Leaf Café Project Management Policy and Procedure.

Exemplar standards of students' responses are provided below.

Project Management Area	Outline of Process (Approximate word count: 300 words)
	Students must outline Green Leaf Café's processes for managing each area listed under Project Management Area. Managing each project area involves setting the initial expectations at the start of projects, steps needed to keep track of the progress of each area, frequency of tracking, and additional requirements such as individuals and tools involved. Benchmarks for each project area are provided below.

Colab

Lines of authorities and approvals	**The student's outline can include:** ▪ Specific documents or other requirements that learner must obtain approval for first before implementing ▪ Specific individuals or job roles of individuals to whom specific approvals will be obtained. ▪ Specific steps that the learner must complete to obtain each **individual's approval**
Quality assurance	The students' outline can include: ▪ **Processes in place to check on the quality of a project's** deliverables (e.g., product or service) ▪ Milestones set in place for completing the deliverable ▪ Quality metrics or performance indicators to ensure deliverables are up to standards ▪ Individuals in charge of checking on the quality of the deliverables ▪ Work tasks assigned to each individual in charge of checking on the quality of a deliverable ▪ Applicable timelines for reviewing the quality of a deliverable
Human resources	**The student's outline can include:** Transitioning team members at the end of the project It is the responsibility of the project manager to transition and reintegrate team members back into their usual roles at the conclusion of a project. This will require the project manager to: • Communicate with the team member and their manager throughout the project on timelines for returning to usual roles. This will include employees who have back-filled roles • Debrief project team members at the end of the project to clarify the roles the team members will play when they return to their previous roles • Conduct a thorough handover before each team member returns to their previous role.
Budget	The student's outline can include: ▪ Records, logs or other documents that are prepared at the start of a project to identify the planned budget of a project ▪ **The frequency required for updating the project's budget** ▪ **Steps or procedures to be implemented to comply with the project's budget**
Finance	**The student's outline can include:** ▪ Steps to identify the costs needed for a project (e.g., estimated cost, contingency funding) ▪ Process for tracking the actual expenses of a project

COLAB

	▪ The frequency required for tracking project finances ▪ **Tools, records or other documents needed to manage a project's finances**
Record keeping	**The student's outline can include:** ▪ Types of information that must be recorded during a project ▪ Documents, trackers, or other systems in place for recording each information ▪ The frequency required for updating each record ▪ Individuals tasked with updating the records Individuals tasked with reviewing the records
Reporting	**The student's outline can include:** ▪ Types of reports that must be completed and submitted throughout a **project's delivery** ▪ Information that must be identified in each report ▪ Processes for completing the reports specific to each type of report ▪ Frequency of submissions/updates required for each report Specific individuals that are to receive and review each report

Assessment checklist

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

1	7 short answer questions to be completed in the spaces provided.	☐

Congratulations! You have reached the end of Assessment 1.

COLAB