



BSBSUS411 BSBSUS412

Develop, implement and monitor sustainable work practices and plans

Assessment 3 of 5

Project

Assessor Guide



Assessment details

This section is for SUT VE Quality and Compliance review and feedback and must be deleted in the student version of the assessment.

SECTION 1		
UNIT OF COMPETENCY DETAILS		
Code	Title	
BSBSUS411	Implement and monitor environmentally sustainable work practices	
BSBSUS412	Develop and implement workplace sustainability plans	
COURSE AND MODULE DETAILS		
<i>Assessments may be published in more than one course. Add lines for additional courses as needed.</i>		
Course Code (UPed)	Module Number (Order)	Module Code (UPed)
SOE4BS1A	09	M00882A
SOE4BS1A	10	M00883A
ASSESSMENT TYPE		
Assessment Method: <i>Select all that apply.</i>	Portfolio	Questioning Choose an item.

SECTION 2
STUDENT INSTRUCTIONS
<i>The following instructions detail the requirements of the assessment and are captured in the LMS assessment page. This includes a description of the student instructions, associated files and submission instructions.</i>
Student instructions
This is assessment 03 of 04 knowledge assessments for BSBSUS411 Implement and monitor environmentally sustainable work practices and BSBSIS412 Develop and implement workplace sustainability plans. This assessment requires you to answer review 5 tasks and associated questions to test your knowledge and understanding required of this unit. To be assessed as competent, you must correctly complete all tasks in the spaces required. Download your assessment by selecting the document icon below 'Let's begin' . To submit your assessment, upload the completed assessment document as a PDF file.
Supporting documents
To answer some of the questions, you will need to access the following documents: CBSA Intanet/ website
Files for submission
Submit the assessment document with all tasks completed in the spaces provided.

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Submission instructions

PDF File Submissions

Please save all Word documents as PDF files before submitting.

IMPORTANT: Word documents will not be accepted.

Most modern web browsers can open and display a PDF file. If you have an older operating system, however, you may need a PDF reader installed on your device such as the Acrobat Reader, available from Adobe.

Windows: Word 2013 and newer

Choose **File > Export > Create PDF/XPS**.

Windows: Word 2010

1. Click the **File** tab
2. Click **Save As**
 - To see the **Save As** dialogue box in Word 2013 and Word 2016, you have to choose a location and folder
3. In the **File Name** box, enter a name for the file, if you haven't already
4. In the **Save As** type list, click **PDF (*.pdf)**.
 - If you want the file to open in the selected format after saving, select the **Open file after publishing** check box.
 - If the document requires high print quality, click **Standard** (publishing online and printing).
 - If the file size is more important than print quality, click **Minimum size** (publishing online).
5. Click **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Click **OK** when finished.
6. Click **Save**.

macOS: Office for Mac

To save your file as a PDF in Office for Mac follow these easy steps:

1. Click the **File**
2. Click **Save As**
3. Click **File Format** towards the bottom of the window
4. Select **PDF** from the list of available file formats
5. Give your file a name, if it doesn't already have one, then click **Export**.

For more detailed instructions refer to [Microsoft Support](#).

SECTION 3

ASSESSMENT TASK CRITERIA AND OUTCOME

This assessment will be graded as Satisfactory (S) or Not Yet Satisfactory (NYS).

To achieve Satisfactory; valid, sufficient, authentic, and current evidence of meeting the criteria must be submitted.

Refer to the mapping spreadsheet for details for this unit.

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ASSESSMENT DETAILS

Please refer to SECTION 2 to confirm how the assessment tools will be built and the methods that will be used to collect evidence i.e., Student's will type answers directly into LMS or will upload of files of completed assessment tasks.

The STUDENT INSTRUCTIONS above will be added directly into the LMS.

All associated files will be accessed via the LMS, as will any Assessor Guides, Matrix, Templates etc.

Students and Assessors have restricted permissions in the LMS. Assessor Guides, including model answers, will be available to Assessors ONLY.

The following pages contain the draft assessment which will be built into the LMS once reviewed. This includes:

- Instructions to students
- Questions /tasks
- Templates /tables where applicable
- Links to supporting files /websites
- Instructions to assessors
- Sample answers /examples of benchmark answers

SECTION 5

STAKEHOLDERS AND SIGN OFF

List all that apply for each of the stakeholder roles below.

UPed Learning Designer/Author name	
SOE Quality and Compliance Manager name	
SUT VE Quality Compliance name	
Date approved	

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Assessment Instructions

Task Overview

This assessment task is divided into 4 tasks with associated questions. Some questions are made up of multiple parts. Read each question carefully before typing your response in the spaces provided.



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 Learning Platform. 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.

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Simulated Business: CBSA

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, navigate to the staff intranet and enter your RTO's username and password prior to completing your assessment tasks.

Website Address: www.cbsa.com.au

Login: SOE

Password:

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Task 1: Role Play- Presentation- Sustainability Action Plan, Implementation Plan, Communication Plan

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

From: Gavin Stead (gavin.stead@cbsa.com.au)

Date/time: Thursday 9:05am

Subject: Business Meeting- Sustainability Plan

Attachments: Sustainability Plan docx

Good morning Dave,

Following your diligent work on developing the Sustainability Action Plan, we are eager to move to the next phase of our sustainability journey at CBSA. I would like to schedule a meeting where you can present the completed draft plans to our management team for consultation.

This meeting will provide an opportunity for you to outline the key aspects of the plan, discuss the proposed initiatives, and highlight how these align with our overall business objectives and sustainability goals and consult with the team to finalise these plans to then commence the implementation of them.

I have included in the meeting Henry Thomas and Steve Alfonso to be apart of this introduction before we delve into this project and implement it company-wide.

This would be a good opportunity to present your plan to them and explain what we need to do to get the ball rolling and consult with them on any recommendations they can provide before you develop the final plan.

Items to be discussed

- Sustainability Action Plan
- Implementation Plan
- Communication Plan
- Identified workplace sustainability issues
- Sustainability Best Practice

Considerations for the presentation:

- Presenting information informatively and making sure you use appropriate language
- Seek advice from the managers to help you navigate the implementation of this project
- Confirm understanding of the project and scope and explaining to the managers about the implementation plan

Once you finish this meeting/ consultation, you will be required to complete a final version of the plans. This is going to include the work you and your team have done, as well as any feedback and rectifications that have been suggested by Henry, Steve and myself.

Kind regards,

Gavin Stead

Role Play instructions

The role play/meeting must include at least number 3 participant/s,

- Gavin Stead Managing Director
- Henry Thomas Operations Manager
- Steve Alfonso Training Manager

The role play must not exceed 15- 20 minutes duration and must address all elements of the Observation Checklist below.

Task instructions

In order to successfully complete this task, you must undertake the following steps:

1. Review and present the Sustainability Action Plan
2. Review and present the Implementation Plan
3. Review and present the Communication Plan
4. Discuss identified workplace sustainability issues from the managers
5. Sustainability Best Practice

Questions to ask the participants

- At the end of the role play, ask the participants if they understand the plan of attack and the project.
- During the role play, you must ask:
 - Have identified any workplace sustainability issues?
 - Do you have any recommendations for best practices when dealing with sustainability?
 - Ask Gavin Stead what kind of oversight the sustainability team have with the project.
 - Ask Steve Alfonso what help the team will need to provide his team.
 - Ask Henry Thomas what kind of support the project can receive from your team.

Key Observation Criteria

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During the role play, you will be required to:

- Present information in a logical and concise way
- Ask questions to the participants
- Ensuring that the project is understood and the commencement of the project
- Consult on the draft proposed plans and consult to help create the final documents

Participant Instructions

During the role play, you will demonstrate your skills in interacting with at least one other person. Participants in your role play may be:

1. friends or family members; or
2. Fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Character Instructions

Please find below the instructions for certain characters. Some characters may need to interact and ask questions in the role play. Please ensure that participants are aware of this and know what questions to ask.

Character	Instructions/ Questions
Gavin Stead- Managing Director	<p>Question: What kind of oversight does the sustainability team have with the project?</p> <ul style="list-style-type: none">• Response: The sustainability team has complete overview, the team will be driving and instructing the rest of the business with a plan of attack <p>Question: Do you understand the project and the plan of attack?</p> <ul style="list-style-type: none">• Response: Yes I understand the plan of attack and cannot wait to see how this goes

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	<p>Question: Can you provide me some examples of any identified workplace sustainability issues you are aware of?</p> <ul style="list-style-type: none"> • Resourcing used by the company office-based supplies like stationary and paper and printing <p>Question: Do you have any recommendations for best practices when dealing with sustainability?</p> <ul style="list-style-type: none"> • Going green, using green materials and being as green as possible
Henry Thomas- Operations Manager	<p>Question: What kind of support can the project receive from your team?</p> <ul style="list-style-type: none"> • Response: Our team will assist your team with the implementation and endorse/ reinforce and assist you with whatever you want <p>Question: Do you understand the project and the plan of attack?</p> <ul style="list-style-type: none"> • Response: I have a good understanding of what you are trying to achieve with this project <p>Question: Can you provide me some examples of any identified workplace sustainability issues you are aware of?</p> <ul style="list-style-type: none"> • Electricity and Water usage in the office <p>Question: Do you have any recommendations for best practices when dealing with sustainability?</p> <ul style="list-style-type: none"> • Looking at recycling, use of resources, how best we are using resources and being responsible with them
Steve Alfonso- Training Manager	<p>Question: What help will the team need to provide his team?</p> <ul style="list-style-type: none"> • Response: We will need to sit down together and develop the staff training to assist them with the implementation of this project <p>Question: Do you understand the project and the plan of attack?</p> <ul style="list-style-type: none"> • Response: I have an understanding. I will better understand this when the project is underway and we can implement the outcomes <p>Question: Can you provide me some examples of any identified workplace sustainability issues you are aware of?</p> <ul style="list-style-type: none"> • Waste products- printing, toners etc. Waste as well in the kitchen, from events to workers

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Question: Do you have any recommendations for best practices when dealing with sustainability?

- Implementing sustainable practices around electricity usage, waste, developing proper policies and procedures

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 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 instructions:

This assessment task requires the student to conduct a role play/ meeting to explain to some of the management at CBSA the following documents:

- Sustainability Action Plan
- Implementation Plan
- Communication Plan

The aim of the role play is for the students to get a buy in from the management and help to implement the plan they have created. The student needs to make sure they address the following areas:

- Explaining the Sustainability Action Plan- addressing all of its features
- Explaining how CBSA will implement the Implementation Plan
- Explaining what the Communication Plan is and how it will be implemented

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- The student has presented the information in a logical and concise way, using appropriate language to explain the documents
- The student will ask questions to the other participants in the role play to help with the implementation of the project
- The student will confirm that everyone has an understanding of the project moving forward and can commence the implementation
- The student needs to ask if they can provide some examples of any identified workplace sustainability issues you are aware of.
- The student needs to ask if they have any recommendations of sustainable practices that can be implemented.

Observation Checklist

No	Task	S	NYS
1	Presenting information informatively and making sure you use appropriate language <ul style="list-style-type: none"> • Using clear language • Presenting content in an informative manner for all participants to understand (example: using PowerPoint presentation, sharing screen to show the documents) • The information presented helps to explain the information in the documents 	<input type="checkbox"/>	<input type="checkbox"/>
2	Seek advice from the managers to help you navigate the implementation of this project <ul style="list-style-type: none"> • The student asks the participants the questions that have been included in the role-play instructions • The students are engaging with the participants in the role-play 	<input type="checkbox"/>	<input type="checkbox"/>
3	Confirm understanding of the project and scope and explaining to the managers about the implementation plan <ul style="list-style-type: none"> • The student is making sure the entire scope of the project has been presented to the managers • The student has explained the goals and what work needs to be done • The student has explained the implementation plan, identifying the costs and work 	<input type="checkbox"/>	<input type="checkbox"/>
4	The student has captured evidence of identified issues that need to be addressed in the plans	<input type="checkbox"/>	<input type="checkbox"/>

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	<ul style="list-style-type: none"> The student explains to the attendees the issues that has been identified by the business this relates to the following area: <ul style="list-style-type: none"> Waste Energy Waste Biodiversity 		
5	<p>The student has captured evidence of identified opportunities for improvements that are addressed in the plans</p> <ul style="list-style-type: none"> The student needs to explain to the meeting attendees opportunities for improvements relating to the following areas: <ul style="list-style-type: none"> Waste Energy Waste Biodiversity 	<input type="checkbox"/>	<input type="checkbox"/>
6	<p>The student asks the participants if they can provide some examples of any identified workplace sustainability issues they are aware of.</p> <ul style="list-style-type: none"> Students need to ask the participants the question during the role play Student needs to listen and acknowledge the feedback provided 	<input type="checkbox"/>	<input type="checkbox"/>
7	<p>The student asks the participants if they have any recommendations for best practices when dealing with sustainability.</p> <ul style="list-style-type: none"> Students need to ask the participants the question during the role play Student needs to listen and acknowledge the feedback provided 	<input type="checkbox"/>	<input type="checkbox"/>
8	<p>Based on the feedback that the student has made changes to the</p> <ul style="list-style-type: none"> Sustainability Plan Implementation Plan Communication Plan <p>This will be attached to an external document that will be uploaded with assessment 3</p> <p>Identified areas that need to be addressed in the report:</p> <ul style="list-style-type: none"> Electricity and Water Use in the office Implementing sustainable practices around electricity usage, waste, developing proper policies and procedures Recycling, use of resources, how best we are using resources and being responsible with them Using green materials and being as green as possible 	<input type="checkbox"/>	<input type="checkbox"/>

Based on the feedback that has been provided by the stakeholders in the meeting/ role play. Update the plans and make the final copies of the sustainability action plan, implementation plan and communication plan. Download the final document on the assessment home page. The CBSA Sustainability Document needs to be uploaded with this assessment.

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Task 2a: Implement and delegate the project and plans

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

From: Gavin Stead (gavin.stead@cbsa.com.au)

Date/time: Friday 10:45am

Subject: Email to all staff

Attachments: Email template docx

Good morning Dave,

I am excited to share with you all that CBSA is taking a significant step forward in our commitment to sustainability. After months of diligent planning and collaboration, we are now ready to implement our Sustainability Action Plan.

This plan, crafted with input from you and your team, outlines our roadmap towards a more sustainable and environmentally friendly workplace. It includes initiatives ranging from reducing energy consumption and waste to promoting sustainable commuting and sourcing eco-friendly office supplies.

Key Highlights of the Plan:

- Energy Efficiency
- Waste Reduction
- Water Efficiency
- Biodiversity

The success of this plan relies on each one of us. We all have a role to play in making our office more sustainable.

As you have been signed off to commence the implementation of this project, I need you to reach out to the staff to explain what is happening and the sustainability action plan. This email will help to get staff aware of the plan and to get them to buy in, think about the project and commence the work that needs to be done.

In the email you need to address:

- The focus areas, what is the plan, what as a company is CBSA working on
- What the staff need to do
- How are we going to be measuring the effectiveness
- Endorsing them to provide feedback on what needs to be done

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Thank you for your continued support and commitment to sustainability.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Approximate Word Count: 200-500 words

Assessor Instructions

In this assessment task, the student is required to create an email to all staff to address the new project and explain to everyone the sustainability action plan and their role with the implementation of it.

The student will need to explain the following in the body of the email:

- The sustainability action plan
- The 4 main focus areas including
 - Waste Management
 - Water Management
 - Energy Management
 - Biodiversity
- With each focus area the 2 initiatives they are implementing to help them achieve the targets
- How are they going to track the effectiveness
- Endorsing staff to participate and provide feedback on the project

Students' answers will vary depending on the project and identified areas of improvement they are working on.

Email Template:

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Email

To: <<Add name(s) of main email recipients here>>
From: <<Add your email address here>>
CC: <<Add names of carbon copy email recipients here (leave blank if none)>>
BCC: <<Add names of blind carbon copy email recipients here (leave blank if none)>>
Date/time: <<Add the time and date of the email here>>
Subject: <<Add the subject of the email here>>
Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) here>>,
<<Add message here. Add as much space as necessary.>>

Kind regards,
<<Add your name here>>

<<Add your job position here>>
300 Fictional Way, Sydney, NSW 2000
Phone: 1800 111 222
www.cbsa.com.au



Task 2b: Consulting Stakeholders Internally and Externally

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

To: Dave O'Connor (dave.oconnor@cbsa.com.au)

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From: Gavin Stead (gavin.stead@cbsa.com.au)

Date/time: Friday 12:15pm

Subject: Consulting Stakeholders

Attachments: Email template docx

Good afternoon Dave,

Once you have written the staff-wide email explaining our sustainability action plan.

I would like for you to create an email to our executive. The email as well needs to ask for them to consult on how the plan is being implemented into CBSA.

You need to make sure that you highlight the following in the email:

- Key Highlights of the Plan:
 - Energy Efficiency
 - Waste Reduction
 - Water Efficiency
 - Biodiversity
- The focus areas, what is the plan, what as a company is CBSA working on
- What the staff need to do
- How are we going to be measuring the effectiveness
- Endorsing them to provide feedback on what needs to be done

As well, can you look into some external data resources that CBSA can look into to help us with our implementation. Please complete the box below.

Thank you for your continued support and commitment to sustainability.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Approximate Word Count: 200-500 words

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Assessor Instructions

In this assessment task, the student is required to create an email to the stakeholders. The email needs to explain the project and inviting the stakeholders to consult on the project.

The student will need to explain the following in the body of the email:

- The sustainability action plan
- The 4 main focus areas including
 - Waste Management
 - Water Management
 - Energy Management
 - Biodiversity
- With each focus area the 2 initiatives they are implementing to help them achieve the targets
- How are they going to track the effectiveness
- Endorsing staff to participate and provide feedback on the project
- Endorsing the stakeholders to consult and provide feedback on the project

Students' answers will vary depending on the project and identified areas of improvement they are working on.

Email Template:

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Email

To: <<Add name(s) of main email recipients here>>
From: <<Add your email address here>>
CC: <<Add names of carbon copy email recipients here (leave blank if none)>>
BCC: <<Add names of blind carbon copy email recipients here (leave blank if none)>>
Date/time: <<Add the time and date of the email here>>
Subject: <<Add the subject of the email here>>
Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) here>>,
<<Add message here. Add as much space as necessary.>>

Kind regards,
<<Add your name here>>

<<Add your job position here>>
300 Fictional Way, Sydney, NSW 2000
Phone: 1800 111 222
www.cbsa.com.au



Attachment: External Data Resources

In the box below, please provide two [2] examples of external data sources that CBSA can use to assist them with the implementation of the sustainability action plans.

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Assessor Instructions

The student needs to identify in the box below 2 examples of external data sources that CBSA can use to help them with the implementation of the sustainability action plan.

In the box below are 10 examples of potential resources that the student will research. The answers below are examples of the calibre of answers the student needs to provide.

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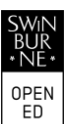
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Exemplar/ Example answers below:

- **Australian Government Department of Industry, Science, Energy and Resources - Sustainability:** The department offers information and resources on sustainability initiatives, policies, and programs in Australia.
- **Sustainability Victoria:** This government agency provides guidance and support to businesses and individuals in Victoria to adopt sustainable practices and reduce environmental impact.
- **Australian Sustainable Business Network (ASBN):** ASBN is a membership-based organization that offers resources, events, and networking opportunities for businesses looking to improve their sustainability performance.
- **Business Council for Sustainable Development Australia (BCSD Australia):** BCSD Australia is a CEO-led organization that works with businesses to integrate sustainability into their operations and strategies.
- **Australian Sustainable Built Environment Council (ASBEC):** ASBEC is a coalition of organizations working to promote sustainability in the built environment. They provide research, advocacy, and policy recommendations to improve sustainability outcomes in construction and urban development.
- **Green Building Council of Australia (GBCA):** GBCA is a non-profit organization that promotes sustainable building practices and offers certification programs such as Green Star for building projects.
- **Sustainable Business Australia (SBA):** SBA is a membership-based organization that supports businesses in implementing sustainable practices through advocacy, education, and collaboration.
- **Australian Centre for Corporate Social Responsibility (ACCSR):** ACCSR provides training, consulting, and research services to help organizations integrate social responsibility and sustainability into their business strategies.
- **Climate Active:** Formerly known as the Carbon Neutral Program, Climate Active is a government-backed certification program that recognizes businesses and organizations taking action on climate change by measuring, reducing, and offsetting their carbon emissions.
- **National Association for Sustainable Agriculture Australia (NASAA):** NASAA provides organic and biodynamic certification services for agricultural producers and food businesses committed to sustainable and regenerative practices.

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Task 3: Purchasing and Procurement of Resources

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

From: Gavin Stead (gavin.stead@cbsa.com.au)

Date/time: Monday 10:05am

Subject: Purchasing Resources

Attachments: Purchasing and Procurement docx

Good morning Dave,

I hope this email finds you well. As we move forward with the Sustainability Action Plan, I am reaching out to request quotes for materials aligned with our sustainability action plan. As you know, sustainability is a key focus of our project, and it is essential that we source materials that meet our environmental and social responsibility criteria.

To ensure that we meet our sustainability goals, I kindly request quotes for the following materials:

- Review the four areas identified in the Sustainability Action Plan and what we are working on you need to identify:
 - Materials needed to help assist with the implementation of the program
 - Looking at the cost and quantity that will be needed to assist with the plan
 - At least one material/ resource needed for each of the four areas
 - At least 2 quotes for the materials
 - I am aware there is the IM010 Procurement Policy but due to the importance of the nature I have authorised to not worry about this policy and go against it

Please ensure that the quotes include all relevant costs.

Your prompt attention to this request is greatly appreciated, as we aim to finalise our procurement decisions and commence the project without delay. If you have any questions or require further clarification, please do not hesitate to reach out to me.

Data and Figures at CBSA

Office Spaces:

- 10 private offices in the CBSA office for executives
- There are 4 pods with 4 computer stations in each
- One computer at reception
- 4 single desk areas for executive assistants

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- 4 stand up desks that staff can access to assist with WH&S

Kitchen:

- The office has one kitchen, which has 2 large fridges and freezers, a coffee station, 2 dishwashers and a TV screen
- The office has an kitchenette with a coffee machine and fridge for staff to use. It has a sink and washing machine as well.

Computers:

- There are 35 computers set up in the office
- 20 of the computers are dual monitored

Bathrooms:

- There is 2 main bathrooms
- Male bathroom has 3 urinals and 3 cubicles and 2 sinks
- Female Bathrooms has 4 cubicles and 2 sinks
- Additional bathroom for disability, has one toilet one sink

Thank you for your cooperation and commitment to our sustainability initiatives.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor Instructions

The student needs to do research on what materials they will need to use to assist them with their Sustainability Action Plan. The student will need to:

- Identify material/ resource needed for each of the 4 main areas they have made plans to assist CBSA with completing
- For each of the 4 main areas the research and resourcing for 1 material/ resource needed, looking at costing and quantity whilst adhering to the IM010- Procurement policy and procedure
- Provided in the body of the email is some office information for the student to use to help them with the sourcing of materials
- The quotes need to explain the product, students can use screenshots to help explain their products that they want to use

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The student's answers are going to vary depending on the identified areas they are working on. Below are some examples of potential answers the student may provide.

Examples of potential answers have been provided in the body of the document. As well as examples of potential answers the student will potentially use.



Purchasing and Procurement

Focus Area	Energy
Resources Required Approximate Word Count: 5-15 words	<ul style="list-style-type: none"> ○ Energy saving plugs and power board <p>Examples of Potential Answers:</p> <ul style="list-style-type: none"> ● Window treatments- to help with heat and the sun ● Window tinting- maximise on natural lighting ● Energy efficient computer monitors ● Sensor lighting system ● Timer lighting systems ● Solar Pannels on windows/ wall that can help charge and power small products in the office
Please provide details on the materials/ resources and costings. You can provide screenshots to provide evidence for the resources needed	
Quote 1:	

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Roll over image to zoom in



CyberPower 8 Outlet Power board with 2 USB charge port, Surge and Overload Protection, EMI and RFI Filtration, 2m Cable, On/Off switch and LED indicator, 2m lead for Home and Home Office

Brand: CyberPower

4.7 ★★★★★

517 ratings | Search this page

Amazon's Choice

300+ bought in past month

-38% \$29⁰²

RRP: \$46.99

- Secure transaction
- Free Delivery
- Returns Policy
- 1 year warranty

Available at a lower price from other sellers that may not offer free Prime delivery.

Quantity: One for each desk and office in the building.

35 x computers, one for each computer, that coincides with the office and tables in the office

2x Kitchen and kitchenette

= 37 plus 3 spare for emergency = 40 powerboards

Total Cost: 29.02 x 40 = \$1160.80

Quote 2:



Crest Surge Protection Switched Socket Power Board 2 USB

★★★★★ 4.0 (2) Write a review

\$51

You could collect 51 points Register or Sign in to link your card

crest

Add to cart



Pick up & In store - Free

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Quantity: One for each desk and office in the building.

35 x computers, one for each computer, that coincides with the office and tables in the office

2x Kitchen and kitchenette

= 37 plus 3 spare for emergency = 40 powerboards

Total Cost: 51 x 40 = \$2040

Focus Area	Water
Resources Required	Examples of Potential Answers:
Approximate Word Count: 5-15 words	<ul style="list-style-type: none">• Water faucets• Controlled water taps• All in one taps in the bathroom (water, soap and air dryer dispenser)• Timer urinals• Toilets and flush functions• Implementation of Water Fountains for staff to access
Please provide details on the materials/ resources and costings. You can provide screenshots to provide evidence for the resources needed	
Quote 1:	
Quantity:	
Total Cost:	
Quote 2:	
Quantity:	

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Total Cost:	
Focus Area	Waste
Resources Required Approximate Word Count: 5-15 words	<p>Examples of Potential Answers:</p> <ul style="list-style-type: none"> • New bins throughout the office • Recycling bins in the photocopier/ printer area • Compost bins in kitchen and kitchenette • Signage in the office on the walls demonstrating best waste and recycling practice • Skip bin and bin schedule
Please provide details on the materials/ resources and costings. You can provide screenshots to provide evidence for the resources needed	
Quote 1:	
Quantity:	
Total Cost:	
Quote 2:	
Quantity:	
Total Cost:	
Focus Area	Biodiversity
Resources Required Approximate Word Count: 5-15 words	<p>Examples of Potential Answers:</p> <ul style="list-style-type: none"> • Eco friendly office products like paper, coffee cups • Eco friendly cleaning products • Office plants for greywater use • Green space- plant wall • Green space- area set up with plants and material for staff mental health and wellbeing

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- Purchasing recycled furniture

Please provide details on the materials/ resources and costings. You can provide screenshots to provide evidence for the resources needed

Quote 1:

Quantity:

Total Cost:

Quote 2:

Quantity:

Total Cost:

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Task 4: Feedback from Management

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Tuesday 9:05am
Subject: Feedback from Management
Attachments: Sustainability Action Plan Rectifications docx

Good morning Dave,

We are a month in to the Sustainability Action Plan and Implementation Plan. I had a recent managers meeting with some of the team and have received some feedback that can help us to review the plans and areas we may need to focus on. Please find below some of the comments addressed:

1. Energy Use:

- **Achievements:**
 - Successfully transitioned to energy-efficient LED lighting across all facilities.
- **Challenges:**
 - Some older buildings still rely on outdated HVAC systems, impacting energy efficiency.
 - Staff awareness and engagement regarding energy-saving practices need improvement.

2. Waste Management:

- **Achievements:**
 - Reduced single-use plastics by 30% in our kitchen and kitchenette.
 - Implemented recycling stations with clear signage around the office.
- **Challenges:**
 - Inconsistent waste separation practices among employees.
 - Exploring options for composting organic waste.

3. Water Use:

- **Achievements:**
 - Installed low-flow faucets and toilets, resulting in water savings.
 - Conducted water audits to identify leaks and inefficiencies.
- **Challenges:**
 - Collecting data about water usage and areas of concern

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- Staff being aware of the water saving measures that have been implemented and grey water use

4. Biodiversity:

- **Achievements:**
 - Collaborated with local environmental organisations to restore native habitats.
 - Raised awareness about the importance of biodiversity through workshops.
- **Challenges:**
 - Implementation and sourcing of eco friendly stationary and paper products
 - Integrating biodiversity considerations into procurement decisions.

Based on the above challenges, can you provide a suggestion on one way we can fix the issue to help us stay on track with the sustainability plan in the template below.

Your feedback and support are crucial as we navigate these challenges. Let's continue working together to create a greener, more resilient CBSA.

Thank you for your dedication to sustainability.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor Instructions

This assessment task provides the student with feedback from the management team regarding the implementation of the action plans that the student has devised. The student needs to review the feedback from the identified 4 areas of concern and look at strategies/ suggestions for rectification to fix the issue that has been addressed by management.

Students answers will vary based on the work/ actions that the student has created must:

- Must provide one suggestion to fix/ rectify the issue addressed
- The answer must be an action to fix it and needs to be applicable to the issue addressed
- Answers must correct or aid in the issue that has been addressed in the challenge section
- Actions must be realistic and not complicated

Examples of potential answers and sustainable answer layout are provided in the table below.

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Sustainability Action Plan Rectifications

Focus Area	Energy
Challenge	Suggestion of Rectification
	Approximate Word Count: 25-65 words in each section
<ul style="list-style-type: none"> Some older buildings still rely on outdated HVAC systems, impacting energy efficiency. 	<ul style="list-style-type: none"> Speaking to building management about the HVAC system and the air conditioning system, is there any work that is potentially going to occur that can change these to energy-efficient products Speaking to building management the use of solar to help power the HVAC/ air conditioning system Installing our own airconditioning units if feasible and or installing new units with energy efficiency
<ul style="list-style-type: none"> Staff awareness and engagement regarding energy-saving practices need improvement. 	<ul style="list-style-type: none"> Implementing signage and posters around the office for staff to be aware of energy-saving practices Putting little sign reminders above light switches for staff to see and remind them Send a checklist to remind people what they need to do/ check once they have finished work for the day Implementing work-from-home days to allow staff to work remotely

Focus Area	Waste
Challenge	Suggestion of Rectification
<ul style="list-style-type: none"> Inconsistent waste separation practices among employees. 	<ul style="list-style-type: none"> Reviewing current bins that the office has, is there better bins that can be used? Using colour-coordinating bins potentially to match at-home bin systems (black for garbage, yellow/ green for recycling, blue for paper)

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<ul style="list-style-type: none"> Exploring options for composting organic waste. 	<ul style="list-style-type: none"> Looking at organic waste bins, putting one in the kitchen and kitchenette for staff to use Looking at recycling plants and best practice to make a policy Make a poster explaining what can be recycled for organics, as well explaining the benefits of composting organic waste Getting someone from Bunnings to do an educational talk with staff about organics and waste management
---	---

Focus Area	Water
Challenge	Suggestion of Rectification
<ul style="list-style-type: none"> Collecting data about water usage and areas of concern 	<ul style="list-style-type: none"> Reviewing bills/ data from 2 years ago, 1 year ago, and monthly. Identifying any trends that are occurring that can be used to strategically approach the issue Survey with staff looking at water usage and water habits of employees like how many times a day wash hands, use the shower at work, rinse cutterly and bowls before putting into the dishwasher, how many times a day do you put the dishwasher on? Talking to water company/ building management to see if it is identified water usage and can an audit be completed
<ul style="list-style-type: none"> Staff being aware of the water saving measures that have been implemented and grey water use 	<ul style="list-style-type: none"> Making posters to put up around the office Sending weekly emails as reminders to sustainable efforts the office is implementing Plants in the office with signage like water me, feed me etc Reminder posters in high water areas like kitchen and bathrooms reminding people not to waste water

Focus Area	Biodiversity
Challenge	Suggestion of Rectification
<ul style="list-style-type: none"> Implementation and sourcing of eco friendly stationary and paper products 	<ul style="list-style-type: none"> Reviewing current procurement suppliers to see if they have eco friendly products available

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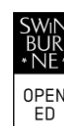
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	<ul style="list-style-type: none"> • Seeing what products are out in the market and reviews • Looking at talking with staff to come up with strategies to help stop paper wastage
<ul style="list-style-type: none"> • Integrating biodiversity considerations into procurement decisions. 	<ul style="list-style-type: none"> • Researching suitable companies/ businesses that are eco friendly • Reviewing current purchasing arrangements • Reviewing office products to see what can be supplemented for biodiversity products

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Assessment submission checklist

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

1	Role Play	<input type="checkbox"/>
2	Implement and delegate project plans	<input type="checkbox"/>
3	Purchasing and procurement of resources	<input type="checkbox"/>
4	Feedback from Management	<input type="checkbox"/>
Upload: CBSA Sustainability Document		


Congratulations, you have reached the end of Assessment 3

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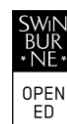
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