



BSBPMG422

Apply project quality management techniques

Assessment 2 of 3

Project 1

Assessor Guide



Assessment Instructions

Task overview

This assessment consists of **four (4)** tasks related to a simulated project. Read the scenarios and related task instructions carefully before completing each task.

Additional resources and supporting documents

To complete this assessment, you will need to access the following documents:

- Healthy Living project documentation [available on LMS]
- CBSA Project Quality Policy and Procedures [available on LMS]
- Project outcome statistics [available on LMS]
- Project Plan template [available on LMS]
- Audit report template [available on LMS]



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.

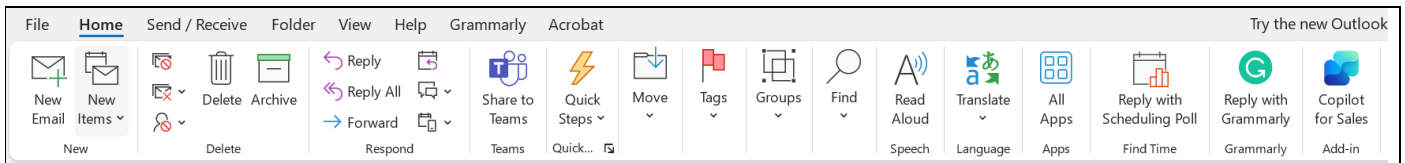



Please consider the environment before printing this assessment.

Scenario: Healthy Living Community Health Fair

You are employed as a Project Officer at CBSA.

Read the following email that CBSA's Senior Project Manager and you have received from CBSA's General Manager, then complete the tasks that follow.



	Date	Tuesday, 2 March 202x
	From	Gavin Stead
	Subject	New project: Healthy Living Community Health Fair
	Attachments	Healthy Living_Project documentation .pdf Project Plan template .docx

Good morning,

Here's your new project: Chontel from Healthy Living asked our help with a community health fair they are wanting to organise on 6 July (the first Saturday of the month).

You may know that Healthy Living is a small non-profit organisation that has been working with CBSA for years.

You will work with Healthy Living on this project from start to finish, focusing on ensuring high quality at every stage of the project. They will be responsible for contributing to project quality planning, applying quality policies and procedures, and contributing to the continuous improvement process. Regarding the guidelines for the project quality requirements, refer to CBSA's Project Quality Policy and Procedures. FYI, I've sent a copy of our policy document to Chontel as well and she agreed to comply with it.

The proposed start date for this project is 15 March 202X and it should be wrapped up by the end of financial year. Chontel really wants to achieve a high level of satisfaction among participants, with engaging workshops and accurate and reliable health screenings conducted by qualified professionals. She was asking us to help the event logistics seamless.

Please read through carefully the project documentation attached, then start planning the project. I have attached a copy of our Project Plan template.

If you have any questions, don't hesitate to reach out.

Kind regards,
Gavin Stead



Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

Task 1

Read through the project documentation provided, then start completing the provided Project Plan Template with the following information:

- a) Identify **two [2]** quality requirements imposed by project clients.
- b) Identify **two [2]** quantifiable quality criteria that project deliverables must meet.
- c) Develop **two [2]** quality requirements in the project processes.
- d) Identify **three [3]** tasks required to complete the project. One example is provided in the template by the Project Manager. For each task you will be required to assign a person. However, this is to be confirmed later.

Make sure that you complete each section of the Project Plan as directed by the headings, in accordance with CBSA's Project Quality Policy and Procedures. Once completed, save the document using the following naming convention: *BSBPMG422_Project 1_Draft Project Plan for Healthy Living_your name_yymmdd*.

Assessor instructions: Student responses are likely to include different wording than the sample answers provided in the Project Plan Assessor Guide. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer and be relevant to the scenario provided
- address the relevant sections of the project plan.

A sample answer is provided in the following document: *BSBPMG422_02_Project 1_Project Plan_Assessor Guide*.

Task 2

Now that you have reviewed all project-related information and drafted a Project Plan, please create a 5-minute audio recording to summarise the project plan, outlining the project's quality requirements. You will need to use clear language to concisely present the information. You can use your mobile phone's voice recording function to record the presentation.

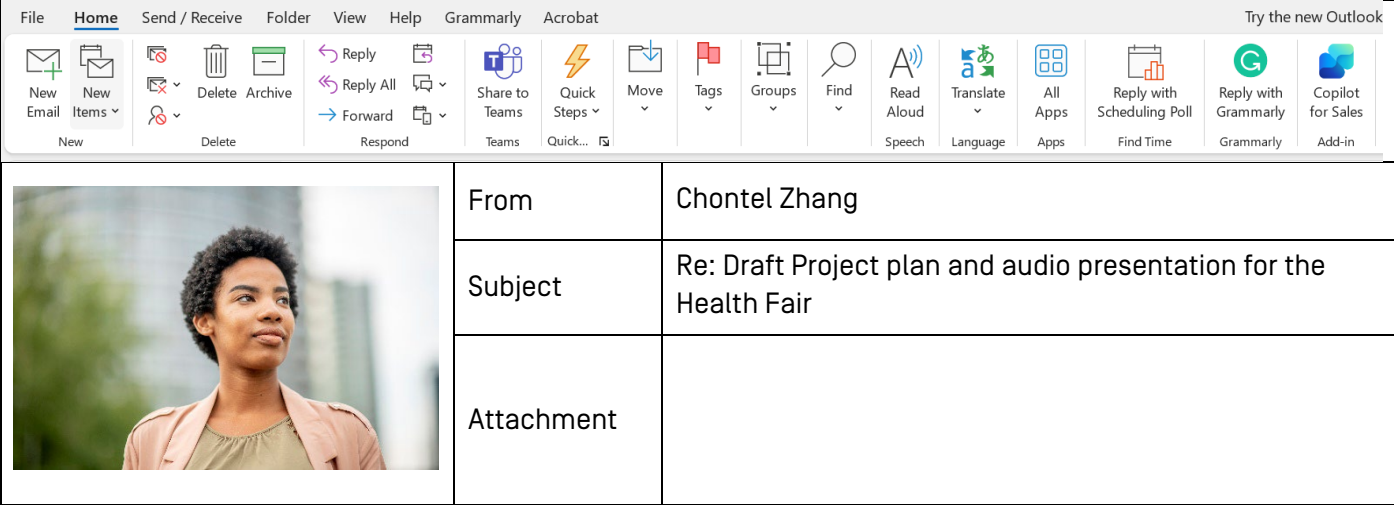
The recording will accompany the Project Plan drafted by you and sent by Gavin to stakeholders to obtain their insight.

Save the recording using the following naming convention: *BSBPMG422_Project 1_Project presentation for Healthy Living_your name_yymmdd* and upload it together with your assessment for marking.

Assessor instructions: Students must prepare an audio recording that is no longer than 5 minutes, summarising the project plan, including a concise summary of the project's quality requirements. Student must use clear language during the recording so the information presented is easy to understand.

Task 3

Gavin sent the draft Project Plan and audio recording to Chontel and her team. Upon reviewing the information, they sent the following email:



The screenshot shows an Outlook email window. The ribbon at the top includes 'File', 'Home', 'Send / Receive', 'Folder', 'View', 'Help', 'Grammarly', and 'Acrobat'. The 'Home' tab is active, showing options like 'New Email', 'New Items', 'Delete', 'Archive', 'Reply', 'Reply All', 'Forward', 'Share to Teams', 'Quick Steps', 'Move', 'Tags', 'Groups', 'Find', 'Read Aloud', 'Translate', 'All Apps', 'Reply with Scheduling Poll', 'Reply with Grammarly', and 'Copilot for Sales'. The email header shows a profile picture of Chontel Zhang, 'From: Chontel Zhang', 'Subject: Re: Draft Project plan and audio presentation for the Health Fair', and an empty 'Attachment' field.

Good morning,

Thank you for you and your team for the draft project plan. I appreciate you sending through the accompanying audio presentation as well, my team is quite diverse and it made understanding so much easier.


With my team we thought it would be useful to add federal work health safety legislation to the plan, just under the project background, to ensure the event will comply with it. Can you please ask the team to prepare a safety checklist for the event to ensure we meet work health and safety obligations?

Also, can you please ask the team to prepare a quality management tool for one of the project's deliverables? This can be a survey or a checklist that the PM finds suitable.

My team will then have a sample to create further quality management tools if required.

Many thanks,
Chontel Zhang

Founder and owner at Healthy Living



The logo for Healthy Living Non-Profit Organisation is an oval with a green border. Inside, the words 'Healthy Living' are written in a cursive font, with a green leaf graphic behind the text. Below this, 'NON-PROFIT ORGANISATION' is written in a smaller, sans-serif font.

a) Update the draft project plan as requested by Chontel and save it using the following naming convention: *BSBPMG422_Project 1_Updated Project Plan for Healthy Living_your name_yymmdd* and upload it together with your assessment for marking.

Assessor instructions: Students must update the draft project plan and add a new row under 'Project background' with relevant federal WHS legislation [i.e. Work Health and Safety Act 2011]. The updated project plan must be submitted for marking.

b) Create a safety checklist for the event as requested by Chontel and save it using the following naming convention: *BSBPMG422_Project 1_Safety checklist for Healthy Living_your name_yymmdd* and upload it together with your assessment for marking.

Assessor instructions: Students must create a safety checklist for the event. The checklist must include a title [e.g. Health Fair Safety Checklist] and points relevant to the event's safety requirements as indicated by the legislation. Students can approach creation of the checklist from different aspects; however, it must be relevant to the event.

This is an example of a safety checklist:

Health Fair Safety Checklist

Duties to complete:

Before the Event

1. Venue Inspection

- Ensure all emergency exits are clearly marked and accessible.
- Check that all fire extinguishers are in place and functioning.
- Verify that the first aid station is stocked and staffed.

2. Safety Briefing

- Conduct a safety briefing with all volunteers and staff.
- Distribute a contact list of emergency services and key event personnel.

3. Equipment Check

- Test all electrical equipment for proper functioning and safety.
- Secure any loose cables or trip hazards.

During the Event

4. Crowd Control

- Monitor entrance and exit points to prevent overcrowding.
- Ensure pathways and aisles are clear at all times.

5. First Aid

- Staff the first aid station with trained personnel.
- Display clear signage directing attendees to the first aid station.

6. Emergency Protocols

- Announce emergency procedures at the beginning of the event.
- Have a plan for addressing severe weather conditions.

7. Sanitation

- Ensure hand sanitizing stations are available and stocked.
- Regularly clean high-touch surfaces.

After the Event

8. Debrief

- Conduct a post-event debrief to discuss any safety issues that occurred.
- Collect feedback from volunteers and staff on safety measures.

9. Incident Reporting

- Document any incidents that occurred and the responses taken.
- Review and update the safety plan based on the feedback and incidents.

Contact Information

- **Event Safety Officer:** [Name, Phone Number]
- **First Aid Station:** [Location, Contact]
- **Local Emergency Services:** [Phone Number]

c) As per Chontel's email, prepare a quality management tool for one of the project's deliverables. This can be a survey or a checklist of your choice as long as it is relevant to the project's deliverable.

Save the created tool using the following naming convention: *BSBPMG422_Project 1_<<Tool's name>> for Healthy Living_your name_yymmdd* and upload it together with your assessment for marking.

Assessor instructions: Students must create a tool of their choice, relevant to one of the deliverables identified in the project plan. If the student identified participant satisfaction as a deliverable, they could create a 'Participant Satisfaction Survey'. There are different ways to create a survey; however, questions must be relevant and meaningful.

This is an example of a 'Participant Satisfaction Survey':

1. Overall experience

How satisfied are you with your overall experience at the Healthy Living Community Health Fair?

- Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

2. Event organisation

How would you rate the organisation and management of the event?

- Excellent | Good | Fair | Poor | Very Poor

3. Information and activities

How useful and informative did you find the health information and activities provided at the fair?

- Extremely useful | Very useful | Somewhat useful | Not very useful | Not useful at all

4. Venue and facilities

How would you rate the venue and facilities (e.g., cleanliness, accessibility, layout)?

- Excellent | Good | Fair | Poor | Very Poor

5. Safety and comfort

How satisfied are you with the safety measures and overall comfort during the event?

- Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied

Additional Feedback

Please share any additional comments or suggestions to help us improve future events:

Thank you for your time and feedback!

d) Write an email to Chontel in the template provided to inform her how you have addressed her requests. Attach the updated and newly created documents by writing the documents' title in the 'Attachments' field. In your email identify **two (2)** potential shortfalls in the project's quality outcomes and suggest relevant solutions to them.

[Approximate word count: 200-300 words]

Assessor instructions: Students must write an email to Chontel and Gavin, meeting the word count, about the actions taken as per Chontel's requests (such as updated the project plan, created a safety checklist and a participant satisfaction survey, all attached to the email). Student must also identify two (2) potential shortfalls in the project's quality outcomes and suggest relevant solutions to them.

A sample answer is provided below:

To	Chontel Zhang, Gavin Stead
Subject	<<Add a suitable subject>> Such as: Updated project plan and quality management tools attached
Attachments	<<Add the attached documents' title>> Students must have the following documents "attached": Updated project plan for Healthy Living Safety checklist for Healthy Living Participant satisfaction survey (or another tool of the student's choice)
<p><<type your email here>> Dear Chontel and Gavin,</p> <p>I hope this email finds you well.</p> <p>I am writing to inform you about the actions taken as per your requests for the Healthy Living Community Health Fair project. I have updated the project plan with the relevant safety legislation, created a comprehensive safety checklist, and developed a 5-question participant satisfaction survey. These documents are attached to this email for your review.</p> <p>I would also like to draw your attention on two [2] potential shortfalls:</p> <ol style="list-style-type: none"> 1. Volunteer preparedness: There is a risk that volunteers may not be adequately prepared to handle their responsibilities. <p>Solution: We can implement additional training sessions and practical exercises for volunteers and/or conduct assessments to ensure they are well-equipped for their roles.</p> <ol style="list-style-type: none"> 2. Marketing campaign reach: The marketing campaign might not achieve the desired reach, potentially affecting attendance numbers. <p>Solution: We can diversify marketing channels by including community influencers and local organisations and we can also allocate a larger budget for targeted social media advertisements and start promotions earlier to build awareness.</p> <p>I believe these actions and proactive measures will enhance the overall quality and success of the event. Please review the attached documents and let me know if there are any further adjustments or additions required.</p> <p>Thank you for your guidance and support.</p> <p>Best regards,</p> <p>Student's name</p>	

Task 4

The event took place as planned and it had a positive reaction from the community. The local magazine also published an article after the community health fair (you can read this article below).

According to CBSA's Project Quality Policy, the company is dedicated to foster a culture of continuous improvement to be able to enhance processes. Therefore, now it's time to evaluate the overall success of the event.

Read the local magazine's article and review the data collated in the 'Project outcome statistics' document, including data generated by Instagram and the volunteer feedback survey's analytics summary. Then use the template provided to complete an audit report, considering all information provided in this assessment related to the project, from the completed project plan to the project outcome statistics.

The aim of the audit is to:

- evaluate the effectiveness and efficiency of the health fair
- assess the achievement of its goals, and
- identify areas for improvement to enhance future events.

Your report must include:

- a summary of the project outcomes, including key activities and volunteer experience. (You will cover this by addressing each heading of the template.)
- your findings regarding the event's successes and strengths, identifying a minimum of **two (2)** issues, and
- recommendations for improvements that can be applied for similar future projects.

Once completed, save the report with the following naming convention, *BSBPMG422_Project 1_Healthy Living Audit Report_your name_yymmdd* and submit it for marking together with the other documents.

Healthy Living Community Health Fair: A Success with Room for Growth

(published in the local magazine)

This past Saturday, the first Saturday of July, the Healthy Living Community Health Fair took over the town with a burst of health, happiness, and community spirit! From dawn until dusk, residents flocked to the fair for a day packed with activities aimed at promoting wellness and raising awareness about important health services.

The event was a fantastic blend of fun and education. Families enjoyed interactive health screenings, where they could check their blood pressure, get their cholesterol levels tested, and even learn some quick tips on maintaining a balanced diet. For those looking to move and groove, there were lively fitness demonstrations, including Zumba classes and yoga sessions led by local instructors who got everyone stretching and smiling.

Kids weren't left out of the action either! They had a blast at the 'Healthy Kids Zone', where they painted their own fruit and vegetable masks and learned about nutrition through engaging games and activities. Meanwhile, adults could visit various booths to chat with health professionals about everything from mental wellness to preventive care.

The fair also featured a series of fun and informative workshops, including a cooking demo on how to whip up quick and nutritious meals and a seminar on stress management techniques. For those who needed a little pampering, there were massage therapists offering relaxing mini-massages and booths providing tips on maintaining a healthy work-life balance.

One of the highlights was the vibrant 'Wellness Walk' where participants strolled through beautifully decorated paths while picking up healthy snacks and hydration tips along the way. The community came

together to enjoy delicious, healthy treats from local vendors, making the fair not just educational but also a gastronomic delight!

In addition to the fun and festivities, the Healthy Living Community Health Fair was a great success in spreading the word about important health services available right here in our town. The event brought neighbours together, inspired healthy habits, and left everyone with a smile on their face.

As we look forward to next year, the organisers are already brainstorming ways to make the event even better. Suggestions include more interactive social media posts to keep the buzz going, more volunteer support to ensure everyone has a great time, and additional amenities to keep our amazing volunteers energised and happy.

A big thank you to everyone who came out to support and participate. Here's to more community events that keep us informed, healthy, and having a great time together!

Assessor instructions: Students must complete an audit report regarding the overall success of the event. In the report, students must address each heading of the report, including a summary of the event, identify a minimum of two (2) issues and provide recommendations for improvements that can be applied for similar future projects.

Example issues and benchmark answers are included in the [BSBPMG422_02_Project 1_Audit Report_Assessor Guide](#).

Assessment checklist:

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

Task 1	Complete project plan (a-d)	<input type="checkbox"/>
Task 2	Record an audio presentation	<input type="checkbox"/>
Task 3	a) Update project plan	<input type="checkbox"/>
	b) Create a safety checklist	<input type="checkbox"/>
	c) Prepare a quality management tool of your choice	<input type="checkbox"/>
	d) Write an email to identify shortfalls and suggest solutions	<input type="checkbox"/>
Task 4	Complete an audit report	<input type="checkbox"/>



Congratulations, you have reached the end of Assessment 2!

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