Version 1.0 February 2022

BSBPEF402

Develop personal work priorities

Assessment 1 of 2

Short Answer Questions

Assessment Instructions

Task overview

This assessment is divided into nine(9) questions. Read each question carefully before typing your response into the spaces provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning content for this module
- *Bounce Fitness communication policy and procedures*
- *Pre-start systems and equipment check policy and procedures*
- *Report writing template*

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.

Introduction

To be assessed as competent for this unit of competency, you must demonstrate your skills and knowledge to develop personal work priorities.

Assessment 1 requires you to answer nine (9) short answer questions to test your knowledge.

To answer Questions, you will need access to the following:

- Learning content for this module
- *Bounce Fitness communication policy and procedures*
- *Pre-start systems and equipment check policy and procedures*
- *Report writing template*

Instructions

Answer the following questions by entering your responses into each field.

Question 1

Describe why is it important to consider each of the work plan elements in the table below when creating a work schedule. (Total answer for the three (3) elements should be between 150 -200 words)

Assessor note: Benchmark standards of student responses provided below, however students' wordings may vary. .

Workplan feature	Why is it important
Stakeholder requirements	Identifying stakeholders allows for addressing the needs of stakeholders for an accurate preparation of the work plan and implementation of the work schedule. These needs also help address the next task requirement needed in preparing a work plan. These include information to be provided and any outputs or deliverables to be submitted at each stage of a work task.
Workgroup targets	A workgroup refers to a set of people in an organisation that complete work tasks together. Since these people work together, they have a collective set of goals that they are aiming to reach; this refers to a workgroup target. Workplace targets vary among different workgroups or teams, but they typically include the following: • Time frame for goal completion • Budgetary targets • Production targets • Reporting deadlines • Sales targets • Team and individual learning goals

	- Participation requirements for each member.
Resources Requirements	Resources are an important consideration when preparing a work plan. They are identified needs to ensure the successful completion of a work task. The types of resources that can be included are physical resources, human resources and financial resources.

Question 2

Below are three (3) business technology applications that you can use to plan and schedule your work tasks effectively.

a. Write one (1) feature of each application that helps with planning your tasks
b. Write one (1) feature of each application that helps with scheduling work tasks

(Total word limit 300 approximately)

Assessor note: Benchmark standards of student responses provided below, however students' wordings may vary.

Application for planning work tasks	**One (1) feature that helps with planning of work**	**One (1) feature that helps with scheduling of work**
a. Intranet	An intranet is like any computer network used by an organisation to securely share and communicate with other employees internally. It can provide a means of communication among people in the workgroup or those involved in your work task.	Depending on your choice of intranet provider, it may also include features such as creation of work task lists, assignment of individual work tasks, and scheduling of time frames and due dates.
b. Spreadsheets	These are documents created with the use of a computer program or application. Data found in these documents is in the form of an array (i.e., rows and columns), and can be organised at your discretion. The information that you provide in a spreadsheet, such as task requirements, can be ordered and filtered in multiple ways with just the click of a single button.	While these are useful in planning, they can also be utilised in work task scheduling. Although it is not specifically designed for this activity, the array format can help with making the time frames more organised and specific using a Gantt chart format. This format allows you to view any overlapping or related tasks in your schedule.
c. Online communication and collaboration tools such as Skype, Slack, Trello, Acuity, float, Xero etc.	Communication-specific tools such as Slack and Skype offer ways of speaking with those involved in your work tasks to properly coordinate tasks	These have features embedded that allow users to organise their work tasks and include information specific to each work task to allow for a

	steps and incorporate the needs of the stakeholders.	smoother workflow. Applications such as Asana, Zoho Projects, and Trello offer these features. Specific applications have also been developed for tracking accounts in the workplace, such as Xero and Quickbooks.

Question 3

Identify three (3) techniques to prepare personal work plans.

Assessor note: students answers must include three (3) of the five (5) options listed below.

a. Establish relevant workgroup targets
b. Identify relevant stakeholders and their needs
c. Plan and classify required resources
d. Contextualise work plans to the overall business objectives
e. Select appropriate business technology for use

Question 4

Identify three (3) techniques you can implement to establish work priorities.

Assessor note: students answers must include three (3) of the four (4) options listed below.

a. Make a list of all tasks that must be completed
b. Assess the relation of tasks to one another
c. Classify tasks using a selected prioritisation matrix such as the Eisenhower Matrix
d. Consider the risks that could occur during the completion of specific tasks

Question 5

Identify two (2) methods for each of the following:

a. Elicit feedback on work performance
b. Analyse feedback sought on work performance
c. Interpret analysis of feedback on work performance

Assessor note: Benchmark standards of student responses provided below, however students' wordings may vary.

a. Method to elicit feedback on work performance	1. Provide formal/informal performance appraisal
	2. Create a customer questionnaire
b. Method to analyse feedback sought on work performance	1. Sort feedback into categories based on the type of feedback.
	2. Do a root cause analysis

c. Method to interpret analysis of feedback on work performance	1. Identify specific areas for improvement 2. Respond to feedback and trends

Other answers:

Method to elicit feedback on work performance: Other answers

a. Interviewing colleagues
b. Routine organisational methods for monitoring service delivery
c. Personal reflective behaviour strategies

Method to analyse feedback sought on work performance: other answers

a. Using charts and graphs to identify trends
b. Comparison of feedback in similar areas

Method to interpret analysis of feedback on work performance: other answers

a. Use other data to support or discount stakeholder feedback
b. Assess impact of feedback on achievement of workgroup objectives

Question 6

Briefly explain the self-assessment/self-review method of reviewing own personal work performance. [Total answer should be between 70- 80 words]

Assessor note: Benchmark standards of student responses provided below, however students' wordings may vary.

One means of feedback is to provide it to yourself. This generally takes the form of a self-review also known as self-assessment. A self-review involves describing the work you have done, measuring it, and looking at it against the required work standards. This type of review allows you to get an idea of your entire working life. The methods of gathering information for self-review may include formal/informal performance appraisals, Personal, reflective behavior strategies, Routine organisational methods for monitoring service delivery.

Question 7

Briefly explain the method of seeking feedback from your manager/supervisor, co-workers and clients when reviewing personal work performance. [Total answer for the three (3) sources of feedback should be between 100-120 words]

Assessor note: Benchmark standards of student responses provided below, however students' wordings may vary. Please note students' answers should describe a method of gaining feedback which is appropriate for reviewing own personal performance.

Various sources of feedback	Briefly explain the method of seeking feedback on your work performance
Manager/supervisor	You may have formal performance appraisals during which feedback is given, you may have meetings with your manager on a regular basis, or you may actively ask for feedback from your manager.
Co-workers	You may ask your co- workers for feedback by asking questions on the work you are carrying out as a team. They can provide you feedback verbally or via email. The feedback from co-workers is usually informal in nature and can take place during work related conversations.
Customers/Clients	Customers and clients are valuable sources of feedback. The two effective ways of seeking feedback from customers are the use of a questionnaire to ask questions formally which works more effectively, and the other method is preparing a survey to ask for feedback.

Question 8

Access and review the *Bounce Fitness organisation's Communications Policy and Procedure.*
Answer the following questions (maximum 100 words).

Assessor Marking Guide

Students must demonstrate their knowledge of organisational policies and procedures (maximum 60 words). Benchmark standards of student responses are provided below.

a. In your own words, briefly explain the purpose of the policy.

The purpose of this communications policy is to standardise the communication channels within the company.

b. Assume you are working as a customer service officer at Bounce fitness. On one of the occasions, you received a complaint where a customer was not satisfied with booking a training lesson online. As a customer service officer identify five (5) practices you would undertake when dealing with the customer complaint.

1. Listen to the client's complaint
2. Empathise and apologise for the grievance
3. Offer options for possible solutions
4. Execute the solution chosen by the client
5. Follow-up with the client if the complaint is resolve

c. Identify four (4) common methods used by bounce fitness to disseminate information to staff and others.

- Bulletin board
- Emails
- Social Media
- Surveys

Question 9

This is a report writing tasks. Based on the case study provided below you are to write a summary report for the operations staff members working at various Bounce fitness centres.

To complete this task, you are required to read the *Bounce fitness pre start system and equipment check policy.*

Case study:

You are a Senior Fitness Instructor at Bounce Fitness. You have been asked by the Bounce Fitness Manager to write a *summary report* on conducting a pre-start system and equipment check for the newly purchased gym cleaning machines that will be used across all the fitness centers located in various suburbs of Brisbane. The report is to be distributed to all the operations staff working at Bounce Fitness so they can brief their staff members who will be responsible for using the cleaning machines.

Student instructions:

- Read the Bounce fitness organisations prestart systems and equipment check policy and write the summary report within the 'summary report template' and complete all sections of the report template. Once completed you should save the report, upload and submit it for marking.

Assessor marking guide:

Benchmark answers are provided within the report template. However, students wording may vary. Student must read the policy and complete the summary report. They should save the summary report template after completion, upload it and submit for assessment marking.

Assessment checklist:

Before submitting, students must have completed all nine(9) questions within this assessment. This includes:

1	9 short answer questions to be completed in the spaces provided.	☐

Congratulations you have reached the end of Assessment 1 ✓

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