



BSBCRT411

Apply critical thinking to work practices

Assessment 2 of 5

Project



Assessment Instructions

Task overview

This assessment task is divided into six [6] activities. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning Material
- Fusion Graphix Decision Making Policy and Procedure
- Fusion Graphix Workplace Health and Safety Policy and Procedure
- Organisational Chart

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.



Case study

Fusion Graphix is a Graphic Design Studio that offers B2B graphic design, web design and marketing services. They create print and digital media of high quality. Their goal is to make businesses not only look great but also meet all their expectations by delivering great results.

For the purpose of this assessment, you will play the role of Jackie Spade, the Administration Manager.

Towards the end of the year, your role becomes very busy as you assist every department with developing budgets, managing their resources and putting plans in place for the next year. You have been working back late over the past month to meet their requirements. You are feeling the effects of this physically, mentally, and emotionally. You have been unable to undertake many of your normal activities as a young parent. On several occasions, you have been the sole occupant in the office and worked five hours without a break.

You understand that assisting the organisation is an important part of your job, but you think there are limitations to the work practice. You believe this is a workplace limitation that needs to be addressed but has not been able to locate a company policy that defines reasonable overtime. You have spoken to John Lewis, the Studio Manager, and he has suggested that you document the limitation and your proposed solution.

Activity 1

Read the case study and answer the questions in the table below.

Assessor Instructions: Students must fill out the table below following the instructions. Students' words will vary, but their answers need to correspond to the sample answers provided.

Write a brief description of the current work practice outlined in the scenario.

[Approx. word count: 30 – 40 words]

<<Insert your response here>>

Towards the end of the year, the role becomes very busy as the administration manager is expected to assist every department with developing budgets, managing their resources and putting plans in place for the next year.

Write three (3) questions to broaden your understanding of the current work practice and the legislative requirements relating to rights and responsibilities. Refer to the *Fusion Graphix Workplace Health and Safety Policy and Procedure*.

[Approx. word count: 30 – 50 words]

<<Insert your response here>>

Student responses will vary but must demonstrate the student's ability to analyse work practices and to ask three (3) questions to broaden their own understanding.

Sample questions:

- *Is there a policy and procedure that documents overtime expectations of staff?*
- *Does the Fusion Graphix Workplace Health and Safety Policy and Procedure refer to overtime and the potential impact on employee work health and safety?*
- *Are staff aware of their WHS/OHS rights and responsibilities under the Work Health and Safety Act 2011?*
- *What are the safety implications for employees of excessive overtime?*
- *What is the impact of excessive overtime on staff morale and retention?*

Write a brief description of the limitation related to the current work practice.

[Approx. word count: 10 – 20 words]

<<Insert your response here>>

Student responses will vary, but they must identify that the limitation is the lack of policy and procedures in the workplace that address overtime.

Activity 2

Identify and seek information from four [4] sources to enable you to answer your questions in Activity 1b. You must:

- list the title and location of two [2] reliable written sources and
- provide the details of two [2] credible people or organisations from whom you have sought advice.

Record your answers in the table provided below.

Assessor Instructions: Students must fill out the table below following the instructions. Students' words will vary, but their answers need to correspond to the sample answers provided.

Student responses may vary, however, must include four [4] sources of information that are appropriate to the scenario. Sources must:

- *be credible and provide reliable information from at least:*
 - *Two [2] written sources*
 - *Two [2] credible people or organisations*
- *provide information relevant to finding answers to the proposed questions from Step 1b.*

Students must include:

- *the title and location of two [2] reliable written sources and*
- *details of two [2] credible people or organisations from whom they sought advice*
- *Example of possible written sources: Work Health and Safety Act 2011, relevant WHS/OHS legislation from state/territory, Fair Work Act 2009, Fusion Graphix Work Health and Safety Policy and Procedure, statistics on fatigue and work injury, research papers on overtime and work/life balance, employee morale, workplace culture and staff attrition.*
- *Example of possible people/organisations: WHS representative, external WHS consultant, union representative, Fair Work Australia.*

Written	
Title	Location, e.g. URL, journal, article, website
1	<i>Work Health and Safety Act 2011</i> https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system
2	<i>Fair Work Act 2009</i> https://www.legislation.gov.au/Details/C2020C00318

People/organisations	
Name	Description, e.g. Job Title, purpose of organisation
1	<p><i>WorkCover</i></p> <p>Each state provides access to an advisor and details of a WorkSafe Office. They offer advice on improving work health and safety, provide licences and registration for potentially dangerous work, investigate workplace incidents and enforce work health and safety laws in NSW.</p> <p>For example:</p> <p>NSW</p> <ul style="list-style-type: none"> • W: https://www.workcover.nsw.gov.au/ • T: 13 10 50 • E: contact@safework.nsw.gov.au <p>Victoria</p> <ul style="list-style-type: none"> • W: https://www.worksafe.qld.gov.au/ • T: 1800 136 089
2	<p><i>Fair Work Australia</i></p> <p>The Fair Work Commission is Australia's national workplace relations tribunal. Its role is to assist employees and employers in maintaining fair and productive workplaces. The Commission is an independent body that operates under the Fair Work Act 2009. They provide Fact Sheets on minimum workplace entitlements and rights, and obligations.</p> <p>https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system</p>

Activity 3

Based on the information you have sourced, answer the questions you identified in Activity 1, in the table provided below.

Assessor Instructions: Students' responses will vary, however:

- questions listed must be those that the student developed in Activity 1
- answers must address each of the three [3] questions

Answers must demonstrate knowledge of:

- legislative requirements relating to workplace rights and responsibilities.

Question	Answer
Question 1: The question must be stated	The answer must satisfy the question
Question 2: The question must be stated	The answer must satisfy the question
Question 3: The question must be stated	The answer must satisfy the question

Activity 4

Write a brief description of the solutions to the work practice limitation that you identified in Activity 1.

[Approx. word count: 30 – 50 words]

Assessor Instructions: Students' responses will vary but must demonstrate that the student has used critical thinking concepts to determine a solution to address the limitation identified in Activity 1.

<<Insert your response here>>

The limitation is the lack of policy and procedures in the workplace that addresses overtime. Appropriate solutions to the identified limitation might include:

- *Create an Overtime Policy and Procedure*
- *Update Fusion Graphix Work Health and Safety Policy and Procedure to include reference to fatigue related to working long hours without breaks*
- *Suggest staff and management attend refresher training on WHS rights and responsibilities*
- *Review work processes and workflow to establish areas for improvement or other limitations*
- *Considering hiring more staff to join the administration department.*

Activity 5

Based on your responses to the previous tasks, complete the following table to document your proposal. Refer to the *Fusion Graphix Decision Making Policy and Procedure*. Your proposal will be distributed to a broad range of workplace stakeholders.

Assessor Instructions: Students' responses will vary but must be consistent with the information they have provided in Tasks 1 to 4. The proposal developed by the student must demonstrate:

- they have used the SPADE decision-making models (identified in the *Fusion Graphix Decision Making Policy and Procedure*) to identify a solution for the workplace limitation
- that it is clearly intended for a broad range of workplace stakeholders (for example, managers, colleagues, and team members).

Proposal

Part 1) Summary

This contains a synopsis of your proposal. It helps your readers understand what your proposal is all about. You may expect this to cover your organisation's aims, impact, and expected results.

[Approx. word count: 60 – 70 words]

Sample Answers:

I would like to propose a new policy and procedure to be developed for Fusion Graphic that will address overtime.

I would also like to propose updating the Fusion Graphix Work Health and Safety Policy and Procedure to include a reference to fatigue related to working long hours without breaks.

Part 2] Organisation information

This part contains a summary of your organisation. Here, you may expect to find your organisation's mission, its goals, and its administrators (CEO, General Manager).

[Approx. word count: 60 – 70 words]

Sample answer:

Fusion Graphix is a Graphic Design Studio that offers B2B graphic design, web design and marketing services. They create print and digital media of high quality. Their goal is to make businesses not only look great but also meet all their expectations by delivering great results.

Alan Smith is the CEO of the company and John Lewis is the studio manager.

Part 3] Problem description

This part explains the issues your organisation aims to tackle. It tells the reader why these issues are important and persuade them to believe in your cause.

[Approx. word count: 100 – 150 words]

Sample answer:

The issue is the lack of policy and procedures in the workplace that address overtime.

Towards the end of the year, the administration manager role becomes very busy as it is expected to assist every department with developing budgets, managing their resources and putting plans in place for the next year.

As the administration manager, I have been working back late over the past month to meet the requirements. I am feeling the effects of this physically, mentally, and emotionally. I have been unable to undertake many of my normal activities as a young parent. On several occasions, I have been the sole occupant in the office and worked five hours without a break.

I understand that assisting the organisation is an important part of my job, but I think there are limitations to the work practice. I believe this is a workplace limitation that needs to be addressed.

Part 4) Work plan

a) Target audience/stakeholders:

Your target audience is the people you intend to serve. These are the people who are involved and who will benefit from your planned activities.

[Approx. word count: 40 – 50 words]

Sample Answer:

People in every department will benefit from the development of a new policy to address overtime as well as updating the current WHS policy.

Such people are:

- *Managers of all the departments (Graphic Design, Web Design and Marketing)*
- *Graphic Designers*
- *Web designers*
- *Marketing Specialist*
- *Receptionist*
- *Studio Manager*

b) Planned activities:

This contains a detailed list of the activities you plan to execute. Here, you may present the alternatives you have gathered while analysing your work practices. You may also include details on how you intend to execute these plans over a specific period of time.

[Approx. word count: 80 – 100 words]

Sample Answer:

I would like to develop and implement a new Policy and Procedure that addresses overtime.

This activity is urgent and should be finalised by the end of the month.

I would also like to update the existing WHS Policy and Procedure. This activity should be finalised by the end of this week as it does not require a lot of time.

An alternative activity could be to attend refresher training on WHS rights and responsibilities in case the updating of the current WHS Policy and procedure or the proposed Overtime Policy and Procedure cannot be approved.

c) When you plan to execute these activities:

Here, you will find information on your project's start date and its end date. You may include a timeline of activities here, too.

[Approx. word count: 90 – 100 words]

Sample Answer:

The draft of the Overtime Policy and Procedure will be developed by the end of this week, and it will be discussed with the managers of every department. After I receive their feedback, I will create a final version of this policy and present it to all staff.

The draft for the updated WHS policy and procedure will be sent to the Studio Manager for review. I will implement the feedback and create final copies by the end of this week. I will send the updated policy to all staff members.

d) Who will execute these activities?

This contains information on the people who will execute your planned activities. You may include the names and credentials of those with the skills needed to execute these tasks.

[Approx. word count: 20 – 30 words]

Sample Answer:

I will execute these activities in consultation with John Lewis, Studio Manager and the Department Managers (Mary Jones, Evan Right and Lionel Boyle).

e) Anticipated impact of activities:

This part of your proposal presents information on the changes your planned activities can have on your workplace or environment. It will also describe the changes your planned activities may bring.

[Approx. word count: 40 – 50 words]

Sample Answer:

I believe that the development of the Overtime Policy and Procedure, as well as the updated version of the WHS Policy and Procedure, will enhance the productivity of the workplace as all employees will feel they are part of a fair workplace that cares for and looks after them.

f) How will the impact of activities/solutions be evaluated, by whom, and how often?

This part will help readers understand how your planned activities will be evaluated and when.

[Approx. word count: 40 – 50 words]

Sample Answer:

The planned activities will need to be evaluated every 3 months by Jackie Spade, the administration manager, through employee interviews and observations to ensure they have a positive impact and to give an opportunity for adjustments (when required) and/or improvements.

Activity 6

As part of presenting your plan, you will be asked to justify your decision. In your explanation, include how you applied the SPADE framework (Setting, People, Alternatives, Decide, Explain).

[Approx. word count: 120 – 150 words]

Assessor Instructions Student responses will vary but must:

- align with the information they have provided in the previous activities.
- demonstrate they have applied a process of critical decision-making to arrive at their final decision [SPADE Framework]
- prove, explain, or support their position.

<<Insert your response here>>

Sample Answer:

After analysing the situation and identifying that there was no policy in the organisation to address overtime, I felt that the development and implementation of the Overtime Policy and Procedure would assist staff to be more productive and feel more valued and part of a fair workplace that cares for and looks after them.

Moreover, updating the WHS Policy and Procedure to include a reference to fatigue related to working long hours without breaks would assist staff in ensuring they are safe during working hours and eliminate the risk of injury.

An alternative activity I suggested was to attend a refresher training on WHS rights and responsibilities in case my proposal to update the WHS Policy and Procedure or create the new Overtime Policy and Procedure cannot be approved.

Assessment checklist:

Assessment 2		
1	Activity 1	<input type="checkbox"/>
2	Activity 2	<input type="checkbox"/>
3	Activity 3	<input type="checkbox"/>
4	Activity 4	<input type="checkbox"/>
5	Activity 5	<input type="checkbox"/>
6	Activity 6	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 2!

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