



BSBCRT411

Apply critical thinking to work practices

Assessment 3 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.

John Lewis was impressed with the proposal you presented and your level of critical thinking. He has asked if you can think about another work practice limitation and go through the same process.

One of the tasks that have perplexed you at Fusion Graphix is the current practice of providing clients with three hard copies of their service level agreement. That is a lot of printing and not environmentally sustainable. You know the printer charges 5 cents a page. You do the calculations to work out the printing costs for one year and wonder if the practice is worth the expense or if it can be done differently. You see the cost of this activity as a limitation and one that you would like to solve. It is also really time-consuming for since Fusion Graphix has only one receptionist, and this is part of her tasks. Beatrice has often stayed back to finish printing SLAs (Service Level Agreements), and she has mentioned that sometimes she feels overwhelmed with the amount of printing that needs to be done.

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: 15 – 20 words]

<<Insert your response here>>

The current work practice is to provide all clients with three hard copies of their Service Level Agreements.

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:

- *How long has Fusion Graphix been printing multiple copies?*
- *Are there any legal or legislative reasons for printing three hard copies?*
- *What are the benefits of this practice?*
- *Are clients requesting three hard copies?*
- *What are the alternatives?*
- *Do all clients have email?*
- *Have we ever established if clients think this is a valuable service?*

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 high cost of printing due to the volume of paper used and because of the number of copies required.

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><i>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.</i></p> <p><i>For example:</i></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><i>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.</i></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 high cost of printing due to volume of paper used and because of the number of copies required and the fact that one of the team members feels overwhelmed with the amount of printing that needs to be done. Appropriate solutions to the identified limitation might include:

- *No longer providing this service*
- *Only provide clients with one hard copy of the SLA*
- *Fee for additional copies*
- *Send clients the SLA by email*
- *Source quotes from multiple printers*
- *Survey clients and see if this is a service they require*

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: 40 – 60 words]

Sample Answers:

I would like to propose sending the SLA to clients via email to ensure the reduction of printing costs for Fusion Graphix and promote sustainability. This will also assist Beatrice in not feeling overwhelmed with printing or ever needing to stay back to finish this tedious task.

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: 90 – 110 words]

Sample answer:

The issue is the high cost of printing due to volume of paper used and because of the number of copies required and the fact that one of the team members feels overwhelmed with the amount of printing that needs to be done.

I believe this is a workplace limitation that needs to be addressed as it is not a sustainably environmental practice, it is not cost effective and it is very time consuming to the extent that one of the designated person to perform it feel unnecessarily overwhelmed.

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:

The organisation as a whole will benefit from this change. The person that will be directly impacted positively is the Receptionist, Beatrice Opal,

- 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: 70 – 100 words]

Sample Answer:

I would like to propose sending the SLA to clients via email to ensure the reduction of printing costs for Fusion Graphix and promote sustainability. This will also assist Beatrice in not feeling overwhelmed with printing or ever needing to stay back to finish this tedious task.

An alternative activity could be to provide clients with one hard copy of the SLA instead of three when they request it and charge a small fee for extra copies.

- 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: 50 – 70 words]

Sample Answer:

I would like to implement this change immediately by updating the relevant policy and procedure and SLA and ensuring every new client will be informed of this practice.

I would like to have this activity implemented by the end of the month, with everyone being updated in regards to the change.

- 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 Alan Smith, the CEO.

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 this change will completely Beatrice's work day. She will be able to focus on addressing client enquiries and other more important tasks.

It will not have an impact on promoting our services, and I do not believe it will affect our relationship with our clients.

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: 30 – 50 words]

Sample Answer:

The planned activities will need to be evaluated in 3 months by Jackie Spade, the administration manager, through employee interviews and observations as well as client surveys to ensure the new practice does not affect the business-client relationship.

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 Fusion Graphix was spending a large amount of money on printing, I realised that this practice was not cost-effective or environmentally sustainable. Moreover, the person responsible for performing the task felt overwhelmed by it, as she often had to stay back to finish the printing.

My suggestion was to send the SLAs to the clients via email. That way we resolve all 3 issues, cost, sustainability and employee's time being consumed unnecessarily on a very tedious task.

An alternative activity could be to provide clients with one hard copy of the SLA instead of three when they request it and charge a small fee for extra copies.

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 3!

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