



BSBPMG536

ASSESSOR GUIDE

MANAGE PROJECT RISK

Assessment 2 of 3

Project



Assessment Instructions (general)

Task overview

This assessment task is divided into two (2) parts:

- Part A – Analyse project risks and establish risk treatment controls (project and assessor observation)
- Part B – Monitor, control and recommend improvements (project)

Read the case study and complete each part.

Additional resources and supporting documents

To complete this assessment, you will need:

- Workplace documentation and resources
- Feedback from project stakeholders about how risks were managed

Case study – Complete Business Solutions Australia

The following assessment tasks use a simulated business called Complete Business Solutions Australia (CBSA). To complete the assessment tasks, you will need to access information, templates, policies and procedures associated with CBSA. The assessment instructions will provide information about the templates and documents you need to access.

You are a Project Manager at Complete Business Solutions Australia (CBSA). Your manager has assigned you to work on a project for a client, Eco-Natural Skincare, an Australian manufacturer of beauty and skincare products.

Eco-Natural Skincare is an Australian company based in Brisbane. The company commenced business in 1996 and manufactures eco-friendly, high-quality beauty skincare products. The business was established to cater for the growing demand for skin products that contain eco-friendly and natural ingredients, and there is also an emphasis on eco-friendly packaging.

The company sells its products in health food shops across the country and online through its website. The company targets customers that want high-quality, eco-friendly products. Market research has identified that around 70% of customers are professional women aged 25 to 55.

The company currently has a small range of products that include:

- Cleansing creams to soothe skin during make-up removal: Primary ingredients include Shea butter to nourish the skin and plant extracts that are also rich in essential oils with regenerating and anti-inflammatory properties. This product will be for delicate and mature skin and could also be used as a baby cream.
- Multi-Protection Day Moisturizing Creams for dry to normal skin types to help protect the skin during the day and includes Shea butter and extracts from fragile green algae to provide hydrating and protective properties.
- Regenerating facial scrub to clean off dead skin cells to promote the regeneration of healthy new cells. This product will be used for most skin types.

The company's strategic objectives are to increase its market share by 20%. At a recent board meeting, the two company shareholders and the CEO discussed options for expanding the business. They decided to establish a chain of retail outlets in central Sydney and Melbourne within the next six months.

The CBSA Managing Director has asked you to take on the role of Project Manager for the business expansion project.

Your role

Your role responsibilities include:

- Identify, analyse and evaluate human resource risks for establishing new retail outlets for this client
- Consult with the client about risk priorities and risk treatment options
- Document risk and control measures
- Monitor and review risks
- Follow risk management policies and procedures
- Report to the Managing Director and provide updates about risk treatment options

Roleplay with the client (volunteer)

In step 3 of this project, you will consult with the client to determine risk priorities and treatment options.

You will need to access a volunteer to act in the role of the client, Eco-Natural Skincare, wishing to expand their services to Sydney and Melbourne. The volunteer can be a work colleague, another student or someone with relevant knowledge and experience in risk management.

To begin this part, read the case study and the following email from the Managing Director and complete the following steps.



To: Tina Hughes (tina.hughes@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Monday 9:30 a.m.
Subject: Eco-Natural Skincare Australia Business Expansion Project

Good morning,

Thank you for agreeing to be the Project Manager for the Eco-Natural Skincare Australia Business Expansion project.

As discussed, our client seeks to increase market share in the eco-friendly skincare industry by 20%. They aim to do this by expanding the business into a chain of retail outlets in Sydney and Melbourne. The expansion is due for completion within the next six months.

It's still early days, and they need to find a new retail store location. New managers with experience in eco-friendly beauty skincare products will need to be recruited, and it is difficult to find managers with this experience. Workplace morale has been impacted as the business continues to grow, and existing senior managers are failing to let staff know what is happening with the expansion. The HR Manager has been asked to look into new technology for a point-of-sale system as their existing system only operates state-by-state. They need a national system incorporating point-of-sales for each state as they expand. You may need to look at what is happening in the external context and how the economic conditions, employment market or environmental factors could impact our organisational objective.

Please develop a risk management plan and register by using our template. Then, consult the client about the risk priorities and treatment options, and email me the final plan based on your consultation.

You must follow Eco-Natural Skincare's risk management policies, procedures and templates to analyse project risks and establish risk treatment and controls.

To get started, please prepare a risk register and consult the client to seek feedback and finalise the risk priorities and treatment options.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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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:

- a. the processes for conducting the assessment (e.g. allowing additional time)
- b. 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.

Task instructions (for the student) Part A: Analyse project risks and establish risk treatment and controls

Steps

Complete the following steps:

1. Complete Appendix 1 – Risk register and plan (1. Context & Objectives sheet) to establish the project context, including:
 - a. Project objectives and standards
 - b. Project risk context, including the strengths, weaknesses, opportunities and threats
2. Complete Appendix 1 – Risk register and plan (2. Register sheet):
 - a. Complete the risk identification process by documenting the risks, causes and consequences. Use today's date and your name as the person who raised the issue.
 - b. Document the existing controls (if applicable)
 - c. Complete the risk assessment to calculate the risk rating. Note: Use the excel spreadsheet's drop-down menu for likelihood and consequence.
3. Facilitate a meeting with the client (volunteer), either face-to-face or online. The purpose of the meeting is to consult the client to identify and gain agreement about:
 - a. Risk priorities
 - b. Risk treatment options

During the consultation process, the volunteer must:

- be willing to read the case study and assessment
- contribute to the assessment process
- agree to be recorded for the purpose of assessment
- engage in two-way communication by listening, responding to questions, asking questions and providing feedback about project risks

Your role play must be recorded with all participant/s captured in a virtual room using a system such as Zoom, Skype or Teams.

Your assessor will review the recording and observe your skills to:

- identify and explain risk priorities and control measures
- gain agreement from stakeholders
- use clear and easy-to-understand language
- use active listening skills by listening, asking questions and paraphrasing to confirm understanding
- analyse information, involve others and make decisions

Role play instructions

The roleplay/meeting must include at least one participant/s, must not exceed ten minutes, and must address all elements of the Observation Checklist below.

In this task, you will participate in a role/play meeting with others. These may be resourced using one of the following options:

1. Peer/s who you are already working with in the industry your qualification relates to.
2. Fellow student/s who will play the role of a team member. Please contact your fellow student/s and coordinate your role play with them directly.

If you cannot find a participant/s to play the role of the other team member/s, contact your assessor via the message option in the LMS or preferably via email, who will discuss options for pairing up with another student/s to complete this task.

Option 1: Peer/s participant

Should you complete this task with your Peer/s, you must fully brief all participant/s, providing them with the context of the role play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peer/s will need to state their name and job title at the start of the recording to inform consent.

Option 2: Fellow student/s participant

Fellow student/s participating in the recording must be provided context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist to prepare for the recording.

Student/s will need to state their name and that they are a student (as their job title) at the start of the recording to inform consent.

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 with 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.

Complete Appendix 2 – Minutes of consultation to record meeting minutes, including your agreement about the risk priorities, risk treatment options and agreed risk treatments.

In step 3, you will need to submit:

- Video evidence of the meeting
- Appendix 2 – Minutes of consultation to record meeting minutes, including your agreement about the risk priorities, risk treatment options and agreed risk treatments.

4. Update Appendix 1 risk register/plan based on your consultation, including:
 - a. Agreed risk treatments
 - b. Responsibilities of project team members (owner of risk)
Save Appendix 1 risk register/plan as V2 (version 2), so your assessor can see that you updated your plan based on your consultation.

5. Use the following CBSA email template to prepare an email to the Director advising of the risk priorities and responsibilities and stating that you have attached a copy of the risk register.
(Approximate word count: 50-100 words)

To:	
From:	
Date/time:	
Subject	

Salutation


Email body

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Submission instructions

Submit your assessment and a recording of your role play/observation via the LMS.

Assessor instructions Part A: Analyse project risks and establish risk treatment and controls

Purpose of task

This part is designed to ensure students can complete a case study simulation activity to analyse project risks and establish risk treatment and controls.

Guidance to the assessor about the task

There is no submission due date for this task. Students may submit this task when they are ready.

Review all evidence and mark using the assessment checklist and assessment marking criteria.

Refer to Assessor Appendix 1 – Assessor Risk Management Plan and Assessor Appendix 2 – Minutes of Meeting template for examples of possible answers. There will be various acceptable responses. In evaluating student answers, ensure that all relevant areas are completed (similar to the examples) with plausible responses matching their corresponding categories.

In step 3, you may need to assist students in organising meeting participants.

Risk responses could include any of the following:

- Provide managers with opportunities for further training in accounting/bookkeeping skills.
- Schedule training for existing Store Managers to upskill them
- Ask Managers to nominate a second in charge from their staff who would receive management training
- Schedule training and on-the-job orientation for new Store Managers.

The email must:

- Be addressed to the Retail Store Managers and copied to the HR Manager of Eco-Natural.
- Use the CBSA email template
- Be from Tina Hughes/student as the Project Manager
- Include an appropriate subject line
- Include the guidelines for the implementation of the two risk responses in the body of the email
- Be inclusive of dates for completion of the implementation of the two risk responses.
- Be inclusive of any action dates in the Evaluation Report.

Review all evidence and mark using the assessment checklist and marking criteria listed below.

Marking criteria A: Analyse project risks and establish risk treatment and controls

Assessment submission checklist

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

1	Appendix 1 – Risk register (1. Context & Objectives sheet)	<input type="checkbox"/>
2	Appendix 1 – Risk register (2. Register sheet – risk identification and risk assessment completed)	<input type="checkbox"/>
3	Recording of meeting with the client not exceeding ten minutes	<input type="checkbox"/>
	Appendix 2 – Minutes of consultation	<input type="checkbox"/>
4	Appendix 1 - Updated risk register/plan based on your consultation (saved as version 2)	<input type="checkbox"/>
5	Email to the Director advising of the risk priorities and responsibilities	<input type="checkbox"/>

Observation Checklist

The assessor observed the student's skills and satisfactorily (S) covered the following criteria or not yet satisfactory (NYS) and requires re-assessment.

MARKING CRITERIA / OBSERVATION CHECKLIST (To be completed by the assessor when they watch the video or observe the assessment in real-time as they conduct the assessment)		Satisfactory (S)	Not Yet Satisfactory (NYS)
1	Identify and explain risk priorities and control measures	<input type="checkbox"/>	<input type="checkbox"/>
2	Gain agreement from stakeholder, client	<input type="checkbox"/>	<input type="checkbox"/>
3	Use clear and easy-to-understand language	<input type="checkbox"/>	<input type="checkbox"/>
4	Use active listening skills by listening, asking questions and paraphrasing to confirm understanding	<input type="checkbox"/>	<input type="checkbox"/>
5	Analyse information, involve others and make decisions	<input type="checkbox"/>	<input type="checkbox"/>

Assessment marking criteria

Assessor instructions: All sections must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is not yet satisfactory (NYS) and requires resubmission.

MARKING CRITERIA		Satisfactory (S)	Not Yet Satisfactory (NYS)
1.	The student submitted Appendix 1 – Risk register (1. Context & Objective sheet) to establish the project context, including: <ul style="list-style-type: none"> a. Project objectives and standards b. Project risk context, including strengths, weaknesses, opportunities and threats 	<input type="checkbox"/>	<input type="checkbox"/>
2.	The student completed Appendix 2 – Risk Register (2. Register sheet): <ul style="list-style-type: none"> a. Complete the risk identification process by documenting the risks, causes and consequences. Use today's date and your name as the person who raised the issue. b. Document the existing controls c. Complete the risk assessment to calculate the risk rating. Note: Use the excel spreadsheet's drop-down menu for likelihood and consequence. 	<input type="checkbox"/>	<input type="checkbox"/>
3.	The student submitted a recording of the meeting with the client, including: <ul style="list-style-type: none"> a. Attendees b. Risks identified for the Risk Register c. Control measures d. Risk responsibilities 	<input type="checkbox"/>	<input type="checkbox"/>
4.	The Observation checklist of the meeting has been completed.	<input type="checkbox"/>	<input type="checkbox"/>
5.	The submitted update risk register/plan aligns with the meeting outcomes (recording and minutes of the meeting), and the student has identified	<input type="checkbox"/>	<input type="checkbox"/>

	a. Agreed risk treatments b. Responsibilities of project team members (owner of risk)		
6.	The student submitted an email to the Director and advised of the risk priorities and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>

Task instructions (for the student) Part B: Monitor, control and recommend improvements

Steps

Complete the following steps:

1. Monitor and evaluate the risks by reviewing the following:
 - Email sent from Gavin Stead, Managing Director
 - Update on Eco-Natural Business Expansion provided by the client
 - Training survey results (attachment)
 - Manager feedback (attachment)



To: Tina Hughes (tina.hughes@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Tuesday 9:15 a.m.
Subject: Eco-Natural Skincare Australia Business Expansion Project – Update

Good morning Tina,

I have received an update from the HR Manager of Eco-Natural Skincare Australia about one of the risks identified in the Eco-Natural Skincare Australia Business Expansion Project's Risk Management Plan and Risk Register.

Please read the attached Update, the attached Training Survey Results and the attached Manager Feedback.

Evaluate the feedback against the risk control measure you identified and propose changes to be implemented in response to the current situation.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Update On Eco-Natural Business Expansion

The HR Manager of Eco-Natural Skincare identified two existing customer service representatives interested in taking on this new role. Neither of the two customer service representatives has managerial or management skills, but they have excellent company and product knowledge and customer service skills.

Eco-Natural Skincare funded both of the staff members to attend management training.

Those two staff members are currently managing the two new stores.

A staff survey was sent to the two staff members who completed the training, and their responses are collated in the attached Training Survey Results.

The retail stores have been established in Sydney and Melbourne for five months.

Each store employs a manager, two full-time retail assistants and several part-time and casual staff.

Financially, both stores are performing well and already covering their overheads.

Last week, both managers were asked to give feedback on how they are coping with their new responsibilities and how the training they received helped prepare them for the tasks they perform today. Their responses are collated in the attached Manager Feedback document.

Complete Appendix – Evaluation Report template to identify:

- a. Effectiveness of the risk management treatment
 - b. Effectiveness of the risk management processes and procedures
 - c. Changed circumstances that may impact project risks
 - d. Risk responses for the changed environment
 - e. Improvement for application to future projects
- (Approximate word count: 20-50 words for each point)

2. You have received the following response from the Managing Director about your evaluation report.



To: Tina Hughes (tina.hughes@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Friday 11:30 a.m.
Subject: Implementation of risk response

Good morning Tina,

Thank you for your evaluation report. I am giving you the approval to implement the two most important risk responses you listed in your evaluation report.

Please develop guidelines for the Store Managers to implement both risk responses. You can present this as a guideline, procedure or list.

Use the CBSA email template to prepare an email to the Retail Store Managers. Your email must include the guidelines you have developed and the dates for implementing the two risk responses.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Implement the risk response:

- a. Select the two risk responses you proposed in step 1 that will benefit the Retail Store Managers of Eco-Natural Skincare outlets the most.

No submission is required – go to step b.

- b. Update the risk management plan to include the two risk responses.

Attach a risk management plan and register with two risk responses

- c. Develop guidelines for the Store Managers to implement your selected two risk responses. You might choose to present the guidelines as a process or list.
(Approximate word count: 50-100 words)

Attach guidelines or insert them into this assessment

- d. Use the following CBSA Email Template to prepare an email to the Retail Store Managers. In the body of the email, include:
- the guidelines you have developed
 - the dates for completion of the implementation of the two risk responses. The dates should align with any action dates in the Evaluation Report.
(Approximate word count: 100-150 words)

To:	
From:	
Date/time:	
Subject	

Salutation

Email body

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor instructions Part B: Monitor, control and recommend improvements

Purpose of task

To ensure students can develop instructions to implement two risk responses and include those instructions in an email to the managers responsible for implementation.

Guidance to assessor about the task

There is no submission due date for this task.

The student must prepare clear guidelines for Eco-Natural Retail Store Managers to implement two risk responses from the Evaluation Report that will be most beneficial to the Store Managers. In evaluating student answers, ensure that all relevant areas are completed (similar to the examples) with plausible responses matching their corresponding categories.

There will be various acceptable risk responses that could include any of the following or similar:

- Provide managers with opportunities for further training in accounting/bookkeeping skills.
- Schedule training for existing Store Managers to upskill them
- Ask Managers to nominate a second in charge from their staff who would receive management training
- Schedule training and on-the-job orientation for new Store Managers.

The email must:

- Be addressed to the Retail Store Managers and copied to the HR Manager of Eco-Natural.
- Use the CBSA email template
- Be from Tina Hughes/student as the Project Manager
- Include an appropriate subject line
- Include the guidelines for implementation of the two risk responses in the body of the email
- Be inclusive of dates for completion of the implementation of the two risk responses.
- Be inclusive of any Action dates in the Evaluation Report.

Review all evidence and mark using the assessment checklist and marking criteria listed below.

Marking criteria Part B: Monitor, control and recommend improvements

Assessment submission checklist

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

1	Appendix – Evaluation Report Template	<input type="checkbox"/>
2	Updated risk management plan to include two risk responses	<input type="checkbox"/>
2	Appendix - CBSA Email Template to the Retail Store Managers and copy in Eco-Natural's Human Resources Manager. In the body of the email, include: <ul style="list-style-type: none">• the guidelines you have developed• the dates for completion of the implementation of the two risk responses. The dates should align with any Action dates in the Evaluation Report.	<input type="checkbox"/>

Assessment marking criteria

Assessor instructions: All sections must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is not yet satisfactory (NYS) and requires resubmission.

MARKING CRITERIA		Satisfactory (S)	Not Yet Satisfactory (NYS)
1.	The student submitted Appendix – Evaluation Report and included <ol style="list-style-type: none"> a. Changes identified b. Response to each section c. Changed circumstances that may impact the project risk d. Two risk responses to changing environment e. Recommended improvements for application to future projects 	<input type="checkbox"/>	<input type="checkbox"/>
2.	The student submitted an updated risk management plan and included two updated risk responses	<input type="checkbox"/>	<input type="checkbox"/>
3.	The student submitted a CBSA email and included: <ul style="list-style-type: none"> • Guidelines to implement risk response • Dates for completion 	<input type="checkbox"/>	<input type="checkbox"/>

Congratulations, you have reached the end of Assessment [Assessment number 2]!



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