



BSBPMG536

ASSESSOR GUIDE

MANAGE PROJECT RISK

Assessment 3 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:

- Access to your learning materials
- Access to a computer and the internet
- Access to Microsoft Word (or a similar program)
- Policy and Procedure Documents (accessible via the LMS)
- Templates (accessible via the LMS)
- Workplace documentation and resources

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 via the LMS. 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). Following Eco-Natural Skincare, your manager has assigned you to work on a project for another client, Bean Addiction, a CBD-based specialty café for caffeine connoisseurs.

The café is a popular source of coffee in the CBD and specialises in blends that set them apart from similar businesses in the area. In addition, they also sell light snacks, lunches, and coffee blends to the public, which have just become available online.

Due to their success and popularity, their premises often become crowded with customers and staff, particularly during the peak coffee rushes.

In light of this, an opportunity has arisen for the business to move to larger premises across the road from its current location. The owners of Bean Addiction saw the potential of the old 1970s pool hall and engaged a designer to create the new interior. Unfortunately, due to family commitments, the designer cannot project manage the refurbishment and transition and recommended CBSA instead.

CBSA's Managing Director has asked you to take on the role of Project Manager for this project.

As the project manager, you have been assigned to develop the Risk Management Plan to determine how risk management will be incorporated into this project's activities.

The first phase of the project involves the demolition of the internal structure. The project's second phase will occur after the demolition and involves the refurbishment of the interior to match Bean Addiction's style and branding.

Your role

Your role responsibilities include:


- Identify, analyse and evaluate human resource risks for demolishing and renovating the new premises for the 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 part, 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, Bean Addiction, wishing to relocate their business to larger premises. 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 Bean Addiction.

As discussed, they seek help with the project management of their move to larger premises across the road. The renovation and transition are due for completion within the next six months.

They've already leased the premises and engaged a designer to create the new interior. They just need our help to manage it all.

The first phase of the project involves the demolition of the interior structure. The project's second phase will involve refurbishment to match Bean Addiction's style and branding.


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 CBSA's policies, procedures and templates to analyse project risks and establish 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



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.

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

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 in duration 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 are unable to 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 with context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist so that they can 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 Managing 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 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 or similar:

- Increased the frequency of plant and equipment checking to daily (before and after tools are used)
- Frequently check project status
- Install real-time project tracking software to better track what's happening every day and course-correct
- Monitor cash flows weekly
- Divide the project into phases with options in the contract
- Ensure the site manager identifies permits and coordinates appropriately

The email must:

- Be addressed to Bean Addiction
- Use the CBSA email template
- Be from Tina Hughes/student as the Project Manager
- Include the 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 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 completed)	<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 Managing 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 1 – 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"/>
	Observation checklist of the meeting has been completed		
4.	The submitted update risk register/plan aligns with the meeting outcomes (recording and minutes of the meeting), and the student has identified <ul style="list-style-type: none"> a. Agreed risk treatments 	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Steps

Approximately two months have passed since the implementation of your risk management plan.

Complete the following steps:

1. Monitor and evaluate the risks by reviewing:

- Email sent from Gavin Stead, Managing Director
- Update on Bean Addiction's relocation, provided by the site manager.



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 Bean Addiction about one of the risks identified in the Project's Risk Management Plan and Risk Register.

Please read the attached update, evaluate the information 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 Bean Addiction's relocation

The project is going reasonably well. Demolition of the pool hall is complete, and the interior re-fit is underway. However, some issues have arisen, threatening the project's delay.

1. *Asbestos was present as demolition of the pool hall commenced. Therefore, to eliminate (at the very least, reduce) the risk of exposure to airborne asbestos fibres arising from our work, we altered work practices by moving to areas where there was no asbestos.*

A licensed asbestos removalist was engaged, but the demolition was delayed for another three days.


2. *Several times now, we have run short of construction materials. The procurement officer has assured me correct quantities were ordered. We can only conclude the primary reason for insufficient construction materials is theft.*

3. *We've had instances of delays waiting for resources to arrive for the refurbishment to move forward. Some of the newer, less experienced builders are not thinking ahead and are informing the procurement officer of their needs as they arise. This has created delays of up to two days.*

Complete Appendix 3 – 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 Bean Addiction 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 them. 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 most benefit Bean Addiction.

No submission is required – go to step b.

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

Attach risk management plan and register with two risk responses

- c. Develop guidelines for Bean Addiction to implement the two risk responses you have selected. 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 Bean Addiction. 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 Bean Addiction to implement two risk responses from the Evaluation Report that will be most beneficial to the Store Managers.

Risk responses could include any of the following:

- Locate vendors with construction data analytics software
- Increase frequency of plant and equipment updating and tracking to weekly to keep ahead of lead times
- Deploy real-time tracking software for project delivery
- Increase the frequency of vendor and equipment checks to one per day

The email must:

- Be addressed to Bean Addiction.
- 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 3 – 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 Bean Addiction. 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 3 – 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 3!



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