



BSBPMG534
ASSESSOR GUIDE

MANAGE PROJECT HUMAN RESOURCES

Assessment 2 of 7

Project

Version 1



Assessment Instructions [general]

Task overview

This assessment task requires you to draft a Project Human Resource Plan using the CBSA template to plan the human resources required for a project. You will prepare e-mails to plan human resources for a project.

Read the case study and complete each part.

Additional resources and supporting documents

To complete this assessment, you will need:

- CBSA Project HR Plan – Project A [attached]
- CBSA Communication policy and procedure [available via the CBSA website]

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.



Task instructions (for the student) Assessment task 2: Identify the project human resources and activities (Project A, Website design - 3D pot making venture)

Read the following e-mail and its attachment, then complete the following steps.



To: Zane O'Brien (zane.obrien@cbsa.com.au)
From: Kelly Munro (kelly.munro@cbsa.com.au)
Date/time: Monday 9.20 a.m.
Subject: 3D pot making venture program
Attachment: IT Department staff skills and knowledge.docx

Hi Zane,

Gavin has informed me you are available to work on one of the projects under the program 3D pot making venture for an external client for which I am the program manager.

The external clients, Julian and Alex, are in the process of setting up a 3D printing business in order to create and sell custom-made artisan pots over the internet. They have completed some initial work, have identified a market for their product and are prepared to put in capital to the program of \$25,000. They are in the process of filing their business name (CreatePots) and obtaining an ABN.

Julian and Alex are now in need of advice and some professional help, so they have come to CBSA. They want to have our part of their venture wrapped up in two months, beginning next week, so as you can see, this is going to be a quick project to manage. I know Gavin has got you on another project, the Adelaide Branch Office project, at the same time, but we believe this short project will not interfere with that.

Although Gavin is the Program Sponsor, I would like all correspondence to go through me first, and I will manage any communication necessary with Gavin and the Program Steering Committee.

The Project I want you to project manage is Project 2: Developing the design for the website for CreatePots. Alex and Julian only want to have online purchases and include a range of delivery options. At this point, they only have sketches of their products until the 3D printer is purchased and trials of the product begin. Glenda, HR Manager, informs me we have a university graduate (Sam Taylor) joining our business in three weeks' time under a university graduate program. I have also used James from IT before in other projects as he seems to finish on time, works to standards and produces high-quality output, so might I suggest he is used to work with the university graduate to design the website.

The first thing I really need you to do is to urgently work out and confirm the human resources requirements you might need for the project. I need this information to be able to work on funding allocation for the program. The university graduate's salary is \$15.20 per hour plus on costs worked out on \$30,000 per year. You'll find other costs and rates etc., in the CBSA business plan. The work has to be completed over a three-week consolidated work program, with the testing and launching of the website happening at the beginning of the third week to allow for any issues. This looks like happening about three to four weeks into the project once we have funding secured and the 3D printer purchased. Once the timeline is set, I will provide you with a more detailed program schedule

so you can see where your project fits. The 3D pot making venture program is due to start Monday next week, so base your preparation on that.

As CBSA is expanding and some projects are becoming more complex and numerous, it has been decided all information pertaining to project Human Resources be outlined in a Project Human Resources Plan. This means relevant departments can get the information they need without having to resort to lengthy ready reports or other means. You will also need to prepare other documents as necessary to support the project management, some of which are part of our organisation's document bank. Let me know if I can help you in any way or if you need to discuss any aspect of the program.

Kind Regards,

Kelly

Business Development Specialist

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Case study: You work as Zane for Complete Business Solutions Australia. In completing your work, you must follow the CBSA communication protocols set out in the communication policy and procedure.

In step 1, you will develop a Project HR Plan, and in steps 2 to 4, you will develop e-mails. In all written correspondence, your assessor will check that you have:

- used and completed correctly the required CBSA template/e-mail, including CBSA communication protocols
- been specific when outlining the purpose of the communication
- noted any documents supporting the communication
- used correct terminology for the project and industry area
- used appropriate language for the communication
- clearly outlined what action the recipient is to take [if anything]
- state a time for the action to be completed if necessary.

Review the e-mail and complete the following steps.

Steps

Based on the e-mail, prepare a draft Project Human Resources Plan.

1. Complete the CBSA **Human Resource Plan** [attachment] to identify and plan human resources relevant to the project.
2. Use the following CBSA **e-mail template** to write an e-mail to the appropriate department manager asking for advice on who may be suitable and available to work on the short project and approval for their release over the project lifetime

To:	
-----	--

From:	
Date/time:	
Subject	

Salutation

E-mail body

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



3. After you have completed the draft HR Plan, prepare an e-mail to communicate to the selected project team members about the project, including:
- the project background
 - their project role and responsibilities and
 - the key performance criteria from the HR plan
 - ask if they are willing to be part of the project and ask for their acknowledgement of and commitment to the project and meeting the performance criteria.

To:	
From:	
Date/time:	
Subject	

Salutation

E-mail body

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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Submission instructions

Submit your assessment via the LMS.

Assessor instructions Assessment task 2: Identify the project human resources and activities (Project A, Website design - 3D pot making venture)

Purpose of task

This part is designed for the student to demonstrate the student can plan human resources for a project, including matching skills and knowledge to project needs and communicating the human resource information to relevant persons.

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.

The student must complete all sections of the Project Human Resources Plan using the CBSA template to plan human resources required for a project. The template [BSBPMG534 SD ASSESSOR CBSA Project HR Plan – Project A V1.0] provides guidance to assessors on the information required to be included, with some examples. Accept variations to the examples.

The student must also:

- *write an e-mail to the appropriate department manager asking for approval to release the IT staff for the project*
- *send an e-mail to:*
 - *inform relevant CBSA personnel of the project background, their project roles, including timelines for completion, and any coaching that might be required and ask if they are willing to be part of the project, assuming the IT Manager has agreed to this*
 - *seek approval from Kelly Munro, Program Manager, for the project HR plan.*

In doing this, the student must complete the e-mail templates in the assessment task.

The student must:

- *correctly complete the appropriate CBSA form or template, e.g. CBSA e-mail template*
- *follow CBSA communication protocols as set out in the communication policy and procedure for format and structure, e.g. correct forms, correct name and spelling of same, e-mails to be used for communication to keep records of what has occurred*
- *select an appropriate communication choice for the task, e.g. calendar date; e-mail*
- *clearly outline the purpose of the communication, e.g. to seek approval for the plan and its contents; seek approval and suggestions for staffing of project; ask if staff want to be part of a project*
- *refer to any documents supporting the communication, e.g. the HR plan*
- *use the correct terminology for the project and industry area, e.g. no acronyms or identify the acronym; no abbreviations*
- *use appropriate language for the communication, e.g. business-like, respectful*

- *outline the action the recipient is to take, e.g. grant approval for the plan and allocated personnel; accept the roles and responsibilities allocated*
- *state a time for the action to be completed as necessary, e.g. by the end of the week; by Thursday.*

Examples of e-mails as a communication method are provided. Accept variations of the method and content.

*To: Con Kafatos [con.kafatos@cbsa.com.au]
 From: Zane O'Brien [zane.obrien@cbsa.com.au]
 Date/time: Thursday 8.00 a.m.
 Subject: Request for IT personnel for a three-week project*

Con,

As you may be aware, I am project managing one of the projects – Website Design – for the 3D pot making venture program being managed overall by Kelly Munro.

My project involves creating a website and domain name for the clients, Julian and Alex. The project will be over a short three-week stint starting about three weeks from next Monday.

Although I am well versed in project management, I am not so good at the specific IT technicalities, so I asked Glenda, and she, I believe, spoke to you and has also provided me with some skill, knowledge and attribute background on the IT department staff.

I have looked at this in some depth and would like to be able to use the following people on the project:

- *James Hanson, Graphic Designer*
- *Tina Yates, IT Technician*
- *Sam Tailor, the university graduate*

Could you please let me know by the end of the week if this is possible?

Regards,

Zane O'Brien

Website Design 3D pot making venture for Create Pots – Human Resources Consultant

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



*To: James Hanson [james.hanson@cbsa.com.au]; Tina Yates [tina.yates@cbsa.com.au]; Sam Tailor [sam.tailor@cbsa.com.au]
 From: Zane O'Brien [zane.obrien@cbsa.com.au]
 Date/time: Thursday 8.00 a.m.
 Subject: Website Design Project – 3D pot making venture for CreatePots
 Attachment: Website design project roles and responsibilities [3D pot making for CreatePots].docx*

Good Morning,

I have taken on the role of Human Resources Consultant for the website design for the 3D pot making venture for CreatePots.

This project is one of three projects under a program for setting up and supporting a new business which is being managed by Kelly Munro. It is a short project and should be very interesting.

The owners, Julian and Alex, are in the process of setting up a 3D printing business in order to create and sell custom-made artisan pots over the internet. The project is to design, test and launch a website for them – all in three weeks' work.

I have attached your roles and responsibilities over the project life cycle. Please bear in mind it is a draft and is open to additions and changes if you feel something is missing

The following are the performance criteria specified for this project against which you will be measured. These criteria are for the team as a whole and for your individual performances. They will also be added to the performance appraisals held quarterly by your manager.

The team performance criteria

- *All team project tasks will be finished on time, as indicated in the schedule.*
- *All team project tasks will be finalised to a high standard.*
- *Project team members will attend learning and development activities as directed by the project manager.*
- *Communication between team members and external parties outside the team will be responded to within 24 hours.*
- *Team members are to support each other to complete tasks.*
- *The product or service provided by the team is acceptable to the client.*

The individual team member performance criteria:

- *implements effective time management techniques taking into account actions to manage interruptions*
- *effectively engages with the project manager*
- *communicates effectively with team members*
- *contributes to project team meetings*
- *accepts constructive criticism about work products in the way it is given and takes action to rectify any problems within 48 hours*
- *responds to requests from other team members in a timely manner as necessitated by request – if urgent, immediate response; if non-urgent, within 24 hours*
- *actively listens to other team member's ideas and opinions*
- *punctual to work activities.*

I would like you to be part of the team for the project. I have taken the liberty of asking your manager Con if you can be released over the three weeks as needed to work on the project. He has no objections.

If, after reading the above and your roles and responsibilities, you would like to be a part of this project, please let me know by placing your name in the section of the e-mail below.

The schedule is yet to be worked out specifically, but I can tell you the project will start about three weeks from next Monday. You may not be required on every day over that time and will have time to continue with your other tasks.

Would you be able to let me know by tomorrow close of business if you would be interested?

I am available if you want to discuss this further.

Regards

Zane O'Brien

Website Design 3D pot making venture for Create Pots – Human Resources Consultant

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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Attachment Below:

- *Website design project roles and responsibilities [3D pot making for CreatePots].docx*

Please mark the circle and key your name where indicated if you wish to be a part of this project:

- I agree to be a part of the website design project for CreatePots.*
- I agree with the roles and responsibilities I need to meet.*
- I agree with and commit to meeting the key indicators against which my individual performance will be measured.*
- I agree with and commit to meeting the key indicators against which the team performance will be measured.*

Name:

Date:

To: *Kelly Munro [kelly.munro@cbsa.com.au]*

From: *Zane O'Brien [zane.obrien@cbsa.com.au]*

Date/time: *Monday 9.00 a.m.*

Subject: *Adelaide Branch Office Project*

Attachment: *Project Human Resource Plan – Website Design for CreatePots*

Good morning Kelly,

I have completed the HR plan for Project 2: Website Design for CreatePots.

Could you please run your eye over it and let me know if there are any additions or amendments required?

If all is OK, I would appreciate you signing off on it.

Regards

Zane O'Brien

Website Design 3D pot making venture for Create Pots – Human Resources Consultant

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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

Marking criteria Assessment task 2: Identify the project human resources and activities [Project A, Website design - 3D pot making venture]

Assessment submission checklist

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

1.	CBSA Human Resource Plan	<input type="checkbox"/>
2.	E-mail to department manager	<input type="checkbox"/>
3.	E-mail to project team members	<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 completed a draft Human Resource Plan in the organisation's CBSA template and included:		
	Outlined the outcomes and deliverables of the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Explained the purpose of the HR plan	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Described the methods used to determine human resource requirement	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Outlined and developed a work breakdown structure	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Described and recorded how they estimated the required number of staff for the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Illustrated the human resource needs for the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Completed a RACI matrix	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Outlined the tools and techniques used to analyse project team skills, knowledge and competency needs	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Identified the project team and their roles and responsibilities	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Described the impact of legislation and organisational policy on the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Explained the method of project team member acquisition	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Summarised how the team and individual work performance would be monitored and reviewed	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Outlined the team member engagement strategy	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Outlined the purpose for and determined the training and development opportunity for the project team members	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Explained the importance of a recognition and rewards system for project team members	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Identified two recognition and reward methods for the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
2.	The student completed an e-mail to the department manager and requested advice on human resource suitability and availability for the project and outlining the action to be taken.	<input type="checkbox"/> S	<input type="checkbox"/> NYS

3.	The student submitted an e-mail to team members and included the following information:		
	Asked if they are willing to be a part of the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Informed them of their roles and responsibilities in the project	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Informed them of the key performance criteria individual team members and the team as a whole will need to meet	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	Asked for their acknowledgement of, and commitment to, the performance criteria	<input type="checkbox"/> S	<input type="checkbox"/> NYS
1-4	All written communication correspondence		
	<ul style="list-style-type: none"> used and completed correctly the required CBSA template/e-mail, including CBSA communication protocols 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> been specific when outlining the purpose of the communication 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> noted any documents supporting the communication 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> used correct terminology for the project and industry area 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> used appropriate language for the communication 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> clearly outlined what action the recipient is to take (if anything) 	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> state a time for the action to be completed if necessary. 	<input type="checkbox"/> S	<input type="checkbox"/> NYS

Congratulations, you have reached the end of Assessment 2!



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