

BSBPMG540 ASSESSOR GUIDANCE AND BENCHMARKS
Assessment Number 9_CBSA Templates

1. E-mail to Gavin Stead

To: gavin.stead@cbsa.com.au
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: *Date/time*
Subject: *Feedback*
Attachment:

Students' words will vary, but their responses must ask for feedback about the project implementation, management and integration.

[Salutation]

Dear Gavin,

[insert email body 50 to 60 words]

I am writing to seek feedback about the CupNBake Project. This feedback will help CBSA to review and improve its processes for future projects. Personally, it will help me to identify any areas of improvement. Please provide me feedback about the project implementation, management and integration.

Please identify what you thought went well or what changes are required in future.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



2. E-mail to Shellie Webber

To: Shellie Webber
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: *Date/time*
Subject: *Feedback*
Attachment:

Students' words will vary, but their responses must ask for feedback about the project implementation, management and integration.

[Salutation]

Dear Shellie

[insert email body 50 to 60 words]

I am writing to seek feedback about the CupNBake Project. This feedback will help CBSA to review and improve its processes for future projects. Please provide me feedback about the project implementation, management and integration.

Please identify what you thought went well or what changes are required in future.

I look forward to working with you in the future.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



3. Project evaluation report

PROJECT EVALUATION REPORT

Program Name	CBSA CupNBake Cafe
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Background

<<Summarise the project. Word count: 10 to 20 words>>

The student must summarise the project and must include (or similar wording to):

Establishing internal fit-out and set up of CupNBake Café in Manuka, ACT.

Evaluation Findings <<Overall evaluation findings word count: 70 to 90 words>>

<<Summarise the feedback received.>>

<<Detail the findings of the evaluation. Include information on deliverables, what went well, what issues occurred etc.>>

<<Summarise how well project delivery complied with the Project Management Plan.>>

<<Detail any variations between objectives and outcomes.>>

Benchmark

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The student must identify the following points (or similar wording):

- *positive feedback from the client was delivered on time and to the standards.*
- *There were issues sourcing local contractors for two elements of the fit-out; however, preplanning and suggested alternatives alleviated this becoming an issue.*
- *Whilst this change request and approval did require additional funding*
- *Project delivery complied with the project management plan except for costing for external contractors.*
- *Feedback was received about allowing for extra contingency funding and time when using external contractors.*

Lessons Learned

<<Make recommendations that can be used for future projects and programs to improve results. Word count: 60 to 70 words>>

Benchmark

The student must identify ways to address the evaluation findings. Answers must include (or similar wording to):

Active pre-planning and consideration of potential risk factors assisted in delivering this project on time and within budget. If the contractor availability had not been realised early in the project planning, this could have had a major impact on the timeline and completion of the project to the Clients expectations and the original PMP and WBS.

Allow for extra contingency funding and time when using external contractors.