BSBPMG532

ASSESSOR GUIDE

MANAGE PROJECT QUALITY

Assessment 3 of 7

Project

SWIN BUR NE · OPEN ED

Version 1

Assessment Instructions (general)

Task overview

This assessment task is divided into three (3) parts:

- Part A – Review documents and prepare Quality Assurance Audit Report (project)
- Part B – Prepare project change request and communicate changes (project)
- Part C – Implement quality improvements (project)

Read the case study and complete each part.

Additional resources and supporting documents

To complete this assessment, you will need:

- Access to a computer with internet access
- Access to Microsoft Word (or a similar program)
- CBSA E-mail template (supplied)
- Project Quality Management Plan (developed in Assessment Task 2)
- Interim Project Status Report (supplied)
- Project Change Request Form (supplied)
- Project Management Plan Summary (supplied)
- Project Schedule (supplied)
- Project Finances Report (supplied)
- Quality Assurance Audit Report Template (supplied)
- Website Developer Report (supplied)

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.

Task instructions (for the student) Part A: Review documents and prepare Quality Assurance Audit Report

Case study: This assessment task requires you to assume the role of Project Manager for the website development project CBSA is providing to their client, Eco-Natural Skin Care, an Australian manufacturer of beauty and skincare products. You are working as Con Kafatos, Project Manager for CBSA.

You have received the following e-mail from the Managing Director requesting you to undertake a quality audit and develop a Quality Assurance Audit Report.

To:	Con Kafatos (con.kafatos ad@cbsa.com.au)
From:	Gavin Stead (gavin.stead@cbsa.com.au)
Date/time:	Tuesday 9:15 a.m.
Subject:	Eco-Natural Skin Care Australia Website Development Project Quality Assurance Audit

Good morning Con,

Thank you for the work you have done so far on the Eco-Natural Skin Care Website Development Project. It is progressing well.

To maintain our quality assurance approach and quality processes, please undertake a quality assurance audit to assess the quality control of the project. This should be done in accordance with the quality standards in the Project Quality Management Plan. Please use the **Quality Assurance Audit Report Template** (supplied as a supporting document) to document and communicate the results.

To start the process, please review the following documents (supplied as a supporting documents).

- Project Management Plan Summary
- Project Schedule
- Project Finances Report
- Interim Project Status Report
- Website Developer Report
- Quality Assurance Audit Report Template.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

Steps

1. Read the e-mail from Gavin and review the following documents (supplied as supporting documents):

- Project Management Plan Summary

- Project Schedule
- Project Finances Report
- Interim Project Status Report
- Website Developer Report
- Quality Assurance Audit Report Template.

2. Complete the **Quality Assurance Audit Report** template to prepare the Quality Report to assess:

- project outcomes against performance requirements
- quality control of the project according to agreed quality specifications
- causes of variances in quality metrics (following on from your findings in Task 2)

Provide a recommendation to address variations.

3. Save the Quality Assurance Audit Report to allow the document to be digitally accessed and shared as part of the quality management system:

- Save the plan as QAA_dd.mm.yy (insert the day, month, and year at the end of the document name)
- Save the plan in the folder on your computer system called QMS (created in Assessment Task 2 – step 4)
- In Part C of this assessment, you will need to provide a screenshot of the quality management system. Note: You will be required to save additional documents to this folder in Part B and C, so a screenshot is not needed here.

Submission instructions

Submit your assessment via the LMS.

Assessor instructions Part A: Review documents and prepare Quality Assurance Audit Report

Purpose of task

This part is designed to ensure the student can review documents to analyse and evaluate the quality assurance process against quality standards by demonstrating that they can correctly complete a Quality Assurance Audit Report.

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. Refer to the **Quality Assurance Audit Report Assessor** document for guidance/benchmark for marking.

The student must include a screenshot of their folder and documents in Part B of this assessment saved in a folder named QMS with the document saved as QAA_dd.mm.yy (day, month, and year at the end of the document).

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

Marking criteria Part A: Review documents and prepare Quality Assurance Audit Report

Assessment submission checklist

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

Part A: Review documents and prepare Quality Assurance Audit Report	
1.	Quality Assurance Audit Report	☐

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 **Quality Assurance Audit Report** and assessed: • project outcomes against performance requirements • quality control of the project according to agreed quality specifications • causes of variances in quality metrics and • provided recommendation(s) to address variations. Refer to Quality Assurance Audit Report Assessor for marking guidance and benchmark.	☐ S	☐ NYS

Task instructions (for the student) Part B: Prepare project change request and communicate changes

Case study: You have received the following e-mail from the Managing Director of Eco-Natural Skin Care requesting a change to the website. Complete the following steps to analyse the impact of the change and seek approval from the Manager Director, Managing Director CBSA.

E-mail received

To:	Con Kafatos (con.kafatos ad@cbsa.com.au)
From:	Sarah Seeward (s.seeward@eco-natural.com.au)
Date/time:	Wednesday 11:15 a.m.
Subject:	Change for the Eco-Natural Skin Care Australia Website

Good morning Con,

I am impressed with the work done so far on the Eco-Natural Skin Care Website. Well done.

I recently attended a marketing forum about the content on effective websites, which focussed on including videos on *the* website. I found this to make the showcased website much more interesting and memorable. I would like to incorporate this into our website as part of this development project.

I have enquired with Gary Webb, the website developer, who has assured me this is possible. They will require an additional cost of $4,000, which I am giving permission to add to the existing budget. The project timeframe will need to be extended by one week.

Please complete the relevant documentation and forward it to me for signing off.

Kind Regards,

Sarah Seeward

Managing Director

Suite 201

The Strand, 3 Albert St

Brisbane QLD 4000

*Eco-Natural
Skin Care*

Steps

1. Read the **e-mail** from Sarah Seeward, Managing Director, Eco-Natural Skin Care

2. Complete the **CBSA Project Change Request form** (attachment) to formally document and communicate the requested change and impact

3. **Save** the CBSSA Project Change Request form to allow the document to be digitally accessed and shared as part of the quality management system:

   - Save the change request form as **CR_dd.mm.yy** (insert the day, month, and year at the end of the document name)in the folder on your computer system called QMS (created in Assessment Task 2 – step 4)

- In Part C of this assessment, you will need to provide a screenshot of the quality management system. Note: You will be required to save additional documents to this folder in Part B and C, so a screenshot is not needed here.

4. Use the following **CBSA e-mail** template to write an e-mail to Gavin Stead, Managing Director, asking him to approve the requested changes.

[125 to 135 words approx.]

In the body of the e-mail:

- Introduce the change request from Sarah Seeward
- State the impact the change will have on the project budget and delivery timeline
- Request Gavin to approve the change
- State that the change request form is attached to the e-mail.

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

5. Assume that Gavin Stead has approved the requested changes. Use the following **CBSA e-mail** template to prepare an e-mail to the project team to communicate the change requested by Sarah Seeward and explain the impact on the project.

[90 to 120 words approx.]

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

6. Use the following **CBSA e-mail** template to prepare an e-mail to the website developers, Ezy-As Web Solutions, to advise them of the approved changes to the website.
[90 to 120 words approx.]

In the body of the e-mail:

- Introduce the change request from Sarah Seeward
- Explain that Gavin Stead has approved the change and an additional budget of $4,000 for Ezy-As Web Solutions
- State the delay in delivery time.

To:	
From:	
Date/time:	
Subject	

Salutation

E-mail body

Student name

Submission instructions

Submit your assessment via the LMS.

Assessor instructions Part B: Prepare project change request and communicate changes

Purpose of task

This part is designed to ensure the student can analyse the change requested by the Managing Director of Eco-Natural Skin Care Australia, complete a Project Change Request form and collaborate with others to foster a shared understanding of quality requirements.

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.

1. The student must complete the CBSA Project Request form (attachment) to formally document the requested change and impact. Refer to the ASSESSOR Project Change Request Form for the assessment benchmark.

2. The student will provide evidence of a screenshot in Part C. The change request form must be saved as CR_dd.mm.yy (date, month, year) in a folder called QMS.

3. The student must complete the CBSA e-mail template as below.

To:	*Gavin Stead*
From:	*Student name or Con Kafatos, Project Manager*
Date/time:	*Date/time*
Subject	*Relevant subject about the e-mail content. For example, the Change Request Form*

Salutation *(For example, Hello/Dear Gavin)*

E-mail body

Body must include:

- *Introduce the change request from Sarah Seeward*
- *State the impact the change will have on the project budget and delivery timeline*
- *Request Gavin to approve the change*
- *State that the change request form is attached to the e-mail.*

For example,

I am writing to seek approval for changes requested by Sarah Seeward, Managing Director, Eco-Natural Skin Care. Sarah has requested the inclusion of videos on the website.

The impact is $4,000, which is in addition to the existing budget to be provided by Eco-Natural Skin Care. An additional one week will be added to the timeframe.

I have attached a change request form and seek your approval for the changes to be made to the project.

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

4. The student must complete the CBSA e-mail template as below.

To:	*Project team*

From:	*Student name or Con Kafatos, Project Manager*
Date/time:	*Date/time*
Subject	*Relevant subject about the e-mail content. For example, Change to the website project*

Salutation *(For example, Hello/Dear team)*

E-mail body

Body must include:

- *State the impact the change will have on the project budget and delivery timeline*

For example,

I am writing to inform you about changes requested by Sarah Seeward, Managing Director, Eco-Natural Skin Care. Sarah has requested the inclusion of videos on the website.

The impact is $4,000, which is in addition to the existing budget to be provided by Eco-Natural Skin Care, and an additional one week will be added to the timeframe.

Student name

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

5. The student must complete the CBSA e-mail template as below.

To:	*Ezy-As Web Solutions*
From:	*Student name or Con Kafatos, Project Manager*
Date/time:	*Date/time*
Subject	*Relevant subject about the e-mail content. For example, Change to the website project*

Salutation *(For example, Hello/Dear ezy-as web solutions)*

E-mail body

Body must include:

- *State the impact the change will have on the project budget and delivery timeline*

For example,

I am writing to inform you about changes requested by Sarah Seeward, Managing Director, Eco-Natural Skin Care. Sarah has requested the inclusion of videos on the website.

I have approved an additional $4,000 to the existing budget and an extra one week to be added to the timeframe to include the videos on the website.

Student names

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

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

Marking criteria Part B: Prepare project change request and communicate changes

Assessment submission checklist

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

Part B: Prepare project change request and communicate changes	
1.	CBSA Project Change Request form	☐
2.	Screenshot of the folder with the documents saved in the folder	☐
3.	CBSA e-mail to Gavin Stead, Managing Director	☐
4.	CBSA e-mail to the project team	☐
5.	CBSA e-mail to Ezy-As Web Solutions	☐

Assessment marking criteria

Assessor instructions: All sections must be completed.

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 the **CBSA Project Change Request form** and documented the requested change and impact	☐ S	☐ NYS
2.	The student provided a screenshot of the folder and saved it according to the QMS file structure requirements	☐ S	☐ NYS
3.	The student submitted an e-mail to Gavin Stead, Managing Director, including: • Introduced the change request from Sarah Seeward • Stated the impact the change will have on the project budget and delivery timeline, including $4,000 and one-week additional time • Requested Gavin to approve the change • Stated that the change request form is attached to the e-mail.	☐ S	☐ NYS
4.	The student submitted an e-mail to the project team, including: • Requested change by Sarah Seeward • Explained the impact of the project	☐ S	☐ NYS
5.	The student submitted an e-mail to Ezy-As Web Solutions, including: • Introduce the change request from Sarah Seeward • Explain that Gavin Stead has approved the change and an additional budget of $4,000 for Ezy-As Web Solutions • State the delay in delivery time.	☐ S	☐ NYS

Task instructions (for the student) Part C: Implement project quality improvements

In Part B, a change was requested to the project. In Part C, you must review and update the project schedule and project finance report.

Steps

1. Open the **Project Schedule spreadsheet** (attachment) and update the **Website Development section** in the schedule to include the change which will delay the delivery of the website by one week.

   - Update the dates in the schedule for Sections 3, 4 and 5 to take the delay into account.
   - Save the updated version with a file name Project Schedule_dd.mm.yy (date month year)

2. Open the **Project Finances Report** (attachment) and add the additional $4000 to the budget for the approved change request for the website development.
   - Save the updated Project Finances Report with a new filename Project Finances Report_dd.mm.yy (date month year)
   - Save the document in the QMA folder

3. You have now completed all of the documents in your quality management system. Provide a screenshot of the QAA folder with all documents as instructed in Part A to C.

INSERT SCREENSHOT OF QUALITY MANAGEMENT SYSTEM FOLDER SYSTEM HERE

Submission instructions

Submit your assessment via the LMS.

Assessor instructions Part C: Implement project quality improvements

Purpose of task

This part is designed to ensure that the student can implement agreed changes throughout the project lifecyle.

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 should present the updated **Project Schedule** showing:

- Section 2.8 added to Website Development

- Change request 1 – add video capability to the website

- The date should be one week later than the 2.7

- Dates for all sections 3, 4, and 5 should be moved to the next week for each task.

Refer to the Project Schedule Assessor document for the marking guide.

The student should submit the updated **Project Finance Report** showing:

- Updated website development budget from $13000 to $17000

- Updated total budgeted expenses from $21,000 to $25,000.

- Different filename to show a new version, e.g. dd.mm.yy

The student must save all documents with dd.mm.yy and provide a screenshot of the quality management folder called **QMA** in Part A to C of this assessment including:

Marking criteria Part C: Implement project quality improvements

Assessment submission checklist

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

Part C: Implement project quality improvements		
1.	Project Schedule	☐
2.	Project Finances Report	☐
3.	Screenshot of QMA folder and all documents listed in Part A, B and C.	☐

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 a **project schedule** and included: • Section 2.8 added to website development • Change request 1 – add video capability to the website • Date should be one week later than the 2.7 • Dates for all sections 3, 4, and 5 should be moved to the next week for each task • File name saved with dd.mm.yy Refer to the Project Schedule Assessor document for the marking guide	☐ S	☐ NYS
2.	The student submitted the updated **Project Finance Report** showing: • Updated website development budget from $13000 to $17000 • Updated total budgeted expenses from $21,000 to $25,000. • Filename saved with dd.mm.yy	☐ S	☐ NYS

3.	The student submitted a screenshot of all saved documents including:
	
	 • Folder called QMA
	 • All documents saved with dd.mm.yy including
	
	     ○ QAA_dd.mm.yy (Part A)
	
	     ○ CR_dd.mm.yy (Part B)
	
	     ○ ProjectSchedule_dd.mm.yy (Part C)
	
	     ○ Project Finances Report_dd.mm.yy (Part C)
		☐ S	☐ NYS

Congratulations, you have reached the end of Assessment 3!