



BSBCRT411

ASSESSOR GUIDE

Apply critical thinking to work processes

Assessment 2 of 3

Project

Version 1.1 June 2023



Assessment Instructions

Task overview

This assessment task is divided into two (2) parts. Read each case study and the instructions carefully before commencing.

Additional resources and supporting documents

To complete this assessment, you will need:

- Ace Finance Workplace Health and Safety Policy and Procedure
- Ace Finance Decision Making Policy
- *Work Health and Safety Act 2011*.
- Access to Internet for additional online research.

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 tasks must be completed 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. Where additional files are required for submission, they must be uploaded via the LMS.

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.

PROJECT: PART A

Part A requires you to develop a solution for a workplace limitation (a work practice that has become an issue) using critical thinking concepts. You will document your solution and explain your steps.

Resources you need

- Ace Finance Workplace Health and Safety Policy and Procedure
- Ace Finance Decision Making Policy and Procedures
- Work Health and Safety/Occupational Health and Safety Act relevant to your state/territory
- Access to internet and/or phone for additional research.

Instructions

Read the following short case study based on Ace Finance and the scenario that describes your simulated role in the organisation.

Determine a solution for the limitation presented in the case study. This includes:

- researching two (2) reliable written sources and
- contacting two (2) credible people or organisations.

Complete the template to document your solution and explain your steps.

CASE STUDY

Ace Finance is an accounting firm based in Sydney but has offices in three regional cities. Its client base includes large corporations and small-to-medium sized organisations and sole traders. Clients come from a wide range of industry sectors including hospitality and tourism, aged care, manufacturing, and childcare.

SCENARIO

You have been employed at Ace Finance as an administration assistant based in Orange. You report directly to Michelle Rodriguez. You are one of three administration assistants and currently support two accountants.

Towards the end of the financial year your role becomes very busy as you assist the accountants preparing tax returns for clients. You have been working back late over the past month to meet their requirements. You are feeling the effects of this physically, mentally, and emotionally. You have been unable to undertake many of your normal activities as a young parent. On several occasions you have been the sole occupant in the office and worked five hours without a break.

You understand the work process of assisting the accountants to collate information is an important part of your job, but you think there are limitations with the work practice. You believe this is a workplace limitation that needs to be addressed but have not been able to locate a company policy that defines reasonable overtime. You have spoken to Michelle, and she has suggested you document the limitation and your proposed solution. Write your responses in the following template.

Task 1: Analyse the work practice

- a) Read the scenario.

Describe the current work practice outlined in the scenario (25 words maximum).

Assessor Marking Guide

Student responses may vary but must include a description of the following work practice.

Work practice: Administration assistants are expected to work back late (overtime) to assist two accountants with collating multiple documents that are provided at clients when they are completing client tax returns

- b) Review Ace Finance Workplace Health and Safety Policy and Procedure and research current workplace legislative that applies to Ace Finance staff.

Identify any staff rights or employer responsibilities that relate to the current work practice outlined in the scenario.

Write three (3) questions you could ask to broaden your understanding of the current work practice. (50 words maximum).

Assessor Marking Guide

Student responses will vary but must demonstrate the student's ability to analyse work practices and to ask three (3) questions to broaden their own understanding.

Example questions

- Is there a policy and procedure that documents overtime expectations of staff?
- Does the Ace Finance Workplace Health and Safety Policy and Procedure refer to overtime and potential impact of employee work health and safety?
- Are staff aware of their WHS/OHS rights and responsibilities under the *Work Health and Safety Act 2011*?
- What are the safety implications for employees of excessive overtime?
- What is the impact of excessive overtime on staff morale and retention?

Task 2: Identify workplace and work practice limitation

What are the limitations or problems associated with the current work practice? (50 words maximum).

Assessor Marking Guide

Student responses will vary but must identify that the limitation is the lack of policy and procedures in the workplace that address overtime.

Task 3: Identify information sources to help you decide on possible solutions

This question relates to the Ace Finance Workplace Health and Safety Policy and Procedure and current workplace legislative that apply to Ace Finance staff that you considered in Task 1b.

- a) List two [2] reliable written sources you accessed during your research. Include the title of the source and the location/web address where you accessed the information.
- b) Provide the details of two [2] credible people or organisations you contacted for advice. Include the name of the person or organisation and their job title or purpose of the organisation.

Assessor Marking Guide

Student responses may vary, however must include four [4] sources of information that are appropriate to the scenario. Sources must:

- be credible and provide reliable information from at least:
 - Two [2] written sources
 - Two [2] credible people or organisations
- provide information relevant to finding answers to the proposed questions from Step 1b.

Example of possible written sources: Work Health and Safety Act 2011, relevant WHS/OHS legislation from state/territory, Fair Work Act 2009, Ace Finance Work Health and Safety Policy and Procedure, statistics on fatigue and work injury, research papers on overtime and work/life balance, employee morale, workplace culture and staff attrition.

Example of possible people/organisations: HR manager, WHS representative, external WHS consultant, union representative, Fair Work Australia, other administration assistants from other Ace Finance offices.

Sample responses are provided in the following table.

a. Written		
Title		Location <i>e.g.</i> URL, journal, article, website
1	<i>Work Health and Safety Act 2011</i>	https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system
2	<i>Fair Work Act 2009</i>	https://www.legislation.gov.au/Details/C2020C00318
b. People/organisations		
Name		Description <i>e.g.</i> Job Title, purpose of organisation
1	<i>WorkCover</i>	Each state provides access to an advisor and details of a WorkSafe Office. They offer advice on improving work health and safety, provide licences and registration for potentially dangerous work, investigate workplace incidents and enforce work health and safety laws in NSW. For example:

		<p>NSW</p> <ul style="list-style-type: none"> • W: https://www.workcover.nsw.gov.au/ • T: 13 10 50 • E: contact@safework.nsw.gov.au <p>Victoria</p> <ul style="list-style-type: none"> • W: https://www.worksafe.qld.gov.au/ • T: 1800 136 089
2	Fair Work Australia	<p>The Fair Work Commission is Australia's national workplace relations tribunal. Its role is to assist employees and employers to maintain fair and productive workplaces. The Commission is an independent body that operates under the Fair Work Act 2009. They provide Fact Sheets on minimum workplace entitlements and rights and obligations.</p> <p>https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system</p>

c) Based on the information you have sourced answer the questions you identified in Part A Task 1b.

Assessor Marking Guide

Student responses will vary, however:

- questions listed must be those that the student developed in Part A Task 1b
- answers must address each of the three (3) questions

Answers must demonstrate knowledge of:

- legislative requirements relating to workplace rights and responsibilities.

Question	Answer
Question 1: Question must be stated	Answer must satisfy question
Question 2: Question must be stated	Answer must satisfy question
Question 3: Question must be stated	Answer must satisfy question

Task 4: Find solutions for work issues or workplace limitations

Write a brief description of the solutions to the work practice limitation that you identified in Task 2 (50 words maximum).

Student responses will vary but must demonstrate the student has used critical thinking concepts to determine a solution to address the limitation identified in Task 2: The limitation is the lack of policy and procedures in the workplace that addresses overtime. Appropriate solutions to the identified limitation might include:

- Create an Overtime Policy and Procedure
- Update Ace Finance Work Health and Safety Policy and Procedure to include reference to fatigue related to working long hours without breaks
- Suggest staff and management attend refresher training on WHS rights and responsibilities
- Review work processes and work flow to establish areas for improvement or other limitations
- Review staff numbers including ratio of administration assistants to accountants.

Task 5: Develop a proposal for solutions using a decision-making framework and organisational policies and procedures

Based on your responses to the previous four (4) tasks, complete the following table to document your proposal. Refer to the Ace Finance Decision Making Policy and Procedure. Your proposal will be distributed to a broad range of workplace stakeholders.

Student responses will vary but must be consistent with the information they have provided in Tasks 1 to 4. The proposal developed by the student must demonstrate:

- they have used the Eisenhower and/or SPADE decision-making models (identified in the Ace Finance Decision Making Policy and Procedure) to identify a solution for the workplace limitation
- that it is clearly intended for a broad range of workplace stakeholders (for example, manager, colleagues, team members).

Proposal
Part 1) Summary Click or tap here to enter text.
Part 2) Organisation information Click or tap here to enter text.
Part 3) Problem description Click or tap here to enter text.
Part 4) Work plan a) Target audience/stakeholders: Click or tap here to enter text. b) Planned activities: Click or tap here to enter text.

- c) When you plan to execute these activities:
Click or tap here to enter text.
- d) Who will execute these activities?
Click or tap here to enter text.
- e) Anticipated impact of activities:
Click or tap here to enter text.
- f) How will impact of activities/solution be evaluated?
Click or tap here to enter text.

Task 6: Justify your decision

As part of presenting your plan, you will be asked to justify your decision (maximum 500 words).

Student responses will vary but must:

- align with the information they have provided in Tasks 1 to 6
- demonstrate they has applied a process of critical decision making to arrive at their final decision
- prove, explain, or support their position.

PROJECT: PART B

Part B requires you to develop a solution for a workplace limitation (a work practice that has become an issue) using critical thinking concepts. You will document your solution and explain your steps.

Resources you need

- Ace Finance Decision Making Policy and Procedure
- Access to Internet and/or phone for additional research.

Instructions

Read the following short case study based on Ace Finance and the scenario that describes your simulated role in the organisation.

Determine a solution for the limitation presented in the case study. This includes:

- researching two [2] reliable written sources and
- contacting two [2] credible people or organisations.

CASE STUDY

Ace Finance is an accounting firm based in Sydney but has offices in three regional cities. Its client base includes large corporations and small-to-medium sized organisations and sole traders. Clients come from a wide range of industry sectors including hospitality and tourism, aged care, manufacturing, and childcare.

SCENARIO

Michelle was impressed with the proposal you presented and your level of critical thinking. She has asked if you can think about another work practice limitation and go through the same process.

One of the tasks that has perplexed you at Ace Finance is the current practice of providing clients with three hard copies of their tax returns. You support two accountants who each have 20 clients and each tax return is 20 pages, that is a lot of printing and not environmentally sustainable. You know the printer charges 5 cents a page. You do the calculations to work out the printing costs for one year and wonder if the practice is worth the expense or can it be done differently? You see the cost of this activity as a limitation and one that you would like to solve.

Task 1: Analyse the work practice

- a) Read the scenario.

Describe the current work practice outlined in the scenario (25 words maximum).

Assessor Marking Guide

Student responses may vary but must include a description of the following work practice.

Work practice: The current work practice is to provide all clients with three hard copies of their tax returns.

b) Review Ace Finance Decision Making Policy and Procedure.

Write three [3] questions you could ask to broaden your understanding of the current work practice. (50 words maximum).

Assessor Marking Guide

Student responses will vary but must demonstrate the student's ability to analyse work practices and to ask questions to broaden their own understanding.

Example questions

- How long has Ace Finance been printing multiple copies?
- Are there any legal or legislative reasons for printing three hard copies?
- What are the benefits of this practice?
- Are clients requesting three hard copies?
- What are the alternatives?
- Do all clients have email?
- Have we ever established if clients think this is a valuable service?

Task 2: Identify workplace and work practice limitation

What are the limitations or problems associated with the current work practice? (50 words maximum).

Assessor Marking Guide

Student responses will vary but must identify that the limitation is the high cost of printing due to the volume of paper used and because of the number of copies required.

Task 3: Locate information sources to help you decide on possible solutions

This question relates to the Ace Finance Decision Making Policy and Procedure that you considered in Part B Task 1b.

- List two [2] reliable written sources you accessed during your research. Include the title of the source and the location/web address where you accessed the information.
- Provide the details of two [2] credible people or organisations you contacted for advice. Include the name of the person or organisation and their job title or purpose of the organisation.

Assessor Marking Guide

Student responses may vary, however must include four [4] sources of information that are appropriate to the scenario. Sources must:

- be credible and provide reliable information from at least:
- Two [2] written sources
- Two [2] credible people or organisations
- provide information relevant to finding answers to the proposed questions from Step 1b.

Students must include:

- the title and location of two [2] reliable written sources and
- details of two [2] credible people or organisations from whom they sought advice

- **Example of possible written sources:** Accounting Standards from the Australian Accounting Standards Board, printer quotes from different printing suppliers, organisational printing budget, customer surveys or feedback
- **Example of possible people/organisation:** Australian Taxation Office (ATO) representatives, industry associations such as the CPA Australia, finance manager, other accountants at Ace, printers, client feedback, environmental consultants.

Written		
Title		Location <i>e.g. URL, journal, article, website</i>
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
People/organisations		
Name		Description <i>e.g. Job Title, purpose of organisation</i>
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.

c) Based on the information you have sourced, answer the questions you identified in Task 1b (50 words maximum).

Assessor Marking Guide

Student responses will vary however:

- questions listed must be those that the student developed in Part B Task 1b
- answers must address each of the three (3) questions.

Answers must demonstrate knowledge of:

- Ace Finance Decision Making Policy and Procedure.

Question	Answer
Question 1: Click or tap here to enter text.	Click or tap here to enter text.
Question 2: Click or tap here to enter text.	Click or tap here to enter text.
Question 3: Click or tap here to enter text.	Click or tap here to enter text.

Task 4: Find solutions for work issues or workplace limitations

Write a brief description of the solutions to the work practice limitation that you identified in Task 2 (50 words maximum).

Assessor Marking Guide

Student responses will vary but must demonstrate the student has used critical thinking concepts to determine a solution to address the limitation identified in Part B Task 1b: The limitation is the high

cost of printing due to volume of paper used and because of the number of copies required. Appropriate solutions to the identified limitation might include:

- No longer providing this service
- Only provide clients with one hard copy of tax return
- Fee for additional copies
- Send clients tax return by email
- Create a Procurement Policy and Procedure
- Source quotes from multiple printers
- Survey clients and see if this is a service they require
- Review staff numbers including ratio of administration assistants to accountants.

Task 5: Develop a proposal for solutions using a decision-making framework and organisational policies and procedures

Based on your responses to the previous four (4) tasks, complete the following table to document your proposal. Refer to the Ace Finance Decision Making Policy and Procedure. Your proposal will be distributed to a broad range of workplace stakeholders.

Assessor Marking Guide

Student responses will vary but must be consistent with the information they have provided in Tasks 1 to 4. The proposal developed by the student must demonstrate:

- they have used the Eisenhower and/or SPADE decision-making models (identified in the Ace Finance Decision Making Policy and Procedure) to identify a solution for the workplace limitation
- that it is clearly intended for a broad range of workplace stakeholders (for example, manager, colleagues, team members).

Proposal
Part 1) Summary Click or tap here to enter text.
Part 2) Organisation information Click or tap here to enter text.
Part 3) Problem description Click or tap here to enter text.
Part 4) Work plan <ul style="list-style-type: none">a) Target audience/stakeholders: Click or tap here to enter text. b) Planned activities: Click or tap here to enter text. c) When you plan to execute these activities: Click or tap here to enter text. d) Who will execute these activities? Click or tap here to enter text.

- e) Anticipated impact of activities:
Click or tap here to enter text.

- f) How will impact of activities/solution be evaluated?
Click or tap here to enter text.

Proposal

Part 1) Summary

Click or tap here to enter text.

Part 2) Organisation information

Click or tap here to enter text.

Part 3) Problem description

Click or tap here to enter text.

Part 4) Work plan

- a) Target audience/stakeholders:
Click or tap here to enter text.

- b) Planned activities:
Click or tap here to enter text.

- c) When you plan to execute these activities:
Click or tap here to enter text.

- d) Who will execute these activities?
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- e) Anticipated impact of activities:
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- f) How will impact of activities/solution be evaluated?
Click or tap here to enter text.

Task 6: Justify your decision

As part of presenting your plan, you will be asked to justify your decision (maximum 500 words)

Assessor Marking Guide

- align with the information they have provided in Tasks 1 to 6
- demonstrate they has applied a process of critical decision making to arrive at their final decision
- prove, explain, or support their position.

Final Marking Guide for Assessor		
Marking criteria	Satisfactory	Unsatisfactory
Part A:		
Task 1		
Task 2		
Task 3		
Task 4		
Task 5		
Task 6		
Part B:		
Task 1		
Task 2		
Task 3		
Task 4		
Task 5		
Task 6		

 **Congratulations you have reached the end of this Assessment!**

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