



BSBCRT411

## MARKING GUIDE

# Apply critical thinking to work practices

Assessment 2 of 3

Project



SWINBURNE  
OPEN  
EDUCATION

## Assessment Instructions

### Task overview

This assessment is split into two parts:

- Address Workplace Limitations - Part 1
- Address Workplace Limitations - Part 2

Read each task carefully before capturing your response as indicated.

### Additional resources

To complete this assessment, you will need access to the following:

- Ace Services Decision Making Policy and Procedure
- Ace Services WHS Policy and Procedure
- WHS/ OHS Act for your state or territory

These documents are accessible via the LMS Assessment 2 page.

## 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.

## Part A: Address workplace limitations – Part 1

Part A requires you to lead critical thinking processes.

### Resources needed for this task:

- *Ace Services Decision Making Policy and Procedures* [available on the LMS Assessment 2 page]
- *Ace Services Workplace Health and Safety Policy and Procedure* [available on the LMS Assessment 2 page]
- Work Health and Safety/ Occupational Health and Safety Act relevant to your state/ territory [source via the internet]

### Instructions

Read the following case study and scenario, analyse the scenario in relation to your role, identify a workplace limitation/ issue and develop a solution using critical thinking concepts. Document your solution and explain your steps in line with the 6 tasks below.

This includes:

1. Analysing the work practice
2. Considering the limitation
3. Locating information to research solutions including:
  - 2 reliable written sources and
  - contacting 2 credible people or organisations
4. Identify a solution for presentation
5. Develop proposal using decision-making framework
6. Justify proposal

### CASE STUDY

Ace Services is a support services organisation offering clients community services and mental health support. Head office is based in Sydney but they have satellite offices in three regional cities. The client base generally includes individuals from a wide range of backgrounds with a wide range of community services and mental health needs.

### SCENARIO

You have been employed at Ace Services as an Office Assistant based in Orange. You report directly to the Office Manager. You are one of three administration assistants and are responsible for supporting three (of the companies five) Support Services Officers on your own.

Coming up to Christmas your role becomes very busy as more people find themselves in need of support, putting more pressure on the Support Services Officers. You are required to support these frontline staff with an increased volume of sourcing resources, record management, reporting etc. This has meant you have been required to work late for the last 4 weeks in order to meet these requirements.

This increase in demands is having an impact on you physically, mentally, and emotionally. You have also 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 Support Services Officers to collect, share and record information is an important part of your job, but you are not coping with the level of expectations on you. 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 the Office Manager and they have suggested you document the issue and your proposed solution.

Write your responses for each stage of this process in the spaces provided below.

### Task 1: Analyse the work practice

Write a brief description of the current limiting or problematic work practice outlined in the scenario.

[Approximate word count: 50 words]

**Assessor instructions:** Student must provide a description of the limiting work practice.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

Office assistants are expected to work back late [overtime] to assist three Support Services Officers with collating multiple documents that are provided to clients during consultations. The limitation relates to overtime expectations and a lack of policy or procedures to address it.

### Task 2: Consider the limitation

Write 3 questions to broaden your understanding of the current work practice and the legislative requirements relating to your rights and responsibilities and those of the organisation. Refer to the *Ace Services Workplace Health and Safety Policy and Procedure* for your answer.

[Approximate word count: 20 words each]

**Assessor instructions:** Student must demonstrate the student's ability to analyse work practices and to identify 3 questions to help broaden their own understanding.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

1.	<p>Students questions may reflect the following:</p> <ul style="list-style-type: none"><li>• Is there a policy and procedure that documents overtime expectations of staff?</li><li>• Does the Ace Services Workplace Health and Safety Policy and Procedure refer to overtime and potential impact of employee work health and safety?</li><li>• Are staff aware of their WHS/OHS rights and responsibilities under the Work Health and Safety Act 2011?</li><li>• What are the safety implications for employees of excessive overtime?</li><li>• What is the impact of excessive overtime on staff morale and retention?</li></ul>
2.	

3.	
----	--

### Task 3: Locate information

- a) Identify and seek information from 4 reliable sources of information to enable you to answer your questions in Part A Task 1b. You must:
- list the title and location of 2 reliable written sources and
  - provide the details of 2 credible people or organisations from whom you have sought advice.

**Assessor instructions:** Student must include 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.

A sample answer is captured below. Students answers may vary, however they must include:

- the title and location of two (2) reliable written sources
- details of two (2) credible people or organisations from whom they should seek advice

Examples of possible written sources may include: Work Health and Safety Act 2011, relevant WHS/OHS legislation from state/territory, Fair Work Act 2009, Ace Services 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.

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

WRITTEN SOURCES		
Title	Location e.g. URL, journal, article, website etc.	
1.	Work Health and Safety Act 2011	<a href="https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system">https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system</a>
2.	Fair Work Act 2009	<a href="https://www.legislation.gov.au/Details/C2020C00318">https://www.legislation.gov.au/Details/C2020C00318</a>
PEOPLE OR ORGANISATIONS		
Name	Description e.g. job title, purpose of organisation etc. (Maximum word count: 50 words each)	
1.	WorkCover	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: NSW <ul style="list-style-type: none"> <li>• W: <a href="https://www.workcover.nsw.gov.au/">https://www.workcover.nsw.gov.au/</a></li> <li>• T: 13 10 50</li> <li>• E: <a href="mailto:contact@safework.nsw.gov.au">contact@safework.nsw.gov.au</a></li> </ul> Victoria <ul style="list-style-type: none"> <li>• W: <a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a></li> <li>• T: 1800 136 089</li> </ul>
2.	Fair Work Australia	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. <a href="https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system">https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system</a>

b) Based on the information you have sourced, answer the questions you identified in Part A Task 2.

**Assessor instructions:** Student must capture the questions they raised in Part A Task 2. Students must answer each question using the credible resources they have identified and information they have sourced. Answers must demonstrate knowledge of legislative requirements relating to workplace rights and responsibilities.

Students answers may vary, however they must address the elements in the assessor instructions above,

Question [Approximate word count: 20 words each]		Answer [Approximate word count: 50 words each]
1.	Questions from Part A Task 2 must be captured here.	Answers must satisfy the questions.
2.		
3.		

#### Task 4: Identify a solution for presentation

Write a brief description of 2 possible solutions to the work practice limitation that you identified in Part A Task 1.

[Approximate word count: 30 words each]

**Assessor instructions:** Student must demonstrate they have 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.

Sample answers are captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

1.	<p>Appropriate solutions may include:</p> <ul style="list-style-type: none"> <li>• Create an Overtime Policy and Procedure</li> <li>• Update Ace Services Work Health and Safety Policy and Procedure to include reference to fatigue related to working long hours without breaks</li> <li>• Suggest staff and management attend refresher training on WHS rights and responsibilities</li> <li>• Review work processes and work flow to establish areas for improvement or other limitations</li> <li>• Review staff numbers including ratio of administration assistants to Support Services Officers.</li> </ul>
2.	

### Task 5: Develop proposal using decision-making framework

Based on your responses to Part A Task 1-4 above, complete the following PROPOSAL table to document details of your recommendation. Refer to the *Ace Services Decision Making Policy and Procedure* to complete this table.

Your proposal will be distributed to a broad range of workplace stakeholders.

**Assessor instructions:** Student 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 Services 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
<p><b>Part 1: Summary</b></p> <p>Provide a short summary of the scenario and the decision making process applied to this proposal.  <b>[Approximate word count: 40 words]</b></p>
<p><b>Part 2: Organisation information</b></p> <p>Outline details of the decision making process as followed to determine the proposed solution.  <b>[Approximate word count: 60 words]</b></p>
<p><b>Part 3: Problem description</b></p> <p>Detail the limiting work practice and the issues it presents.  <b>[Approximate word count: 40 words]</b></p>



<b>Part 4: Recommendation</b>	
Provide a description of your preferred recommendation based on your solutions identified in Part A Task 4. <b>[Approximate word count: 40 words]</b>	
<b>Part 5: Work plan</b>	
Outline the implementation work plan details as identified. <b>[Approximate word count: 20 words each]</b>	
a. Target audience/ stakeholders:	
b. Planned activities:	
c. Activities implementation plan:	
d. Responsible party (who will action them):	
e. Anticipated impact of activities:	
f. Measures to evaluate impact of activities/ solution:	

### Task 6: Justify your decision

As part of presenting your plan, outline the justification for your decision. Capture this justification below.

[Approximate word count: 100 words]

**Assessor instructions:** Student must demonstrate they have applied a process of critical decision making to arrive at the final and most logical solution, and align with the information provide in Task 1-5.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above and ensure they prove, explain and support their position,



## Part B: Address workplace limitations – Part 2

Part B requires you to lead a second critical thinking process.

### Resources needed for this task:

- *Ace Services Decision Making Policy and Procedures* [available on the LMS Assessment 2 page]

### Instructions

Read the following scenario, analyse the scenario in relation to your role, identify a workplace limitation/ issue and develop a solution using critical thinking concepts. Document your solution and explain your steps in line with the 6 tasks below.

This includes:

1. Analysing the work practice
2. Considering the limitation
3. Locating information to research solutions including:
  - 2 reliable written sources and
  - contacting 2 credible people or organisations
4. Identify a solution for presentation
5. Develop proposal using decision-making framework
6. Justify proposal

### 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 Services is the current practice of creating both hardcopy and softcopy notes for each client session or conversation for filing. This entails the Support Services Officer handwriting their notes, you transcribing them into the system for electronic file management and then also printing a copy for the paper files.

While there doesn't seem to be much that can be done about the duplication of process to enter the client notes into their records for the time being, there are also the printing costs for the paper component to consider.

You support three Support Services Officers who each see up to 30 clients a week. At 5 cents a page to print and approximately 5-10 pages a session, you do the calculations to work out the printing costs for one year and wonder if the practice is worth the expense or if it can be done differently.

You see the resource cost of this activity as a limitation and one that you would like to solve.

### Task 1: Analyse the work practice

Write a brief description of the current limiting or problematic work practice outlined in the scenario. Include a calculation of any known costs of this work practice [excluding salaries/time spent].

[Approximate word count: 50 words]

**Assessor instructions:** Student must provide a description of the limiting work practice.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

Office assistants are required to transcribe, electronically file, print and manually file copies of all clients session notes. This practice is duplication at a cost of 5c per page per client session note [approximately 30 clients per week per SSO, and 5-10 pages per session].

### Task 2: Consider the limitation

Write 3 questions to broaden your understanding of the current work practice and the legislative requirements relating to your rights and responsibilities and those of the organisation. Refer to the *Ace Services Workplace Health and Safety Policy and Procedure* for your answer.

[Approximate word count: 20 words each]

**Assessor instructions:** Student must demonstrate the student's ability to analyse work practices and to identify 3 questions to help broaden their own understanding.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

1.	Students questions may reflect the following: <ul style="list-style-type: none"><li>• How long has Ace Services been electronically and manually recording and filing client notes?</li><li>• Are there any legal or legislative reasons for this practice?</li><li>• What are the benefits of this practice?</li><li>• Are any stakeholders (clients, staff or other) requesting these options?</li><li>• What are the alternatives?</li></ul>
2.	
3.	

### Task 3: Locate information

- a) Identify and seek information from 4 reliable sources of information to enable you to answer your questions in Part B Task 1b. You must:

#### MARKING GUIDE

- list the title and location of 2 reliable written sources and
- provide the details of 2 credible people or organisations from whom you have sought advice.

**Assessor instructions:** Student must include 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 answers may vary, however they must include:

- the title and location of two (2) reliable written sources
- details of two (2) credible people or organisations from whom they should seek advice

Examples of possible written sources include: Record management, data collection, registers and reporting standards and legislation from the government, printer quotes from different printing suppliers, organisational printing budget, customer surveys, staff surveys or feedback.

Examples of possible people/organisations include: Industry associations, finance department, Support Services Officers, printers, client feedback, environmental consultants.

WRITTEN SOURCES	
Title	Location e.g. URL, journal, article, website etc.
1.	
2.	
PEOPLE OR ORGANISATIONS	
Name	Description e.g. job title, purpose of organisation etc. (Maximum word count: 50 words each)
1.	
2.	

b) Based on the information you have sourced, answer the questions you identified in Part B Task 2.

**Assessor instructions:** Student must capture the questions they raised in Part B Task 2. Students must answer each question using the credible resources they have identified and information they have sourced. Answers must demonstrate knowledge of legislative requirements relating to record management.

Students answers may vary, however they must address the elements in the assessor instructions above,

Question		Answer
[Approximate word count: 20 words each]		[Approximate word count: 50 words each]
1.	Questions from Part B Task 2 must be captured here.	Answers must satisfy the questions.
2.		
3.		

#### Task 4: Identify a solution for presentation

Write a brief description of 2 possible solutions to the work practice limitation that you identified in Part B Task 1.

[Approximate word count: 30 words each]

**Assessor instructions:** Student must demonstrate they have used critical thinking concepts to determine a solution to address the limitation identified in Task 2: The limitation is the high cost of printing due to volume of paper used and because of the number of copies required and question around need for this process.

Sample answers are captured below. Students answers may vary, however they must address the elements in the assessor instructions above,

1.	<p>Appropriate solutions may include:</p> <ul style="list-style-type: none"> <li>No longer providing this function</li> <li>Manage electronic OR paper files only</li> <li>Provide SSO access to electronic file management system</li> <li>Create a clear file management Policy and Procedure</li> <li>Source quotes from multiple printers</li> <li>Survey staff and see if this is a service they require</li> </ul>
2.	

#### Task 5: Develop proposal using decision-making framework

Based on your responses to Part B Task 1-4 above, complete the following PROPOSAL table to document details of your recommendation. Refer to the *Ace Services Decision Making Policy and Procedure* to complete this table.

Your proposal will be distributed to a broad range of workplace stakeholders.

**Assessor instructions:** Student 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 Services 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**

Provide a short summary of the scenario and the decision making process applied to this proposal.

**[Approximate word count: 40 words]**

**Part 2: Organisation information**

Outline details of the decision making process as followed to determine the proposed solution.

**[Approximate word count: 60 words]**

**Part 3: Problem description**

Detail the limiting work practice and the issues it presents.

**[Approximate word count: 40 words]**

**Part 4: Recommendation**

Provide a description of your preferred recommendation based on your solutions identified in Part B Task 4. Be sure to reference any impact on costings calculated in Part B Task 1.

**[Approximate word count: 40 words]**

**Part 5: Work plan**

Outline the implementation work plan details as identified.

**[Approximate word count: 20 words each]**

g. Target audience/  
stakeholders:

h. Planned activities:

i. Activities  
implementation plan:

j. Responsible party (who  
will action them):

k. Anticipated impact of  
activities:

l. Measures to evaluate impact of activities/ solution:	
---	--

### Task 6: Justify your decision

As part of presenting your plan, outline the justification for your decision. Capture this justification below.

[Approximate word count: 100 words]

**Assessor instructions:** Student must demonstrate they have applied a process of critical decision making to arrive at the final and most logical solution, and align with the information provide in Task 1-5.

A sample answer is captured below. Students answers may vary, however they must address the elements in the assessor instructions above and ensure they prove, explain and support their position,

### Assessment checklist:

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

Part A: Address workplace limitations – Part 1		
1.	Analysing the work practice	<input type="checkbox"/>
2.	Considering the limitations	<input type="checkbox"/>
3.	Locating information to research including: a. 2 reliable written sources b. 2 credible people or organisations	<input type="checkbox"/> <input type="checkbox"/>
4.	Identify a solution for presentation	<input type="checkbox"/>
5.	Develop proposal using decision-making framework	<input type="checkbox"/>
6.	Justify proposal	<input type="checkbox"/>
Part B: Address workplace limitations – Part 2		
1.	Analysing the work practice	<input type="checkbox"/>
2.	Considering the limitations	<input type="checkbox"/>
3.	Locating information to research including: a. 2 reliable written sources	<input type="checkbox"/>

	b. 2 credible people or organisations	<input type="checkbox"/>
4.	Identify a solution for presentation	<input type="checkbox"/>
5.	Develop proposal using decision-making framework	<input type="checkbox"/>
6.	Justify proposal	<input type="checkbox"/>



**Congratulations you have reached the end of Assessment 2!**

**© UP Education Australia Pty Ltd 2023**

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.