



**BSBOPS502**

# Manage business operational plans

Assessment 2 of 3

Case Study and Role Play

**Assessor Guide**



## Assessment Instructions

### Task overview

This assessment task consists of **four (4)** parts and related tasks, linked to the scenarios provided:

**Part A:** Develop an operational plan

**Part B:** Develop a contingency plan

**Part C:** Consultation process (role play)


**Part D:** Gain approval

Read each question carefully before completing each assessment task in the required format.

### Additional resources and supporting documents

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

- CBSA's Business Plan [BD001] [available on LMS]
- CBSA's Health and Safety Policy & Procedures [IM004] [available on LMS]
- CBSA's Staff Management Policy & Procedures [HR002] [available on LMS]
- CBSA's Risk Management Policy and Procedures [IM009] [available on LMS]
- CBSA's Communication Policy and Procedures [IM003] [available on LMS]
- Operational Plan template [available as part of the scenario in Part A or on LMS]
- Contingency Plan template [available on LMS]

	<p>The following assessment tasks use a simulated business called Complete Business Solutions Australia [CBSA]. To complete the assessment tasks, you will access information, templates and workplace documents associated with CBSA.</p> <p>You can access <a href="#">CBSA's website</a> to familiarise yourself with what CBSA does and the services it provides.</p>
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## 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.

For the purpose of this assessment, you are Jay Gartner, Business Compliance Specialist at CBSA.

## Part A – Develop an Operational Plan

Read the following email and its attachments, then complete the task that follow:



To: Jay Gartner (Jay.gartner@cbsa.com.au)  
From: Henry Thomas (Henry.thomas@cbsa.com.au)  
Date/time: Tuesday 11:02 a.m.  
Subject: Operational Plan  
Attachments: 1. Strategic Plan Overview.docx,  
2. Operational Performance Data.docx,  
3. Operational Plan Template.docx

Hi Jay,

Thanks for providing the answers to the questions I posed in my previous email. I believe you are ready to look at developing an operational plan for CBSA. Some background information is provided below.

At a recent CBSA board meeting, the organisational strategic goals progress and operational performance were discussed. The board is very unhappy with the current state of its operations and the performance measurements against the strategic objectives.

I have attached the strategic plan overview, including this year's strategic objectives, and the latest operational performance data. Can you please review and analyse these to determine three (3) operational issues? You should then research and identify strategies to address these three issues so that operational performance can get back on track and CBSA can reach its strategic goals.

Based on the strategies you identified, please develop an Operational Plan using the template provided.

Kind Regards,

Henry Thomas

Governance Manager  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)



## ATTACHMENTS

### 1. Strategic Plan Overview.docx

#### STRATEGIC PLAN OVERVIEW

**Mission statement:** Helping businesses to help themselves.

**Vision statement:** To become Australia's largest business advocate.

### Core Values

Our commitment is to:

- implement innovation and excellence
- provide ways to help customer grow so they are successful
- empower and inspire our customers
- behave honesty with respect for all individuals
- act professionally with our customers, and each other
- continually pursue new knowledge and share this openly with others.

### Strategic Plan 20XX

Strategic objectives for this year include:

- acquiring five new clients per month
- maintain a 90% retention rate of our existing customers
- grow our business financially by 25%
- implement three new services for our clients
- grow our workforce to support new services and expected growth.

## 2. Operational Performance Data.docx

OPERATIONAL PERFORMANCE DATA		
<b>Strategic Goal Performance Measures</b>		
Business data is gathered every quarter and reported to the Managing Director for review. The first two quarters' results of strategic goals performance are provided below:		
PERFORMANCE MEASUREMENT		
Goal	1st Quarter	2nd Quarter
Acquire five new clients per month	Two new clients per month	Two new clients per month
Maintain 90% customer retention rate	80% retention rate	75% retention rate
Grow business by 25%	The financial growth of 5%	The financial growth of 15%
Implement three new services	No new services implemented	No new services implemented
Grow the workforce to 32 employees	Workforce numbers stable at 29	Workforce numbers increased to 30
<b>Service Delivery Issues</b>		
<ul style="list-style-type: none"><li>▪ An average of five client complaints are received each month.</li><li>▪ Complaints generally relate to the following themes:<ul style="list-style-type: none"><li>– Customer service staff are unable to provide adequate service advice</li><li>– Customer service staff are not friendly at times</li><li>– Lengthy wait times on the telephone to discuss services or chase up appointment scheduling</li></ul></li></ul>		

– Differences between appointment stated and actual appointment time staff member is turning up on

- There also appears to be some further issues relating to the time in responding to complaints and identifying and implementing procedures to address issues identified through complaints.

### **Staff Turnover Analysis**

For the previous year:

- at the start of the year, there were 27 employees
- at the end of the year, there were 29 employees
- two new roles at the organisation were created
- there were two employees that left throughout the year.

Annual staff turnover ratio:  $2 / 29 * 100 = 6.89\%$

Reasons for leaving for the two employees were given as follows:

- moved interstate
- left to raise a family.

For the current year:

- at the start of the year, there were 29 employees
- at the end of the year, there were 29 employees
- there were six employees that left throughout the year.

Annual staff turnover ratio:  $6 / 29 * 100 = 20.69\%$

Reasons for leaving for the six employees were given as follows:

- low pay – got a higher paying job at a competitor
- high workload expectations – feeling overwhelmed and stressed
- feeling undervalued and not being listened to by management
- job did not meet expectations
- growth opportunities not available
- moved with family overseas.

### 3. Operational Plan Template.docx

OPERATIONAL PLAN XX/XX/20XX							
<b>Mission</b> <<Insert CBSAs mission statement here.>>							
<b>Vision</b> <<Insert CBSAs vision statement here.>>							
<b>Core Values</b> The organisations' core values are: <ul style="list-style-type: none"><li>&lt;&lt;Insert CBSAs core values here in bullet form here.&gt;&gt;</li></ul>							
<b>Strategic Goals</b> The organisation has the following strategic goals for the 20XX year: <ul style="list-style-type: none"><li>&lt;&lt;Insert strategic goals for CBSA in bullet form here.&gt;&gt;</li></ul>							
<b>Operational Issues Identified</b> The following issues have been identified: <ul style="list-style-type: none"><li>&lt;&lt;Insert issues identified in bullet form here.&gt;&gt;</li></ul>							
<b>Operational Strategies</b> <<Use the following table to detail the strategies that will be employed to address the operational issues you have identified.>>							
STRATEGY	PRIORITY	ACTIONS STEPS	RESOURCES REQUIRED WITH ESTIMATED COSTS	RESPONSIBILITY	DATE TO BE COMPLETED	PERFORMANCE INDICATORS	MONITORING PROCESS

#### Task 1

Review CBSA's *Business Plan* (available on LMS) and the email with the attached documents (Strategic Plan Overview and Operational Performance Data) to **develop an operational plan** using the template supplied with the email.

Based on the documents reviewed, you need to identify **three (3) operational issues** that need to be addressed in the operational plan.

Based on your analysis, you need to undertake research from a variety of information sources to determine strategies that can be implemented to address the three issues identified. This can include both online and offline resources, as well as specialist resources as necessary.

As indicated by the template provided, the operational plan must include the following:

- the three [3] operational issues identified
- the mission statement for the organisation
- the vision statement for the organisation
- the core values for the organisation
- CBSA's strategic objectives for the organisation
- **three [3]** strategies (one for each issue) where for each:
  - document a priority (high, medium, low)
  - document actions to ensure that the innovation is implemented successfully. Each strategy will likely require multiple actions. This might include planning, implementation and training, though others may also be applicable. You must ensure adherence to organisational policies when determining actions especially the organisation's *Health and Safety Policy & Procedures*, and *Staff Management Policy & Procedures*.
  - the actions set for each strategy, as a minimum, must involve:
    - the recruitment of a new staff member
    - the procurement of a new/modified physical resource/service.
- document the resources required for each strategy. These should include both physical resources and human resources as appropriate. You are required to estimate a cost associated with the resource/s identified. You should use the organisational chart as a guide in the *Business Plan* when determining what human resources may be appropriate.
- document responsibility for the action steps. You should use the organisational chart as a guide in the *Business Plan* when determining who should be assigned responsibility based on their job title.
- document a date when the strategy is to be finalised by.
- document a measurable performance indicator for each strategy to determine success (or failure).
- document a monitoring process that can be implemented for each strategy.

Save the Operational Plan as a separate document, using the following naming convention:  
 BSB0PS502\_Operational Plan\_student name\_yymmdd.

**Assessor instructions:**

Using the template provided, student must develop an Operational Plan as a separate document, saved with the provided naming convention. The Operational Plan's information must be based on the business plan provided in the LMS, the strategic plan overview and operational performance data provided as part of the scenario. Answers should be realistic and align with the supporting documents.

See answers provided in the following template:



## OPERATIONAL PLAN XX/XX/20XX

### Assessor Guide

#### Mission

Helping businesses to help themselves.

#### Vision

To become Australia's largest business advocate.

#### Core Values

The organisations' core values are:

- implement innovation and excellence
- provide ways to help customer grow so they are successful
- empower and inspire our customers
- behave honesty with respect for all individuals
- act professionally with our customers, and each other
- continually pursue new knowledge and share this openly with others.

#### Strategic Goals

The organisation has the following strategic goals for the 20XX year:

- acquiring five new clients per month
- maintain a 90% retention rate of our existing customers
- grow our business financially by 25%
- implement three new services for our clients
- grow our workforce to support new services and expected growth.

#### Operational Issues Identified

The following issues have been identified:

Students must identify 3 issues based on the Operational Performance Data, for example:

- customer service staff are unable to provide adequate service advice
- customers face lengthy wait times
- high staff turnover

#### Operational Strategies

<<Use the following table to detail the strategies that will be employed to address the operational issues you have identified.>>

Students must identify a minimum of 3 strategies, one for each issue. One strategy must include the recruitment of a new staff member, and one must involve the procurement of a new/modified physical resource/service. For each resource, as a mathematical problem-solving, students must estimate a cost associated with the resource. Strategies must align with the issues identified. Monitoring process and performance indicators must be realistic, align with the strategy and goals and be measurable.

STRATEGY	PRIORITY	ACTION STEPS	RESOURCES REQUIRED WITH ESTIMATED COSTS	RESPONSIBILITY	DATE TO BE COMPLETED	PERFORMANCE INDICATORS	MONITORING PROCESS
Improve customer service	High	Provide training to customer	Knowledgeable trainer [\$50/hour]	Steve Alfonso (Training Manager)	1 Feb 2024	Staff to provide friendly	Customer surveys

		service staff	Training room with equipment, such as whiteboard, markers, etc. (NIL – available inhouse) Training plan (NIL – included in Training Manager’s job role)			advice to customers	
Recruit more customer service staff	Medium	Recruit 2 more customer service staff	Budget for advertising for the position [\$275+GST for 30 days on Seek] Time for conducting interviews (NIL – included in HR Manager’s job role) Available staff managing recruitment and conducting interviews (NIL – included in HR Manager’s job role)	Glenda Williams (HR Manager)	By the end of the month	Fill positions by the end of the months Conduct induction for new staff	Regular 1-on-1 meetings with HR manager
Improve staff retention with new CMS system	Medium	Upgrade customer management system (CMS) for efficiency Train staff using the new CMS	Budget for CMS (Enterprise account is \$165/user/per user) Time for training (NIL – included in HR Manager’s job role)	Henry Thomas (Governance Manager)	By the end of the month	Upgrade CMS account Staff to be confident using CMS	Regular staff surveys

## Part B – Develop a Contingency Plan

Read the following email, then complete the task that follow:



To: Jay Gartner [Jay.gartner@cbsa.com.au]  
From: Henry Thomas [Henry.thomas@cbsa.com.au]  
Date/time: Thursday 9:01 a.m.  
Subject: Contingency Plan

Hi Jay,

To prepare for implementation, I would like you to identify one risk for each operational strategy and develop a contingency plan for each risk to ensure that we are prepared in case one or more of the strategies runs into issues when implemented.

Kind Regards,

Henry Thomas

Governance Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

[www.cbsa.com.au](http://www.cbsa.com.au)



## Task 1

Use the *Contingency Plan Template* provided [available on LMS] to document contingency plans for each operational strategy identified in Part A Task 1 of this assessment, as part of the Operational Plan. You must use the *Risk Management Policy and Procedures* to detail possible consequences and likelihood levels.

Within the plan you must:

- document a business risk for each strategy
- document the consequence for that risk
- document the likelihood for that risk
- document a possible mitigation strategy for each risk to minimise its impact
- document a contingency plan for each risk which should be enacted when the risk occurs.

Save the Contingency Plan using the following naming convention: BSBOPS502\_Contingency Plan\_student name\_yymmdd.

### Assessor instructions:

Using the template provided, student must develop a Contingency Plan, saved with the provided naming convention. The Contingency Plan's information must be realistic and align with the strategies identified in the Operational Plan.

Students must identify a business risk for each strategy, the impact of this risk and its likelihood using the Risk Management Policy and Procedure as a guide. According to the IM009 Risk Management Policy & Procedures, possible consequences can be catastrophic, major, moderate, minor and insignificant, while possible likelihood can be rare, unlikely, possible, likely and almost certain. Accept any reasonable risks based on the strategy

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proposed. Some examples include staff member leaving, higher than expected costs, competing work priorities, competition, industry sector changes, unable to recruit required staff members, implementation issues with new software, etc.

The mitigation strategy for each risk will be different but should involve some action/method for trying to reduce the risk from occurring and/or its impact if it does occur. Accept any reasonable mitigation strategies based on the identified risk. As an example, if a risk is an employee leaving the organisation, then a mitigation strategy may be to implement succession planning (that is, train another employee to replace the departing employee, so that the risk is reduced).

A contingency plan for each risk must be developed. This is a contingency action that is to be implemented if the risk occurs. As an example, if a risk is an employee leaving the organisation, then a contingency plan might be to utilise third-party services in the short-term to perform the role of the departed employee until a replacement can be employed and trained.

See answers provided in the following template:

# Contingency Plan

## ASSESSOR GUIDE

### Risk assessment

List the potential risks to your business (in order of most likely) and any strategies or contingencies to reduce the risk. Also consider the secondary impacts of disaster events for your business.

Business risk	Customer service staff leaving the organisation
Impact	Major
Likelihood	Possible
Mitigation strategy	Introduce bonuses for staff completing customer service training successfully.
Contingency plan	Utilise third-party services for short-term to perform the role of the departed employee.

Business risk	Unable to employ staff with exceptional skills
Impact	Moderate
Likelihood	Moderate
Mitigation strategy	Provide additional training and mentoring support for new staff
Contingency plan	Employ only candidates who have the right skills and utilise third-party services in the interim.

Business risk	Higher than expected costs related to programs to retain staff
Impact	Major
Likelihood	Moderate
Mitigation strategy	Work out a budget for worst case scenario and stay within
Contingency plan	Cut costs in other areas of the business

## Part C – Consultation Process (Role Play)

Read the following email, then complete the task that follow:



To: Jay Gartner (jay.gartner@cbsa.com.au)  
From: Henry Thomas (henry.thomas@cbsa.com.au)  
Date/time: Thursday 9:01 a.m.  
Subject: Consultation Process

Hi Jay,

Thanks for identifying operational strategies to address operational issues, and for developing contingency plans around these.

Can you please present the operational and contingency plans to representatives from our internal staff and our clients to get their feedback on whether they believe the strategies can improve operational performance?

Kind regards,  
Henry Thomas

Governance Manager  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)



### Task 1

Review the CBSA's *Communication Policy & Procedures* (available on LMS) for the delivery of presentations, and then undertake a consultation session with representatives of CBSA's staff and important stakeholders (role played by friends, family members or fellow students) in line with workplace procedures.

#### Role play instructions

The role play/meeting must include at least **two (2)** participant/s, must not exceed **15–20 minutes** duration and must address the following:

- Provide an outline of the **three (3)** operational issues you have identified and your strategies, including required resources, the associated estimated costs, the recommended responsible person and proposed performance indicators to address these issues in the Operational Plan as part of Part A Task 1 of this assessment.
- Provide an overview of the **three (3)** risks you have identified and the contingency plans to manage these risks as part of Part B Task 1 of this assessment.
- Seek feedback by asking questions and using active listening skills to identify improvement opportunities with your strategies, and contingency plans.

- Collaborate with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasions.

In this task you will participate in a role/play meeting with others. These may be resourced using one or both of the following options:

1. Friends or family members
2. Fellow student/s who will play the role of a team member. Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

### **Option 1: Friends or family members**

Should you complete this task with friends or family members, you must fully brief all participant/s, providing them with the context to the role play/meeting and the role outline to play so that they can prepare for the recording.

Friends or family members will need to state their name and the role they are playing at the start of the recording to inform consent.

### **Option 2: Fellow student/s participant**

Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity so that they can prepare for the recording.

Students will need to state their name and the role they are playing at the start of the recording to inform consent.

### **Participants' briefing instructions:**

The job role of **Participant 1** and **Participant 2** will depend on the Operational Plan developed as part of Part A Task 1. You [the student] must allocate the roles based on the Operational Plan and CBSA's organisational chart.

Participants should ask questions to clarify the meaning of any aspect of the operational plan presented, such as 'What did you mean by this action step?' or 'Could you give examples of how this would look like?'

Participants should make suggestions for improvements that can be implemented into the plan. Suggestions for improvement can be reviewing and updating the policy and procedure document, allocating more (or less) resources to a strategy or fine-tuning performance indicators identified.

Participants must ask questions regarding the monitoring process proposed for each strategy.

### **Recording instructions**

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and the role they are playing to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participants in this session indicate their consent to be included in this recording by stating their name and the role they are playing."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Save the recording using the following naming convention: BSB0PS502\_Consultation\_student name\_yymmdd and include this recording as part of your assessment submission.

### Assessor instruction

Student must conduct and record a meeting with two (2) participants using a system such as Zoom, Skype or Teams. Student must allocate the roles of the participants depending on the Operational Plan developed as part of Part A Task 1. For example, if they nominate the Training Manager and HR Manager as responsible personnel for the strategies identified, then Participant 1 can play the role of the Training Manager and Participant 2 can play the role of the HR Manager.

Complete the following Observation Checklist to capture your observations and to ensure students demonstrated each of the performance criteria outlined in the checklist.

Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.


<b>Observation Checklist</b> <i>(to be completed by the Assessor)</i>	
Use this checklist while reviewing the recorded role play:	
<b>Did the student...</b>	<b>Satisfactory/Not Yet Satisfactory</b>
<p>a. Present the Operational Plan developed in Part A Task 1 of this assessment?</p> <p>Student must present all aspects of the operational plan, including:</p> <ul style="list-style-type: none"> <li>• the three (3) issues identified</li> <li>• the selected strategies for each issue</li> <li>• the proposed action steps</li> <li>• required resources with the associated estimated costs</li> <li>• responsible person</li> <li>• proposed performance indicators</li> </ul>	<input type="checkbox"/> Satisfactory  <input type="checkbox"/> Not Yet Satisfactory
<p>b. Present the Contingency Plan developed in Part A Task 1 of this assessment?</p> <p>Student must present the contingency plan, explaining the three (3) risks identified, the impact and likelihood of the risks, the proposed mitigation strategy and contingency plan.</p>	<input type="checkbox"/> Satisfactory  <input type="checkbox"/> Not Yet Satisfactory
<p>c. Seek feedback by asking questions and using active listening skills to identify improvement opportunities with their strategies, and contingency</p>	<input type="checkbox"/> Satisfactory  <input type="checkbox"/> Not Yet Satisfactory



<p>plans.</p> <p>Student must ask questions to ensure participants understood the presentation and that they understood what the participant was asking or suggestions. For example: “Does this make sense?” “Did you mean this?”</p>	
<p>d. Present information to a range of audience members using appropriate register, vocabulary and paralinguistic features?</p> <p>Student must present the information clearly, using professional language and appropriate body language,</p>	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>
<p>e. Listen and comprehend information from stakeholders, responding to questions appropriately?</p> <p>Student must be able to respond to questions appropriately and explaining monitoring systems, such as regular meetings, performance reviews, etc.</p>	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>
<p>f. Collaborate with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing the direction and taking a leadership role on occasions?</p> <p>Student must be able to negotiate solutions, facilitate the interaction and take leadership role during the meeting by opening and closing the meeting and ensuring that all participate can express their opinion.</p>	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>

**Part D - Gain Approval and Distribute Information**

Read the following email, then complete the task that follow:



To: Jay Gartner (jay.gartner@cbsa.com.au)

From: Henry Thomas (henry.thomas@cbsa.com.au)

Date/time: Monday 7:58 a.m.

Subject: Plan Approval and Communication

Hi Jay,

Thanks for undertaking the consultation session the other day regarding the plans. Based on the feedback received, can you modify the plans as appropriate and submit the plan to me for approval? In your email, please include affected employees, explaining the operational plan and ensuring that recruitment and induction process follow organisational policies and procedures and that physical resource and service procurement also align with CBSA’s policies and procedures.

Thanks.

Kind regards,  
Henry Thomas

Governance Manager  
300 Fictional Way, Sydney, NSW 2000  
Phone: 1800 111 222  
[www.cbsa.com.au](http://www.cbsa.com.au)



## Task 1

Modify the Operational Plan based on the feedback received during the consultation meeting as part of Part C Task 1 of this assessment. Using the template provided, in accordance with CBSA's *Communication Policy and Procedures*, write a 5-7 paragraph email to Henry Thomas Governance manager to obtain approval on updated plan, while explaining affected employees the plan's details, including:

- the three [3] business issues identified
- the strategies agreed to address the issues
- the priority for each strategy
- the resources required
- the responsible person for each action
- the date when strategies must be finalised by
- the required performance indicators and proposed monitoring processes
- obtain confirmation from employees that recruitment and induction process as well as physical resource- and service procurement follow organisational policies and procedures.

Save the updated Operational Plan as a separate document, using the following naming convention:  
BSB0PS502\_Updated Operational Plan\_student name\_yymmdd.

*Note: You will need to use this updated operational plan in Assessment 3.*

### Assessor instructions:

Student must write a 5-7 paragraph email to Henry Thomas and affected employees, outlining the updated operational plan's details, including:

- the three [3] business issues identified
- the strategies agreed to address the issues
- the priority for each strategy
- the resources required
- responsible person for each action
- the date when strategies must be finalised by
- the required performance indicators and proposed monitoring processes
- obtain confirmation from employees that recruitment and induction process as well as physical resource and service procurement follow organisational policies and procedures.

Student may refer addressee to the attached Operational Plan for details on the above points; however, they must provide a summary of the Operational Plan's content.

Student must incorporate the feedback received during the meeting and obtain confirmation from employees that recruitment and induction process as well as physical resource- and service procurement follow organisational policies and procedures. Confirmation can be done using the wording “Please ensure that recruitment and induction process and physical resource- and service procurement follow organisational policies and procedures. If you have any questions, please don’t hesitate to contact me.”

Student must also ask for approval on the updated operational plan using wording such as “Please find the updated operational plan attached for your consideration and approval.”

Student must submit the updated Operational Plan as a separate document.

EMAIL TEMPLATE	
From:	Jay Gartner [jay.gartner@cbsa.com.au]
To:	Henry Thomas [henry.thomas@cbsa.com.au], Selected staff
Cc:	<<Add names of carbon copy email recipients here (leave blank if none)>> <b>Student should leave this empty</b>
Bcc:	<<Add names of carbon copy email recipients here (leave blank if none)>> <b>Student should leave this empty</b>
Subject:	Updated Operational Plan and key responsibilities
Attachment:	Updated Operational Plan
<p>Good morning/Good afternoon &lt;&lt;Add recipient[s] here&gt;&gt;,  &lt;&lt;Add message here. Add as much space as necessary.&gt;&gt;</p> <p>Kind regards,</p> <p>&lt;&lt;Add your name here&gt;&gt; &lt;&lt;Add your job position here&gt;&gt;</p> <p>300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 <a href="http://www.cbsa.com.au">www.cbsa.com.au</a></p>	



## Assessment checklist:

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

Part A - Develop an Operational Plan		
Task 1	Develop an Operational Plan and submit with the assessment	<input type="checkbox"/>
Part B - Develop a Contingency Plan		
Task 1	Develop a Contingency Plan and submit with the assessment	<input type="checkbox"/>
Part C - Consultation Process		
Task 1	Conduct role play and submit recording with the assessment	<input type="checkbox"/>
Part D - Gain approval and Distribute Information		
Task 1	Update Operational Plan and write an email for approval and to inform affected employees	<input type="checkbox"/>



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

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