



BSBPMG534 **ASSESSOR GUIDE**

## Manage project human resources

Assessment 4 of 7

Project

## Assessment Details

### Task overview

This assessment task is divided into the following parts:

- Part A: Disbanding the project team (project)
- Part B: Project human resources evaluation (project)

Read the case study e-mail below and complete each part:



To: Zane O'Brien (zane.obrien@cbsa.com.au)  
From: Glenda Williams (glenda.williams@cbsa.com.au)  
Date/time: Tuesday 12.05 p.m.  
Subject: Disbanding the project team – Website Design for CreatePots  
Attachment: Lessons Learned.docx

Good afternoon Zane,

I got your note about the Website Design being finalised and with the launch occurring within the next week. I have three jobs that need to be completed to disband the project team.

#### Part A

CBSA requires you to prepare a **report** on how you are going to disband the project and how you will celebrate the project's success.

Once you have prepared your report, please e-mail the Program Manager for approval about disbanding the project team. It is up to them as to how this is done, but at CBSA, we usually celebrate the finalising of a project with the team. Dinner or drinks is limited by health and safety regulations and has to fall within the project budget. Any celebration must be approved by Gavin, including the amount you intend to spend, if that is the plan. Excessive spending will not be approved by Gavin. Generally, the celebration is what you have outlined in the HR plan.

#### Part B

Review the feedback received from the team. Complete the **CBSA Lessons Learned Form**. I have attached the form for your convenience, but you can always access it from the HR folder on our intranet. It is a good idea to use some of the information received from the team feedback. On the form, you will need to follow our procedure and:

- identify two problems or issues directly related to human resources over the life of the project
- determine whether the problems or issues had a negative or positive impact on the project and/or the organisation
- identify two successes of the project directly related to human resources and explain why they were
- recommend two actions for future projects referring to human resources. These might stem from success or improvements to negate issues or problems.

I am available if you require any more advice.

Kind Regards,

Glenda Williams

## Additional resources and supporting documents

To complete this assessment, you will need:

- CBSA Communication policy and procedure

## 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.



## Task instructions [for the student] Part A: Disbanding the project team

Based on the information provided in the e-mail, complete the following parts:

### Steps

Based on the e-mail, complete the following steps:

1. Prepare a **report** for the Program Manager explaining how you will disband the team. Ensure you cover:
  - a. how you will celebrate the success of the team
  - b. how you will receive project feedback
  - c. forms to be completed
  - d. communication requirements between team members and other staff at CBSA

Approximate word count: 200-400 words

2. Use the CBSA e-mail template to prepare an e-mail to the Program Manager. You will need to refer to the report that you have attached and seek approval about how you will disband the project team.

Approximate word count: 100 words

Your assessor will be looking to see if you have:

- Used appropriate language for the e-mail
- Used correct spelling, punctuation and grammar

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



### Submission instructions

Submit your assessment via the LMS.

## Assessor instructions Part A: Disbanding the project team

### Purpose of task

The purpose of this task is for students to demonstrate they can outline the process to disband a project team following organisational policy and procedure and seek approval for celebrating the team's accomplishments.

### 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 must prepare a report about how they will disband the team. This must include at a minimum:

- how to celebrate the success of the team. For example, dinner, a congratulatory e-mail after the launch of the website from the project manager and thank you for work done. individual team members, if they have excelled and/or met all their deliverables and key performance criteria to the standard required, will receive a certificate of thanks at the CBSA monthly staff meetings. A thank you e-mail from the program manager acknowledging the work done and the client's satisfaction with the website.
- how to receive project feedback. For example, feedback forums, surveys, one-one interview
- forms to be completed. For example, checklists of items and resources to be returned.
- communication requirements between team members and other staff at CBSA.

The student must write an e-mail to Kelly Munro, Program Manager and refer to the report being attached and seek approval for the project team to be disbanded

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

## Marking criteria Part A: Disbanding the project team

### Assessment submission checklist

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

Part A: Disbanding the project team		
1.	Report	<input type="checkbox"/>
2.	CBSA e-mail	<input type="checkbox"/>

### 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 a report and included: a. how you will celebrate the success of the team b. how you will receive project feedback c. forms to be completed d. communication requirements between team members and other staff at CBSA	<input type="checkbox"/> S	<input type="checkbox"/> NYS
2.	The student submitted a CBSA e-mail and : <ul style="list-style-type: none"><li>• completed CBSA e-mail template correct</li><li>• used appropriate language for the e-mail</li><li>• used correct spelling, punctuation and grammar</li><li>• referred to the attached report for disbanding the project team.</li></ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS

## Task instructions (for the student) Part B: Project human resources evaluation

This task requires you to complete the CBSA Lessons Learned form to document the successes of the project and where improvements can be made for future projects.

Case study: You have received the following e-mails with feedback from the project team.



To: Zane O'Brien (zane.obrien@cbsa.com.au)  
From: James Hanson (james.hanson@cbsa.com.au)  
Date/time: Tuesday 8.25 a.m.  
Subject: Website design for CreatePots feedback

Good morning Zane,

I enjoyed this project – it was short and sweet. I did find my job a bit more difficult, having to coach Sam. I found his accent hard to understand, and as you know, we had a few misunderstandings, and the work was delayed because we had to fix issues. I got frustrated that I didn't finish work in the timeframe I normally did. I didn't mind doing the coaching, but I think I would have preferred it if there had been a longer timeline in which to complete the tasks. It was especially more difficult as he had not been at CBSA for very long. I also learned some different and interesting things from Sam which I will be using in future.

I also found working in my own area and having to go to or ring other team members a bit hard. I found my normal co-workers did not take into account I was working on the project team for three weeks and kept interrupting me with normal work questions, even though I did tell them over and over.

However, overall happy with the website and how it works and that we finished in time as needed for the launch.

Cheers,

James Hanson

Graphic Designer

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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



To: Zane O'Brien (zane.obrien@cbsa.com.au)]  
From: Tina Yates (tina.yates@cbsa.com.au)  
Date/time: Tuesday 3.00 p.m.  
Subject: Website design for CreatePots feedback

Good afternoon Zane,

Great project – loved its short sharp nature and got to work with some great people. I was impressed we managed to fit in the team training session, and I thought it was good that communication was upfront right at the beginning of the project. I know I lack in the area of team and communication skills, so every time I can learn a bit more about it is good. I just hope I did apply some of the things you taught us (I thought I had improved).

One of the few projects I have worked on that has come in on time and has met the deliverables the client wanted.

Cheers,

Tina Yates

IT Technician

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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



To: Zane O'Brien [zane.obrien@cbsa.com.au]]

From: Sam Tailor [sam.tailor@cbsa.com.au]

Date/time: Monday 9.00 a.m.

Subject: Website design for CreatePots feedback

Dear Zane,

I thank you for the opportunity to be able to work on this project with you. I benefited greatly from the weekly meetings we had, and my confidence in using the spoken English language is growing.

I also learned a lot about working in teams, and I realise I have a long, long way to go yet. The method of training, and coaching, I think you said, I found good as it was one-on-one, and I could ask as many questions as I liked without having other people frown down at me for asking them.

Even though James and I had a few misunderstandings, I learned a lot from him on the technical and creative side and would like to work with him again as I am sure he has a lot he can offer me.

Regards

Sam Lopez

IT Technician

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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



Complete the following steps:

## Steps

As requested by Glenda's e-mail, you are to conduct an evaluation of project human resources.

1. Review the e-mail feedback from the team and feedback from the team training session (Task 3, Part A)
2. Work out the percentage of the team and individual performance goals met or exceeded by using the following formula:

the number of performance goals met or exceeded

---

the total number of performance goals

Analyse your calculations for what this means for the success of the project.

3. Use the information gathered from steps 1 and 2 to complete the **lessons learned report**. You must show the calculations from step 2 in your lesson learned report.

Your assessor will check your lessons learned report and that you have:

- Used the CBSA lessons learned report
- Used correct spelling
- Applied appropriate structure, punctuation, paragraphs and bullets (as required)
- Used appropriate language for the document type
- Included relevant information
- Written in a concise yet informative manner.

### Submission instructions

Submit your assessment via the LMS. Add any other instructions (For example, Part A will need to be marked satisfactorily before you can submit Part B).

## Assessor instructions Part B: Project human resources evaluation

### Purpose of task

This part is designed to ensure that the student can prepare for a presentation based on organisational policies and procedures and the objective of the presentation.

### 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 must do the following:

- Complete the Lessons Learned form in full. The responses will vary. The student must include reasoning for statements made and not just list or write a brief statement without any explanation. Refer to **SD FM024 – ASSESSOR Lessons Learned Form CBSA – Project A V1.0** for an example.
- See the example for guidance. The assessor can accept variations of the example.
- Refer to the feedback received from the project team in the e-mails in some way in the document, e.g. the success of using coaching to improve the performance of a team member, the benefit of team communication training, the potential conflict of the language barrier and how it was overcome, conflict with other staff from departments not acknowledging project deadlines and tasks of the co-worker
- When completing CBSA Lesson Learned form:
  - use the appropriate CBSA form
  - use correct spelling
  - apply appropriate sentence structure, punctuation, paragraphs and bullets (as required) for the document
  - use appropriate language for the type of document
  - include relevant information



- write in a concise yet informative manner.

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

## Marking criteria Part B: Project human resources evaluation

### Assessment submission checklist

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

Part B: Project human resources evaluation		
1	Lessons learned	<input type="checkbox"/>

### 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 completed the lesson learned and:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Used the appropriate organisation (CBSA) form</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Included all relevant information, including incorporating the project team's feedback and the performance percentage analysis on the lessons learned form</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Included recommendations for future projects</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Included what went well</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Included what needs improvement</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Used correct spelling and grammar</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Used appropriate sentence structure, paragraphing, bullets etc. to improve understanding and clarity of information communicated</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Used appropriate language for the content</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
	<ul style="list-style-type: none"> <li>Used a concise and informative manner</li> </ul>	<input type="checkbox"/> S	<input type="checkbox"/> NYS

Congratulations, you have reached the end of Assessment 4

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