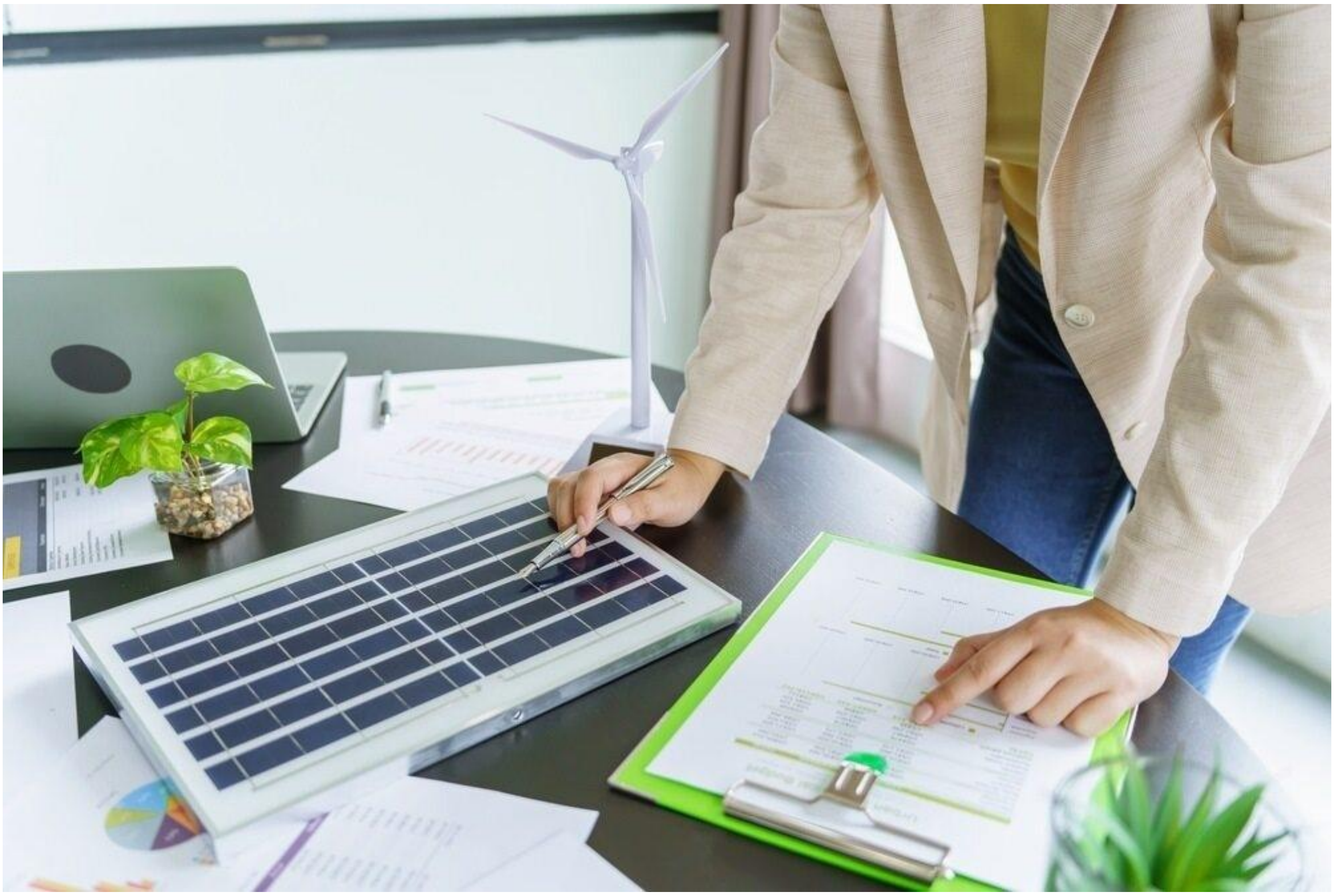

BSBPMG532 ASSESSOR GUIDE

Manage project Quality

Assessment 4 of 7

Project

Version 1.0

Assessment Instructions

Task overview

This assessment task requires you to:

- Review documents and prepare project quality evaluation report (project)

Read the case study and complete each step.

Additional resources and supporting documents

To complete this assessment, you will need:

- Access to a computer and internet
- Access to Microsoft word (or a similar program)
- CBSA e-mail template (provided in assessment)
- Project Quality Evaluation Report Template (attachment)
- Interim Project Status Report (attachment)
- Final Project Status Report (attachment}

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.

Task instructions: Review documents and prepare a quality evaluation report

In this assessment task, you will review project outcomes against quality objectives, standards and metrics to evaluate and report on the effectiveness of quality management processes and procedures. You will need to write a report and send it to the CBSA'S Managing Director and Eco-Natural Skin Care's Managing Director.

You have received the following e-mail from Gavin Stead, Managing Director.

To: Con Kafatos (con.kafatos ad@cbsa.com.au)

From: Gavin Stead (gavin.stead@cbsa.com.au)

Date/time: Thursday 3:00 p.m.

Subject: Eco-Natural Skin Care Australia Website Development Project Quality Assurance Audit

Good afternoon Con,

Thank you for the work you have done so far on the Eco-Natural Skin Care Website Development Project. You have done an excellent job.

Please review the Interim and Final Project Status Reports for the project and assess the outcomes in relation to quality.

Prepare a 2 to 3-page evaluation report using the **Quality Evaluation Report** to report on the effectiveness of the quality processes and procedures. The report must include:

- performance against all agreed quality objectives
- performance against agreed quality standards
- lessons learned
- recommendations for the future.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au

Steps

1. Read the e-mail from Gavin Stead, Managing Director.
2. Prepare the **Project Quality Evaluation Report** in accordance with the instructions in the e-mail. Using the management plan data

   The report must include:

   - Performance against all agreed quality objectives
   - Performance against agreed quality standards
   - Lessons learned

- Recommendations for the future.

3. Save the Project Quality Evaluation Report as Project Quality Evaluation Report_dd.mm.yy (date, month, year)
4. In task 3, you saved documents in a quality management system folder to allow all documents to be digitally accessed and shared. Save the report to the QMS. Provide a **screenshot** of the folder, including the Project Quality Evaluation Report.

INSERT SCREENSHOT OF QUALITY MANAGEMENT SYSTEM FOLDER SYSTEM HERE

Submission instructions

Submit your assessment via the LMS.

Assessor instructions: Review documents and prepare a quality evaluation report

Purpose of task

This part ensures the student can complete the Project Quality Evaluation Report.

Guidance to the assessor about the task

There is no submission due date for this task. Students may submit this task when they are ready.

Refer to the **Quality Evaluation Report Assessor** document for guidance and benchmark for marking.

Review the interim and final project status reports for the project and assess the outcomes with regard to quality. Write an evaluation report on the effectiveness of the quality processes and procedures that includes:

- Performance against all agreed quality objectives
- Performance against agreed quality standards

Your report should also outline lessons learned and recommendations for the future.

The report should be about 1–2 pages long.

The student must include a screenshot of their folders/files in Part B. It must include the Quality Evaluation Report document, with the word 'template' removed from the filename.

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

Marking criteria: Review documents and prepare a quality evaluation report

Assessment submission checklist

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

Task 4: Review documents and prepare a quality evaluation report		
1.	**Project Quality Evaluation Report**	☐
2.	**Screenshot** of the folder, including the Project Quality Evaluation Report	☐

Assessment marking criteria

Assessor instructions: All sections must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is not yet satisfactory (NYS) and requires resubmission.

MARKING CRITERIA		Satisfactory (S)	Not Yet Satisfactory (NYS)
1.	The student submitted a **Quality Evaluation Report** and included: • Project outcomes with regard to quality • Explained the effectiveness of quality processes and procedures ○ Performance against the agreed quality objectives ○ Performance against agreed quality standards • Lessons learned • Recommendations for the future	☐ S	☐ NYS

Congratulations, you have reached the end of Assessment 4

© UP Education Online Pty Ltd 2021

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.

House of Learning (Provider Number 21583) ABN 21 144 869 634 trading as Colab