



BSBOPS504

ASSESSOR GUIDE

Manage Business Risk

Assessment 1 of 2

Case Study and Tasks

Assessment Instructions

Task overview

This assessment task is divided into five (5) Case Studies with associated tasks to complete. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- CBSA Risk Management Policy & Procedures
- CBSA Hazard Identification Report
- CBSA Hazard Register
- CBSA Intranet website



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.

The following assessment tasks use a simulated business called Complete Business Solutions Australia (CBSA). To complete the assessment tasks, students will need to access information, templates, policies and procedures associated with CBSA. These documents can be accessed on CBSA's intranet accessible via the website. To access; head to www.cbsa.com.au.

Case Study A: Review Existing Risk Processes

To begin this task please read the following email and its attachment, then complete the tasks that are associated with this case study.

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Gavin Stead (gavin.stead@cbsa.com.au)
	Date/ Time	Monday 9:22 a.m.
	Subject	Knowledge of Risk Processes
	Attachment	Risk Process Questions.docx
<p>Good morning Jason,</p> <p>Recently our Training Manager Steve Alfonso proposed that CBSA start offering in-house training services for our clients that don't have appropriate facilities to deliver these services at their premises. This would allow our training team to directly deliver learning on business solutions and technologies to our clients, who will be implementing this learning as part of our service arrangements with them.</p> <p>I'm worried about the associated risks of introducing the training facilities, so I have attached some questions for you regarding our organisation's current risk assessment processes. In order to fully answer these questions, you will need to be familiar with our risk management standards and relevant legislation related to our business operations.</p> <p>Please review CBSA's Risk Management Policy & Procedures, including the forms and templates associated with this policy, and then provide answers to my questions.</p> <ul style="list-style-type: none"> • Provide a brief overview of the organisational policies, procedures, templates and forms used for risk management. • Explain what the purpose of the standard is and its key elements. Please include two current risk management international standards. • Identify five legislative acts that our organisation must be aware of to ensure that legal risks are minimalised. <p>I will be passing over responsibility regarding the management of this project to Steve Alfonso after you complete this task.</p> <p>Please return this information in a formal email</p> <p>Kind regards,</p>		
<p>Gavin Stead Managing Director 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Attachment: Risk Process Questions

Risk Process Questions:



- Provide a brief overview of the organisational policies, procedures, templates and forms used for risk management.
- Identify two current international standards and briefly explain the purpose of the standards and their key elements.
- Identify five legislative acts related to a B2B service provider to ensure legal risks are minimalised.

Task 1: Formal Email

Based on the email, draft a formal email to cover the information required.

Approximate Word Count- 350-400 words

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student is capable of reviewing an organisation's existing risk management processes and displaying knowledge around the subject of risk management.

Email Template

To	Gavin Stead
From	Jason Yee
Date/ Time	Monday 11:00 am
Subject	Knowledge of Risk Processes
Attachment	Risk Process Questions

Hi Gavin,

Please find below answers to the Risk Process Questions that you sent previously.

Question 1: Provide a brief overview of the organisational policies, procedures, templates and forms used for risk management.

For Question 1, the student must provide a brief overview of the organisational policies, procedures, templates, and forms used for risk management. The student should identify:

- Risk Management Policy & Procedures
- Hazard Identification Report
- Hazard Register
- Risk Management Register

Question 2: Identify two current international standards and briefly explain the purpose of the standards and their key elements.

For Question 2, the student must identify two current international standards and briefly explain the purpose of the standards and its key elements. An example of one standard is provided below:

- ISO 31000 2018 – Risk Management Guidelines:
- Purpose: Provides principles and generic guidelines for risk management which can be applied to any industry
- Key elements:
 - not specific to any organisation type
 - can be applied throughout the life of an organisation
 - can be applied to a wide range of activities.
 - can be applied to any type of risk.

Accept any two international risk management standards from the student. Some other appropriate standards could include:

- IEC 31010:2009 Risk Management – Risk Assessment Technique
- IRM's Risk Management Standard
- COSO 2004: Enterprise Risk Management – Integrated Framework
- GRC (Red Book) 3.0 – a Governance, Risk and Compliance Capability Model

Question 3: Identify five legislative acts related to a B2B service provider to ensure legal risks are minimalised.

For Question 3, the student must identify five legislative acts related to a B2B service provider to ensure legal risks are minimalised. Examples of relevant legislation include:

- Model Work Health and Safety Acts
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Privacy Act 1988
- Copyright Act 1968
- Spam Act 2003
- Anti-discrimination legislation such as:
 - Age Discrimination Act 2004
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Australian Human Rights Commission Act 1986
- Legislation relevant to tax:
 - Income Tax Assessment Act 1997
 - Superannuation Act 2005
 - Fringe Benefits Tax Assessment Act 1986
 - A New Tax System (Goods and Services Tax) Act 1999

Jason Yee

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Screenshot from the CBSA website.

FM013 – Risk Management Register
Dec 17, 2020 | Forms

IM009 – Risk Management Policy & Procedures
Dec 16, 2020 | Internal Management Policies and Procedures (IM)
Risk Management Policy & Procedures (IM009) Purpose This policy is designed to ensure achieve best practice in the management of all risks that threaten to adversely impact Complete Business Solutions Australia's (CBSA), its customers, the general public, and the...



IM016 – Injury Management and Return to Work Policy and Procedure
Jul 13, 2022 | Internal Management Policies and Procedures (IM)
Injury Management & Return to Work Policy & Procedures (IM016) Policy CBSA is committed to the return to work of our injured workers and will Prevent injury and illness by providing a safe environment. Participate in the development of an injury management...

IM019 – Policies and Procedures Management Policy and Procedure
Jun 27, 2022 | Internal Management Policies and Procedures (IM)
Policies and Procedures Management Policy and Procedure (IM019) Purpose This document outlines the management of CBSA policy and procedures regarding the addition or amendment due to: legislative change resulting in regulation changes affecting CBSA's financial...

IM014 – Project Management Policy and Procedures
Dec 3, 2021 | Internal Management Policies and Procedures (IM)
Project Management Policy and Procedures (IM014) Purpose This policy has been developed to provide staff with guidance on the management of organisational projects, from initiation and start up, through to project closure. The purpose of this policy is...

Case Study 2: Develop Scope Statement

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Tuesday 12:19 p.m.
	Subject	Scope Statement
	Attachment	Scope Statement Template.docx
<p>Good afternoon Jason,</p> <p>The aim of the training facilities project is to ensure that we offer our clients tailored training in all aspects of our business solutions, including financial management, information technology, human resources and compliance services. I want to put you in charge of the risk management processes for the implementation of this project, including developing the risk management scope for this project.</p> <p>The major milestones of the project have been identified during a pre-planning session as follows:</p> <ul style="list-style-type: none"> • office refit – refitting the office to make space for the training facilities • training room setup – the procurement, installation and configuration of computer systems to deliver and support the training • training session development – development of generic training sessions which can be varied to meet the needs of our customers • staff hiring and training – employment of two new trainers to handle expected business for in-house training sessions and the training of these employees. <p>Based on these points, I would now like you to use the attached template to develop a Scope Statement for the risk management processes of the training facilities project. Make sure that the Scope Statement:</p> <ul style="list-style-type: none"> • specifies a scope description for the risk management process of the in-house training facilities project that describes how risk management processes should be incorporated into the project and who will be responsible for managing risk assessment during the project • identifies the project milestones • identifies at least two goals for the risk management processes during this project. <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Training Facilities Risk Management Scope Statement:



TRAINING FACILITIES RISK MANAGEMENT SCOPE STATEMENT

Scope description

<<Add your scope statement description here.>>

Project Deliverables

The deliverables for the project include:

- <<Add deliverable one here.>>
- <<Add further deliverables in bullet point format.>>

Risk Management Goals

The risk management goals for this project are:

- <<Add goal one here.>>
- <<Add goal two here.>>

Success Factors

- what are the critical success factors, goals and objectives for this scope statement

Task 2: Scope Statement

Based on the email, you are to develop a scope statement using the given template that:


- specifies a scope description for the risk management process of the in-house training facilities project that describes how risk management processes should be incorporated into the project and who will be responsible for managing risk assessment during the project
- identifies the project deliverables (the project milestones)
- identify two goals for the risk management processes during this project.

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can develop a scope statement for the risk management processes for a project.

Approximate Word Count- 30-50 words in each section of the scope statement

Scope Statement	
<ul style="list-style-type: none">• specifies a scope description for the risk management process of the in-house training facilities project that describes how risk management processes should be incorporated into the project and who will be responsible for managing risk assessment during the project	
<p>The student must develop a scope description. The scope description should be a simple statement outlining the organisation's commitment to ensuring risk management processes are integrated into the project and that the student is responsible for managing risk processes during the project's activities. For example: 'Risk management processes must be incorporated into the project activities for the in-house training facilities project to ensure risk is minimalised. <<Student name>> will be responsible for the risk management process in all aspects of this project.'</p> <p>Accept any reasonable suggestions where the student states that risk management processes are integrated into the project activities and that they are responsible for these processes.</p>	
<ul style="list-style-type: none">• identifies the project deliverables (the project milestones)	
<p>The student must specify the project deliverables given in the email. It should be similar to the following:</p> <ul style="list-style-type: none">▪ Refitted training room▪ Training room setup▪ Training session development▪ Staff hiring and training	
<ul style="list-style-type: none">• identify two goals for the risk management processes during this project.	
<p>The student must identify two goals related to risk management for the project. Accept any reasonable goals that relate to minimising or managing risk. Some example goals include:</p> <ul style="list-style-type: none">▪ Ensure processes to minimise risk are undertaken.▪ Manage hazards as they are identified.▪ Ensure risk assessment is conducted on every identified risk.	

- Ensure risks are managed so the project deliverables are not affected

- Based on the email from Steve, what are the critical success factors, goals and objectives for this scope statement

The student must specify the critical success factors, goals and objectives given in the email. It should be similar to the following:

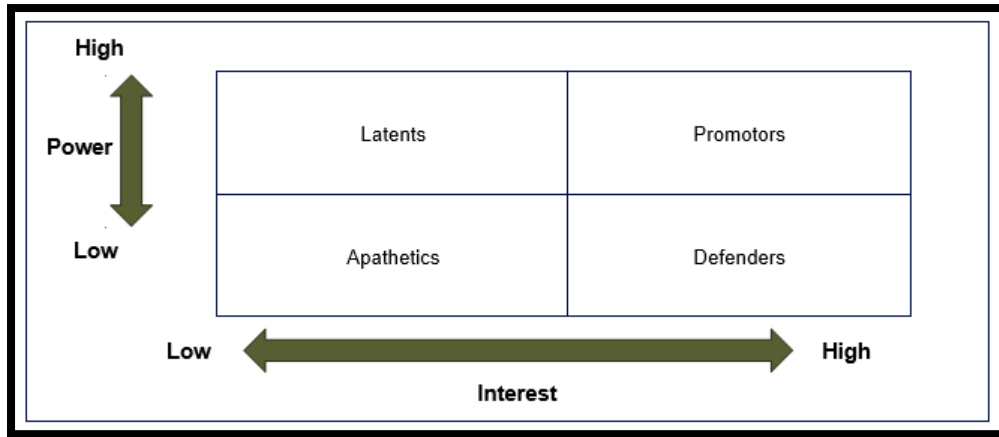
- office refit – refitting the office to make space for the training facilities.
- training room setup – the procurement, installation, and configuration of computer systems to deliver and support the training.
- training session development – development of generic training sessions which can be varied to meet the needs of our customers.
- staff hiring and training – employment of two new trainers to handle expected business for in-house training sessions and the *training of these employees*.

Case Study 3: Undertake Stakeholder Analysis

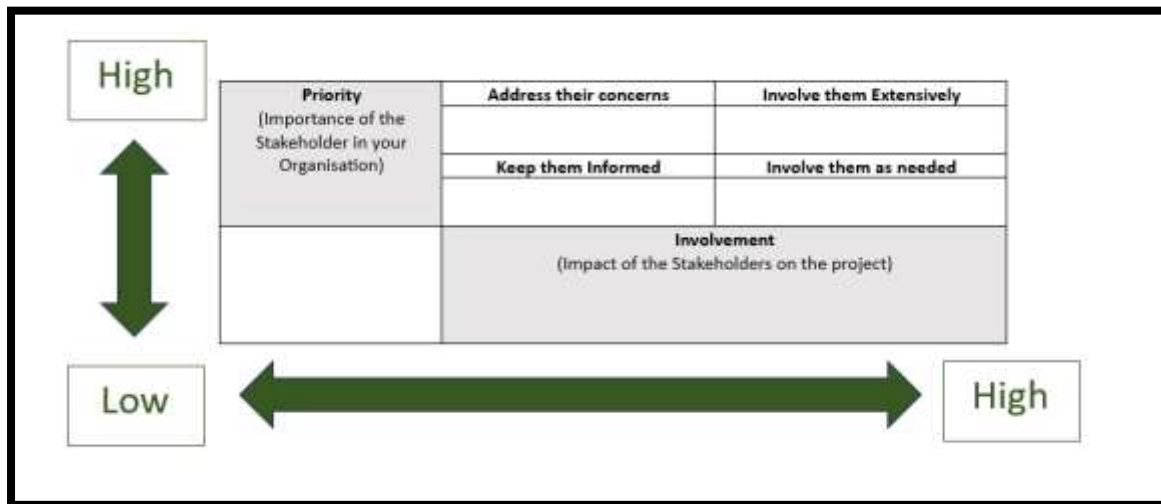
To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Wednesday 12:16 p.m.
	Subject	Stakeholder Analysis
	Attachment	Stakeholder Map Template.docx
<p>Good afternoon Jason,</p> <p>I would like you to undertake stakeholder analysis to identify possible internal stakeholders for the training facilities project and their attitudes towards the project so that appropriate stakeholder planning can be undertaken. You should use the attached template to map the stakeholders.</p> <p>Once you have identified the key stakeholders, we need to conduct a Stakeholder Analysis. Looking at the stakeholders, we need to map out the following areas of concern:</p> <ul style="list-style-type: none"> • Address their concerns • Involve them extensively • Keep them informed • Involve them as needed <p>I will provide you with a table for you to determine the stakeholders and where they map to, to help us moving forward with this project.</p> <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Attachment: Stakeholder Map Template



Attachment: Stakeholder Map Template



Task 3: Undertake Stakeholder Analysis

Based on the email and the attachment, refer to the organisation's Business Plan. Plot internal stakeholders within the Stakeholder Map based on their likely interest within the project and their power within the organisation.

Approximate Word Count- 35-50 words

Assessor Instructions

Purpose of the task

This task is designed to ensure that the student can identify internal stakeholders for a project and their possible attitude towards the project.

Guidance to assessors about this task

There is no one correct answer. However, you should use the following as a guide to where individual employees will likely be mapped based on the project's nature and the organisation chart of the business:

- Managing Director (Gavin Stead) – Promotor
- Training Manager (Steve Alfonso) – Promotor
- Members of the training department (Tracey White, Abby Smith) – Defenders
- Other Departmental managers apart from yourself (Tina Hughes, Con Kafatos, Glenda Williams, Wi Zhang) – either latent or promotors
- All remaining staff – either apathetic or defenders

Stakeholder Analysis

Please find below the stakeholder analysis map with the answers the students need to provide.

Address their concerns	Involve them Extensively
<ul style="list-style-type: none"> ▪ Managing Director (Gavin Stead) – Promotor ▪ Training Manager (Steve Alfonso) – Promotor 	<ul style="list-style-type: none"> • Members of the training department (Tracey White, Abby Smith) – Defenders
Keep them Informed	Involve them as needed
<ul style="list-style-type: none"> ▪ All remaining staff – either apathetic or defenders 	<ul style="list-style-type: none"> ▪ Other Departmental managers apart from yourself (Tina Hughes, Con Kafatos, Glenda Williams, Wi Zhang) – either latent or promotors

Stakeholder Map



Latents	Promoters
Apathetics	Defenders

Stakeholder Analysis



Priority (Importance of the Stakeholder in your Organisation)	Address their concerns	Involve them Extensively
	Keep them Informed	Involve them as needed



Involvement
(Impact of the Stakeholders on the Project)

Case Study 4: Undertake Internal and External Analysis

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Friday 11:11 a.m.
	Subject	PESTLE and SWOT analysis
	Attachment	
<p>Good morning Jason,</p> <p>Can you please undertake SWOT and PESTLE analysis for the training facilities project and send me this analysis once you are complete?</p> <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Task 4: PESTLE and SWOT analysis

Based on the email, you are to undertake:

- SWOT analysis of the existing arrangement of only providing training services at the client's premises and the upcoming project to also introduce these services in-house that:
 - Identifies strength of introducing training in-house
 - Identifies weakness of introducing training in-house
 - Identifies opportunity of introducing training in-house
 - Identifies threat of introducing training in-house
- PESTLE analysis of the training facilities project that:
 - Identifies possible political factor
 - Identifies possible economic factor
 - Identifies possible social factor
 - Identifies possible technological factor
 - Identifies possible legal factor

Note: the environmental factor of PESTLE analysis is not required.

Approximate Word Count- 20-40 words in each section of the SWOT Analysis & Pestle Analysis.


Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can undertake SWOT and PESTLE analysis in relation to a project that the organisation wants to implement.

Guidance to assessors about this task

Use the following checklist to ensure that the student has met the minimum requirements for developing the SWOT analysis:

SWOT Analysis	
Identifies the strength of introducing training in-house	
Students must identify one strength of the project. Some examples include:	
<ul style="list-style-type: none">▪ previous experience in delivering training services to our clients.▪ training department expertise▪ used to adapting training needs based on the client's desires.▪ IT department expertise in implementing and managing IT systems.	
Identifies the weakness of introducing training in-house	
Students must identify one weakness of the project. Some examples include:	
<ul style="list-style-type: none">▪ ability to find suitably skilled staff for the new training roles within specified project timeframes▪ competitors offering similar services.	
Identifies the opportunity of introducing training in-house	
Students must identify one opportunity of the project. Some examples include:	
<ul style="list-style-type: none">▪ increase service offerings to clients.▪ increase market share against competitors.▪ increase in the number of employees leading to increased knowledge and skills of the organisation.▪ good implementation of training leading to increased customer satisfaction.	
Identifies the threat of introducing training in-house	
Students must identify one threat to the project. Some examples include:	
<ul style="list-style-type: none">▪ training services might not be utilised.▪ increase in the number of employees placing pressure on finances.▪ poor implementation of training leading to decreased customer satisfaction.	

Use the following checklist to ensure that the student has met the minimum requirements for developing the PESTLE analysis:

PESTLE Analysis



Identifies possible political factor

Students must identify one political factor for the project. Some examples include:

- changes to labour laws
- changes to taxation laws.

Identifies possible economic factor

Students must identify one economic factor of the project. Some examples include:

- a downturn in the economy
- increase in labour costs (pay rates)
- competitors offering similar services.

Identifies possible social factor

Students must identify one social factor of the project. Some examples include:

- changes to client demographics
- changes to job market trends
- changes to anti-discrimination laws.

Identifies possible technological factor

Students must identify one technological factor of the project. Some examples include:

- rise of online training compared to traditional modes
- system security and monitoring needs
- systems not being sufficient for training needs.



Identifies possible legal factor

Students must identify one legal factor of the project. Some examples include:

- changes to health and safety legislation
- changes to consumer legislation.

Case Study 5: Stakeholder Consultation

To begin this part, read the following email and its attachment, then complete the tasks that follow:

Email		
	To	Jason Yee (jason.yee@cbsa.com.au)
	From	Steve Alfonso (steve.alfonso@cbsa.com.au)
	Date/ Time	Friday 12:05pm
	Subject	Stakeholder Consultation Session
	Attachment	
<p>Good morning Jason,</p> <p>It's important that we get feedback not only from our internal customers but also our external customers in relation to the training facilities project and possible risks associated with this project. To this end, I would like you to undertake a consultation session with representatives of our internal and external customers.</p> <p>The purpose of this consultation session is to obtain support for risk assessment activities by inviting them to be involved in identifying potential risks for the project. To do this, I want you to communicate the current risk assessment procedure that CBSA uses so that the stakeholders understand how they can identify risks following organisational processes and what processes occur after they have been identified.</p> <p>I would also like you to present the scope description and the goals of risk assessment for the training facilities project that you developed previously so that any issues that the stakeholders (both internal and external) have with these can be addressed.</p> <p>Kind regards,</p>		
<p>Steve Alfonso Training Manager 300 Fictional Way, Sydney, NSW 2000 Phone: 1800 111 222 www.cbsa.com.au</p>		

Task 5: Stakeholder Consultation- Role Play

Based on the email, you are to complete the following task:

You are to lead the stakeholder consultation with a representation of the stakeholders. You will be undertaking the consultation session with at least three attendees who will be:

- Gavin Stead (Participant 2)
- Steve Alfonso, who is the project manager for the project, (Participant 3)
- and an external VIP client (Participant 4)

Observation Checklist

During the consultation session, your Assessor will be looking to see that you can:

- Verbally lead the consultation session, communicating the main components of the Risk Management Policy & Procedures as well as the scope description and risk management goals.
- Ask questions, employ active listening to gather feedback around issues and answer any questions that the stakeholders may have.
- Invite the stakeholders to assist in the identification of risks that could affect the project.
- Use appropriate conventions and protocols when communicating with stakeholders about risk management.

Role-play instructions

The role-play/meeting must include at least number 4 participant/s, must not exceed 10 minutes in duration and must address all elements of the Observation Checklist below.

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

1. Peer/s who you are already working within the industry your qualification relates to.
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.

If you are unable to find participants to play the role of the other team members, contact your assessor via the Discussion Forum, who will discuss options for pairing up with other students to complete this task.

Option 1: Peer/s participant

Should you complete this task with your peers, you must fully brief all participants, providing them with the context to the role-play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peers will need to state their name and job title 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 and observation checklist so that they can prepare for the recording.

Students will need to state their name and that they are a student (as their job title) at the start of the recording to inform consent.

Character Instructions

Student (Participant 1)

In this role-play, you will be leading a consultation session with internal and external stakeholders. The attendees you will be presenting to are Gavin Stead, Managing Director CBSA, Steve Alfonso, training facilities project manager and a VIP client.

Your role is to lead the consultation session, explaining the main components of the Risk Management Policy & Procedures as well as the scope description and risk management goals. You must:

- Address any questions from the attendees.
- Ask the attendees to assist in identifying any project risks.

Gavin Stead (Participant 2)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of Gavin Stead, Managing Director of CBSA. Other attendees are Steve Alfonso, the training facilities project manager, a VIP client, and the student who will be leading the consultation session.

After the student has explained the main components of the Risk Management Policy & Procedures, as well as the scope description and risk management goals. You must ask the following question:

What is a strategy we are going to implement to ensure all staff are aware of the policy and procedure and how to manage risk?

When asked by the student to assist in identifying any project risks, you must respond:

Cost and time - The cost and time it will take to complete the office refit

Steve Alfonso (Participant 3)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of Steve Alfonso, the training facilities project manager at CBSA. Other attendees are Gavin Stead, Managing Director of CBSA, a VIP client, and the student who will be leading the consultation session.

After the student has explained the main components of the Risk Management Policy & Procedures, as well as the scope description and risk management goals. You must ask the following question:

When asking staff to manage risks and hazards, do we need to add a definition of what kind of risks and hazards?

When asked by the student to assist in identifying any project risks, you must respond:

Size - Are we ensuring that the office refit allows for enough space to create a spacious and effective training room?

VIP Client (Participant 4)

In this role-play, you will participate in a consultation session with internal and external stakeholders of CBSA. You will play the role of the VIP client. Other attendees are Gavin Stead, Managing Director of CBSA, Steve Alfonso, the training facilities project manager, and the student who will be leading the consultation session.

After the student has explained the main components of the Risk Management Policy & Procedures, as well as the scope description and risk management goals. You must ask the following question:

Is there a procedure in the document to demonstrate where staff or to whom they need to report the information when escalating an issue?

When asked by the student to assist in identifying any project risks, you must respond:

Hiring and training costs – The cost of recruiting new staff, as well as the time and cost involved in upskilling existing staff.

Recording instructions

Your role play must be recorded with all participant/s 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 participant/s 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 job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Colab. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

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

Include this recording as part of your assessment submission.

Assessor Instructions

Purpose of the task

This part is designed to ensure that the student can lead a consultation session with internal and external customers to identify any issues with risk management processes.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. 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.

Observation Checklist
(to be completed by the Assessor)

Use this checklist while reviewing the recorded role play:

Did the student...	Satisfactory/Not Yet Satisfactory
<p>Verbally lead the consultation session, communicating the main components of the Risk Management Policy & Procedures as well as the scope description and risk management goals.</p> <p>The student must</p> <ul style="list-style-type: none"> • Guide the stakeholders through all sections of the Risk Management Policy and Procedure, explaining each section of the document, including: <ul style="list-style-type: none"> ➤ Purpose ➤ Policy ➤ Procedures ➤ Related Documents • Explain the Risk Management Process outlined in the policy, including the following procedures: <ul style="list-style-type: none"> ➤ Identifying Hazards ➤ Risk Assessment ➤ Risk Rating Matrix ➤ Control Risks and Hazards ➤ Hierarchy of Controls 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<p>Ask questions, employ active listening to gather feedback around issues and answer any questions that the stakeholders may have.</p> <p>The student must understand the questions being asked, seek clarification if needed and provide an appropriate response to the following questions:</p> <ul style="list-style-type: none"> • What is a strategy we are going to implement to ensure all staff are aware of the policy and procedure and how to manage risk? <p>Appropriate responses:</p> <ul style="list-style-type: none"> • A companywide email will be sent out to all staff so they can receive the updated policy and procedure. • Staff will be required to sign off that they have read the policy and added it to their HR file. 	

<ul style="list-style-type: none"> When staff are being inducted, they are required to read and sign off as part of their induction process that they have read and understood it. When asking staff to manage risks and hazards, do we need to add a definition of what kind of risks and hazards? <p>Appropriate responses:</p> <ul style="list-style-type: none"> We can add a section to the policy and procedure with risks and hazards that staff can complete and the best course of action. For example, if a broken piece of equipment (table, chair), must go and follow the procedure. We could make a table with Office Risks and Office Hazards so staff can be more aware, and it is black and white the expectations and the definitions. <ul style="list-style-type: none"> Is there a procedure in the document to demonstrate where staff or to whom they need to report the information when escalating an issue? <p>Appropriate responses:</p> <ul style="list-style-type: none"> Having a decision tree or an employee map to explain the process. For example, Employee to Direct Manager, Direct Manager to Senior Manager, Senior Manager to Executive etc. 	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>
<p>Invite the stakeholders to assist in the identification of risks that could affect the project.</p> <p>The student must</p> <ul style="list-style-type: none"> encourage Gavin Stead, Steve Alfonso, and the VIP client to share any risks they perceive could affect the project. Listen attentively to stakeholders' contributions, acknowledging their input and showing appreciation for their participation. 	
<p>Use appropriate conventions and protocols when communicating with stakeholders about risk management.</p> <p>The student must</p> <ul style="list-style-type: none"> Address stakeholders respectfully and professionally, using appropriate language and tone suitable for business communication. Acknowledge and respect the authority and roles of different stakeholders within the organisation, addressing them by their appropriate titles and 	

<p>involving them accordingly in the communication process.</p> <ul style="list-style-type: none"> Communicate risk-related information in a clear, concise, and easily understandable manner, avoiding jargon or technical terms that may be unfamiliar to stakeholders. Demonstrate attentive listening skills by actively engaging with stakeholders, acknowledging their input, and seeking clarification when necessary to ensure mutual understanding 	
Assessors Name:	
Date:	

Assessment checklist

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

Case Study 1 – Review Existing Risk Processes		
Task	Email	<input type="checkbox"/>
Case Study 2 – Develop Scope Statement		
Task	Scope Statement Template	<input type="checkbox"/>
Case Study 3 – Undertake Stakeholder Analysis		
Task	Stakeholder Map Template	<input type="checkbox"/>
Case Study 4- Undertake Internal and External Analysis		
Task	SWOT & Pestle Analysis	<input type="checkbox"/>
Case Study 5- Stakeholder Consultation		
Task	Role Play- Stakeholder Consultation	<input type="checkbox"/>

Congratulations! You have reached the end of Assessment 1.

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