



BSBSUS411 BSBSUS412

Develop, implement and monitor sustainable work practices and plans

Assessment 2 of 5

Project

Assessor Guide



Assessment details

This section is for SUT VE Quality and Compliance review and feedback and must be deleted in the student version of the assessment.

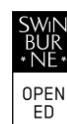
| SECTION 1 | | |
|--|--|-----------------------------|
| UNIT OF COMPETENCY DETAILS | | |
| Code | Title | |
| BSBSUS411 | Implement and monitor environmentally sustainable work practices | |
| BSBSUS412 | Develop and implement workplace sustainability plans | |
| COURSE AND MODULE DETAILS | | |
| <i>Assessments may be published in more than one course. Add lines for additional courses as needed.</i> | | |
| Course Code (UPed) | Module Number (Order) | Module Code (UPed) |
| SOE4BS1A | 09 | M00882A |
| SOE4BS1A | 10 | M00883A |
| | | |
| ASSESSMENT TYPE | | |
| Assessment Method: <i>Select all that apply.</i> | Portfolio | Questioning Choose an item. |

| SECTION 2 |
|---|
| STUDENT INSTRUCTIONS |
| <i>The following instructions detail the requirements of the assessment and are captured in the LMS assessment page. This includes a description of the student instructions, associated files and submission instructions.</i> |
| Student instructions |
| This is assessment 02 of 04 knowledge assessments for BSBSUS411 Implement and monitors environmentally sustainable work practices, and BSBSIS412 Develop and implement workplace sustainability plans. This assessment requires you to complete 5 tasks and associated questions to test your knowledge and understanding required of this unit. To be assessed as competent, you must correctly complete all tasks in the spaces required. Download your assessment by selecting the document icon below 'Let's begin' . To submit your assessment, upload the completed assessment document as a PDF file. |
| Supporting documents |
| To answer some of the questions, you will need to access the following documents: CBSA Website login |
| Files for submission |
| Submit the assessment document with all tasks completed in the spaces provided. |
| Submission instructions |

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PDF File Submissions

Please save all Word documents as PDF files before submitting.

IMPORTANT: Word documents will not be accepted.

Most modern web browsers can open and display a PDF file. If you have an older operating system, however, you may need a PDF reader installed on your device such as the Acrobat Reader, available from Adobe.

Windows: Word 2013 and newer

Choose **File > Export > Create PDF/XPS**.

Windows: Word 2010

1. Click the **File** tab
2. Click **Save As**
 - To see the **Save As** dialogue box in Word 2013 and Word 2016, you have to choose a location and folder
3. In the **File Name** box, enter a name for the file, if you haven't already
4. In the **Save As** type list, click **PDF (*.pdf)**.
 - If you want the file to open in the selected format after saving, select the **Open file after publishing** check box.
 - If the document requires high print quality, click **Standard** (publishing online and printing).
 - If the file size is more important than print quality, click **Minimum size** (publishing online).
5. Click **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Click **OK** when finished.
6. Click **Save**.

macOS: Office for Mac

To save your file as a PDF in Office for Mac follow these easy steps:

1. Click the **File**
2. Click **Save As**
3. Click **File Format** towards the bottom of the window
4. Select **PDF** from the list of available file formats
5. Give your file a name, if it doesn't already have one, then click **Export**.

For more detailed instructions refer to [Microsoft Support](#).

SECTION 3

ASSESSMENT TASK CRITERIA AND OUTCOME

This assessment will be graded as Satisfactory (S) or Not Yet Satisfactory (NYS).

To achieve Satisfactory; valid, sufficient, authentic, and current evidence of meeting the criteria must be submitted.

Refer to the mapping spreadsheet for details for this unit.

SECTION 4

ASSESSMENT DETAILS

Please refer to SECTION 2 to confirm how the assessment tools will be built and the methods that will be used to collect evidence i.e., Student's will type answers directly into LMS or will upload of files of completed assessment tasks.

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The STUDENT INSTRUCTIONS above will be added directly into the LMS.
All associated files will be accessed via the LMS, as will any Assessor Guides, Matrix, Templates etc.
Students and Assessors have restricted permissions in the LMS. Assessor Guides, including model answers, will be available to Assessors ONLY.

The following pages contain the draft assessment which will be built into the LMS once reviewed. This includes:

- Instructions to students
- Questions /tasks
- Templates /tables where applicable
- Links to supporting files /websites
- Instructions to assessors
- Sample answers /examples of benchmark answers

SECTION 5

STAKEHOLDERS AND SIGN OFF
List all that apply for each of the stakeholder roles below.

| | |
|---|--|
| UPed Learning Designer/Author name | |
| SOE Quality and Compliance Manager name | |
| SUT VE Quality Compliance name | |
| Date approved | |

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Assessment Instructions

Task Overview

This assessment task is divided into 5 tasks and associated questions. Some questions are made up of multiple parts. Read each question carefully before typing your response in the spaces provided.



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 Learning Platform. 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.

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Simulated Business: CBSA

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, navigate to the staff intranet and enter your RTO's username and password prior to completing your assessment tasks.

Website Address: www.cbsa.com.au

Login: SOE

Password:

Case Study



For the following assessment tasks you will be taking on the role of Dave O'Connor, an sustainability expert at CBSA. Please find a quick overview to familiarise yourself with CBSA.

**COMPLETE BUSINESS
SOLUTIONS AUSTRALIA
IS A CONSULTING
POWERHOUSE.**

We help small to medium sized businesses succeed in all aspects of their business.

Our mission: is to help businesses help themselves.

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Our vision: To become Australia's largest business advocate and consulting support company for small to medium sized businesses.

We began our operations in 1998 and have grown from strength to strength due to excellent relationships with our clients. We started out small, with just a few people and a small office, but today we have over 25 staff with a large office based in New South Wales.

We achieved our success because of how successfully we integrate with our clients and the successes we have achieved working with and alongside our clients.

The CBSA board objectives are to:

To help meet the strategic direction of the organisation as opposed to the operational activities, three senior staff form the CBSA Board as follows:

- ✓ Set the strategic direction of the organisation
- ✓ Uphold the organisations values
- ✓ Ensure attainment of the organisations business objectives
- ✓ Ensure the financial stability and viability of the organisation
- ✓ Ensure compliance with legal and ethical obligations



Financial Services

- Budgeting
- Payroll
- Accounting
- Bookkeeping
- Financial planning



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Information Technology Services

- Systems analyst and integration
- Website/software development
- Networking and security
- IT Support



Business Services

- Human resources (staff management, HR advice, contracts, position descriptions, etc.)
- Recruitment
- Auditing
- Branding and design
- Legal advice
- Business compliance and administration



Training Services

- Range of training programs tailored to the client needs
- Excludes any travel costs

Research on Environmental Legislation, Regulations and Standards that CBSA use to help guide them with Sustainability and Sustainable practices. Please see the screen grab below of the Company Update :

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Company Update



FOR IMMEDIATE RELEASE

Update to Sustainable Environmental Legislation, Regulations and Standards



1. **Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act):** This is the primary environmental legislation at the federal level in Australia. It addresses the protection of biodiversity, conservation of heritage, and management of invasive species. It also regulates activities that may impact matters of national environmental significance.
2. **National Environment Protection Measures (NEPMs):** These are a series of national standards and guidelines designed to protect specific environmental components such as air quality, water quality, and ambient noise levels. NEPMs are adopted by the Commonwealth and state governments.
3. **Australian Water Quality Guidelines (AWQG):** These guidelines provide national guidance on managing and protecting water quality in Australia. They cover a range of

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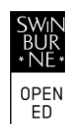
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parameters including nutrients, pathogens, and pollutants.

4. **National Pollutant Inventory (NPI):** The NPI is a database of emissions data for a range of pollutants from various industrial and commercial sources. It helps in tracking and managing pollution levels across the country.
5. **Environmental Protection Regulations:** Each state and territory in Australia has its own set of environmental regulations that complement the EPBC Act. These regulations may cover areas such as waste management, pollution control, and land use planning.
6. **State Environmental Planning Policies (SEPPs):** These are policies enacted by state governments to address specific environmental issues within their jurisdiction. They often guide land use planning and development decisions.
7. **Climate Change Legislation:** Australia has various policies and legislation aimed at addressing climate change, including the Renewable Energy Target, Emissions Reduction Fund, and Carbon Farming Initiative.
8. **Protected Areas Management:** Australia has a system of national parks, marine parks, and other protected areas managed by federal, state, and territory governments. Legislation and regulations govern activities within these areas to ensure conservation objectives are met.
9. **Environmental Impact Assessment (EIA):** Various federal and state laws require developers to conduct environmental impact assessments for certain projects to identify and mitigate potential environmental impacts.

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Task 1: Sustainability in the workplace

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

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

Date/time: Monday 09:45 a.m.

Subject: New Client – Career Training

Attachments: Sustainability Plan docx

Good morning Dave,

I hope this message finds you well. As we continue to grow and evolve as a leader in the consulting industry, it is imperative that we align our operations with sustainable and environmentally responsible practices. Sustainability is not just a global imperative but also a significant factor in our long-term success and competitiveness.

With this in mind, I am excited to announce that we are initiating a comprehensive review of our current sustainability plan and practices. Our goal is to not only improve our own environmental footprint but also to expand our consulting division to include sustainability consulting services. This will enable us to assist our clients in achieving their sustainability goals, reflecting our commitment to creating a positive impact on the world.

To spearhead this initiative, I am forming a Sustainability Review Committee (SRC) that will be tasked with the following:

- Conducting a thorough audit of our existing sustainability practices, identifying areas for improvement and integration into our core business strategies.
- Developing a robust sustainability plan that encompasses innovative and practical strategies for reducing our environmental impact, enhancing social responsibility, and ensuring economic viability.
- Exploring opportunities for integrating sustainability consulting services into our existing offerings, including market research and competency development.

The SRC team will be reaching out to various departments and teams for input and collaboration in the coming weeks.

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This initiative is a pivotal step in our journey towards sustainability and will play a crucial role in shaping the future of CBSA. Together, we can lead by example and demonstrate that responsible business practices and commercial success can go hand in hand.

I am so excited to present you as the SRC team leader to spearhead this project and help develop this part of the business. Your understanding of sustainability and implementing sustainability practices will be vital in this role.

To begin, I need you to look at our intranet and find the IM018- Sustainable Practices Workplace Policy and Procedure. This will be a great starting point for you to see what has been established so far in the business. Once you have reviewed the document please complete the attached document below to help you begin this project.

Thank you for your continued dedication and support. I look forward to working closely with all of you on this exciting and important journey.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor instructions:

Students are required to complete the following document below. Students need to provide answers to all sections of the document.

General considerations:

- Students are to review the CBSA website and the IM018- Sustainable practices workplace policy and procedure. In the document it is described CBSA's General Considerations that they wish to achieve. Students are to copy the text and paste it into the table.

Identifying key considerations that CBSA are focusing on and what they have done:

- Students are to review the CBSA website and the IM018- Sustainable practices workplace policy and procedure. The document describes CBSA's Key Considerations and what they have done. Students are to copy the text and paste it into the table.

Identified modifications that have been implemented:

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- Students are to review the CBSA website and the IM018- Sustainable practices workplace policy and procedure. In the document, it is described CBSA's identified modifications that they have implemented at CBSa so far. Students are to copy the text and paste it into the table.

Legislation requirements CBSA needs to adhere to:

- Students are to research the legislative requirements that CBSA needs to adhere to, both federal and state. Students need to list legislation and acts.
- Students are required to reflect and identify if, after their research have CBSA been compliant with the laws and regulations from a federal and state level

Sustainable Practices Document

Review the CBSA website and associated documents and complete the form below:

General Considerations

Approximate Word Count: 80-120 words

- Learning about sustainability starts with everyday practice.
- We believe environmentally sustainable practices should be embedded into the operations of the business.
- CBSA is committed to protecting our environment to ensure a sustainable future for all.
- We aim to ensure the environment is safe, clean and sustainable.
- We believe in educating stakeholders about the environment, which is promoted through daily practices, resources and interactions.
- Sustainable practice will be encouraged within the business, assisting stakeholders to become advocates for a sustainable future.
- CBSA aims to reduce its ecological footprint and to educate stakeholders on making environmentally friendly choices for life.

Identify the key considerations that CBSA is focusing on and what they have done:

Consideration

Approximate Word Count: 2-5 words

Practices

Approximate Word Count: 30-60 words

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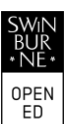
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| | |
|-------------------------------|--|
| Consideration to Energy | To control energy consumption so that we reduce our impact on the natural environment; avoid unnecessary costs associated with wasting energy, we train stakeholders on the best practice for the use of energy. |
| Consideration to Waste | To continue the development of a WasteWise ethic within the business, to provide and maintain a healthy and aesthetically pleasing working environment through the reduction of waste and litter and to practise waste-wise principles of reducing, reusing and recycling. |
| Consideration to Biodiversity | To improve our outdoor environment through the planting of native trees that are conducive to the environment, to build with natural resources and recycled material wherever possible and to use natural materials in the office, kitchen and laundry where able to reduce impact on the environment. |
| Consideration to Water | To appreciate water as a precious natural resource and to reduce waste of this resource. To regularly conduct water audits regarding indoor and outdoor use and install water-saving devices in toilets, bathrooms, kitchen and wet areas. |

Identified modifications that have been implemented

Approximate Word Count: 30-80 words

| | |
|---------------------------|--|
| Recycling | <ul style="list-style-type: none"> • Use recycled paper and products used in the business (inc. printers and copiers). • Reuse materials where possible. • Send broken resources to be fixed rather than replaced [where able]. • Dispose of waste and products in the appropriate manner with clearly labelled bins for waste and recycling. • Include the team in the development and maintenance of a Waste Wise business. • Print double-sided where able. • Reuse failed print jobs as note/scrap paper. |
| Gardening/ Maintenance | <ul style="list-style-type: none"> • Plant Australian flora with low water requirements. • Use of only natural grass and plants. • Implement a garden plan for the future development of the CBSA grounds. • Utilise the garden area to its full extent. • Use of no-VOC interior paints. • Only use green cleaning products. • Replace Incandescent Bulbs with Compact Fluorescent or LED Bulbs. |

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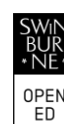
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| | |
|---------------------|--|
| Energy Conservation | <ul style="list-style-type: none"> • Turn off lights and switches when not in use. • Use a washing line instead of a dryer. • Use natural light and heat when appropriate. • Turn printer and computer off when not in use. • Include staff in the process of developing and maintaining an Energy Efficient workplace. • Reduce the amount of greenhouse gas emissions. • Use of a green web hosting service for the business website. |
| Water Conservation | <ul style="list-style-type: none"> • Use half flush on the toilet. • Turn off the water when not in use. • Use half flow taps. • Plant trees and plants that require minimal watering. |
| Break Rooms | <ul style="list-style-type: none"> • Encourage rubbish-free lunches from both home and when purchased. • Request staff bring their own reusable coffee mugs. • Utilise compost bins. • Use of biodegradable coffee pods. • Provide wooden /bamboo cutlery. |
| Staff | <ul style="list-style-type: none"> • Offer work from home options. • Offer flexible work schedules. • Implement green challenges. • Provide co-working spaces. |

Legislation requirements that CBSA needs to adhere to:

-Both from a federal and state level

Approximate Word Count: 100-300 words

Federal

- **Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act):** This is the primary environmental legislation in Australia, which provides a framework for protecting and managing nationally and internationally important flora, fauna, ecological communities, and heritage places.
- **National Greenhouse and Energy Reporting Act 2007 (NGER Act):** This act requires corporations emitting a certain level of greenhouse gases to report their emissions, energy production, and energy consumption.
- **Renewable Energy (Electricity) Act 2000:** This act aims to increase the generation of electricity from renewable sources through the Renewable Energy Target (RET) scheme, encouraging the additional generation of electricity from sustainable and renewable sources.
- **Australian Renewable Energy Agency Act 2011 (ARENA Act):** Establishes the Australian Renewable Energy Agency (ARENA) to improve the competitiveness of renewable energy technologies and increase the supply of renewable energy in Australia.

Regulations:

- **Environment Protection (Distribution of Landfill Levy) Regulations 2010**

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- Environment Protection (Fees) Regulations 2012
- Environment Protection (Vehicle Emissions) Regulations 2013
- Environment Protection (Scheduled Premises) Regulations 2017

Environmental protection laws

- The Environment (Protection) Act 1986
- The Forest (Conservation) Act 198

Australian standards

- AS 8003:2003 – Corporate governance- Corporate social responsibility

AS/NZS 3598:2014- Energy audit

State

- New South Wales: The Climate Change Fund Act 2009 supports initiatives that reduce greenhouse gas emissions and adapt to the impacts of climate change.

Based on your research, is CBSA compliant with legislation around Sustainability?

- Yes
- No
- Further research required

Applicable Frameworks

Frameworks based in Australia

- Australian Sustainability Reporting Standards: The Australian Accounting Standards Board (AASB) has released draft standards, including the General Requirements for Disclosure of Sustainability-related Financial Information and Climate-related Disclosures. These are designed to align with international standards and focus on climate-related financial information and risks.
- International Frameworks and Standards: Australian businesses also align with global sustainability frameworks, such as the Global Reporting Initiative (GRI), ISO 14001 for environmental management, and the Science Based Targets initiative (SBTi) for setting emissions reduction targets. These international frameworks are commonly adopted by Australian businesses to ensure global compatibility and adherence to best practices in sustainability.
- ESG Focus and Opportunities: With a strong focus on environmental, social, and governance (ESG) outcomes, Australian businesses are increasingly recognizing the commercial potential of sustainability. This involves both mitigating risks and creating value through sustainable products, services, and operations. For example, sectors like energy, banking, real estate, and retail in Australia are leveraging

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| | |
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| | <p>sustainability for new customer offerings, advisory services, and operational efficiencies .</p> <p>Potential other frameworks- globally</p> <ul style="list-style-type: none"> • Global Reporting Initiative (GRI): GRI is a widely used international standard for sustainability reporting. It helps organizations understand and communicate their impacts on critical sustainability issues such as climate change, human rights, governance, and social well-being. • ISO 14001: This is an international standard for environmental management systems (EMS). It provides a framework for organizations to manage their environmental responsibilities systematically and sustainably, focusing on continuous improvement. • Sustainable Development Goals (SDGs): Adopted by all United Nations Member States, the SDGs provide a shared blueprint for peace and prosperity, with 17 goals that include specific targets to achieve a better and more sustainable future for all. Businesses can align their sustainability strategies with the SDGs to address global challenges. • Task Force on Climate-related Financial Disclosures (TCFD): The TCFD provides recommendations for more effective climate-related disclosures, helping businesses understand and disclose their financial risks and opportunities related to climate change. • Carbon Disclosure Project (CDP): The CDP runs a global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts. It encourages organizations to measure, disclose, manage, and share environmental information. • Science Based Targets initiative (SBTi): This initiative champions science-based target setting as a powerful way of boosting companies' competitive advantage in the transition to a low-carbon economy. It helps businesses set emissions reduction targets in line with climate science. • B Corporation Certification: B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials. |
| <p>International standards for corporate sustainability</p> <p>Provide 2 examples of international standards that relate to corporate sustainability that CBSA can implement into their sustainable work practices. Provide a brief description explaining the standard.</p> <p>Approximate Word Count: 50-100 words</p> <p>Below are some examples of potential answers that the student will use. The student needs to provide 2 answers.</p> | |

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- ISO 26000 - Guidance on Social Responsibility: Developed by the International Organization for Standardization (ISO), this standard provides guidance on integrating social responsibility into organizational practices and operations. It covers areas such as human rights, labor practices, environmental stewardship, fair operating practices, consumer issues, and community involvement.
- Global Reporting Initiative (GRI) Standards: GRI provides a comprehensive framework for sustainability reporting, enabling organizations to measure and report their environmental, social, and governance (ESG) performance. The GRI Standards are widely used by companies globally to enhance transparency and accountability.
- UN Global Compact: Launched by the United Nations, the Global Compact is a voluntary initiative for businesses committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment, and anti-corruption. Participating companies are encouraged to report annually on their progress.
- Sustainable Development Goals (SDGs): Adopted by the United Nations in 2015, the SDGs provide a universal framework for addressing global challenges, including poverty, inequality, climate change, environmental degradation, peace, and justice. Companies can align their sustainability efforts with specific SDGs relevant to their business activities.
- Carbon Disclosure Project (CDP): CDP is an international non-profit organization that collects environmental data from thousands of companies worldwide, including greenhouse gas emissions, water usage, and climate change-related risks and opportunities. Participating in CDP reporting allows companies to benchmark their performance and demonstrate climate leadership.
- Task Force on Climate-related Financial Disclosures (TCFD): Established by the Financial Stability Board, the TCFD provides recommendations for disclosing climate-related financial risks and opportunities in corporate reporting. The TCFD framework helps companies assess and disclose their exposure to climate-related risks and opportunities, facilitating better-informed decision-making by investors and stakeholders.
- Equator Principles: These are a risk management framework for determining, assessing, and managing environmental and social risks in project finance. Financial institutions that adopt the Equator Principles commit to implementing certain due diligence processes when financing projects with potential environmental and social impacts.
- Ceres Principles: Developed by the non-profit organization Ceres, these are a set of ten principles for sustainable business practices, focusing on environmental stewardship, social responsibility, and corporate governance. Companies that endorse the Ceres Principles commit to integrating sustainability into their core business strategies.

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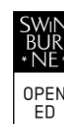
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Task 2: Developing Sustainability Plan

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

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

Date/time: Tuesday 12:30pm

Subject: CBSA Sustainability Plan

Attachments: Sustainability Plan docx

Dear Dave,

I hope this message finds you well. I am writing to express my sincere gratitude for the initial research you have conducted into CBSA's sustainable practices. Your efforts have provided us with valuable insights and have laid the groundwork for the next critical phase of our sustainability journey.

Your ability to identify key areas within our current practices that hold potential for improvement has not gone unnoticed. It is clear that we have opportunities to enhance our environmental sustainability, which aligns perfectly with our corporate vision and values.

Moving forward, I would like you to develop a detailed plan of attack. This plan should identify three environmentally sustainable work practices that we can implement immediately. From the identified considerations that CBSA has already identified, we need to focus on three of them.

Additionally, I would like you to pinpoint two opportunities for improvement within our existing sustainable practices in the workplace. Review the modifications that have been implemented by CBSA already and identify which two improvements/ modifications CBSA should work on to ensure we achieve these goals.

The aim is to not only reinforce our commitment to sustainability but also to streamline our operations in a manner that supports our environmental objectives. These initiatives should be practical, achievable, and have a measurable impact on our sustainability footprint.

Please ensure that your plan includes:

- A clear outline of the proposed sustainable work practices.
- An analysis of the current practices and the identified opportunities for improvement.
- The expected benefits and outcomes of implementing these practices.
- Any resources required to put these plans into action.

Your contributions are vital to CBSA's commitment to sustainability and our ongoing success. I am confident in your abilities to lead this initiative and look forward to seeing your detailed plan.

Thank you once again for your dedication and hard work. Let's continue to make a positive impact on our environment and society through our corporate actions.

Kind regards,

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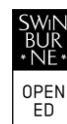
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Student number: <<Insert student number here>>

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Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor instructions:

In this task, students need to commence the planning for the sustainability action plan. Students are required to complete the fields below.

Sustainability Work Practices: Students are to review the information they have collected in Task 1 which will help them to identify the work practices they are wanting to work on/ achieve. The answers are provided in the table below.

Opportunities for improvement: Students are to review the information and develop opportunities for improvement and strategies to help complete the task

Implementation Plan and Continuous Improvement Process: Once the student has completed the research identifying sustainable work practices and areas of improvement, it is time to collate this into a table ready to help plan the sustainability plan. Students must complete all sections identifying the objectives, actions required, indicators to see how it is being effective, resources needed to complete and timeline.

Sustainability Plan Preparation:

Sustainable Work Practices

Approximate Word Count: 2-5 words each section

The student must pick from the already identified considerations that have been identified by CBSA. These include:

- Consideration to Energy
- Consideration to Waste
- Consideration to Biodiversity
- Consideration to Water

| No | Sustainable Work Practice |
|----|---------------------------|
| 1 | |
| 2 | |
| 3 | |

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Two opportunities for improvement

Based on your research of the sustainable work practices CBSA need to incorporate into their sustainability practices, identify two opportunities CBSA can work on to help improve their sustainability footprint. Refer to the modifications CBSA have incorporated.

Approximate Word Count: 1-5 words in each section

The student must pick from the modifications/opportunities that have been identified by CBSA. These include:

- Recycling
- Gardening/ Maintenance
- Energy Conseration
- Water Conseration
- Break Rooms
- Staff

The student will pick out of this list 2 opportunities that they will focus on when they build the sustainability plan.

| No | Opportunity for improvement |
|----|-----------------------------|
| 1 | |
| 2 | |

Once identifying two [2] opportunities for improvement, provide a short explanation on strategies you can use to get there.

Students will use the identified opportunity for improvement and provide an explanation on strategies to help with the opportunity.

The strategies must outline the steps the student and CBSA will take. The answers will vary depending on the identified opportunity. The answers must demonstrate active steps [actions/ doing] to achieve this. Please see the example below.

| No | Opportunity for improvement | Strategies to achieve this |
|----|-----------------------------|--|
| 1 | Energy Conservation | <ol style="list-style-type: none">1. Setting up all computers to have power-saving measures for when computers are on idle and overnight2. Reviewing the lighting and lights throughout the office, implementing new globes electricity saving3. Adding motion detection lights in common areas in the office to save lighting and power. This includes copier room, breakroom, boardroom and private offices. |

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| No | Opportunity for improvement | Strategies to achieve this (Provide 3 examples for each) |
|----|-----------------------------------|---|
| | Approximate Word Count: 2-5 words | Approximate Word Count: 30-80 words in each section |
| 1 | | |
| 2 | | |

Implementation Plan and Continuous Improvement Process

Now you have planned out the areas CBSA will be focusing on, complete the table below to help you prepare to develop the Sustainability Action Plan.

Approximate Word Count: 3-80 words in each section

Students are required to complete the table below. Student's answers will vary depending on the sustainable work practices and opportunities for improvement they have identified in the tables above. The student will be collating the information in the table below. Students need to identify the objective (what they wish to achieve), the actions required (what tasks the student/ CBSA need to take to achieve the objective), indicators to measure sustainability (what are some key indicators to show that they are achieving the objectives, these need to be from a data perspective), resources required (the student needs to identify the resources they will need/ CBSA needs to achieve the objective, this may include purchasing resources, utilising resources they have etc), timeline (identifying how long it will take to achieve the desired objective).

The student's answers will vary depending on the identified objectives. The objectives need to be tangible and relate to the sustainable work practices and the opportunities for improvement.

An example of potential/ desired answer is below.

| Objective | Action Required | Indicators to measure sustainability | Resources Required | Timeline |
|--|---|--|---|--|
| Energy Conservation <ul style="list-style-type: none"> Reduce the office's energy consumption | Promoting energy efficient strategies like: <ul style="list-style-type: none"> Settings on all work computer devices to go to sleep mode after not being used and when staff go home | Reviewing electricity account/ bills, seeing if there has been a reduction in consumption Looking at energy consumption | <ul style="list-style-type: none"> It support to help with the computer set up Light bulbs Motion sensors Electrician | Immediately Review over a 3 month period to see effectiveness |

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| | | | | |
|---|---|---|---|---|
| | <ul style="list-style-type: none"> Reviewing/ changing the light bulbs in the office to LED energy efficient bulbs Adding motion sensors into areas in the office so lights will go off when not in use. Areas can include Coffee/ break room, board room, in the office. | throughout the day, if able to identify products using the most electricity | <ul style="list-style-type: none"> Re-wiring depending on the wiring in the building | |
| <p>Waste Conservation</p> <ul style="list-style-type: none"> Reducing the water consumption in the office Reviewing water wastage | <ul style="list-style-type: none"> Completing a water audit, reviewing and seeing all taps and fixing any leaks and dripping taps. As well looking at water usage info, when water is being mostly used and where Installing water efficient fixtures throughout the office Educating employees on water waste initiatives, when filling a cup any excess water to put into a plant around the office | <p>Reviewing the water usage in the office each month. Looking at if the measures have been effective.</p> <p>With water wastage, make a competition to see how many staff help to save water, make an incentive.</p> | <ul style="list-style-type: none"> Plumber Water efficient fixtures Grey water stations Posters and reminders around the office | <p>Immediately</p> <p>Review over a 3 month period to see effectiveness</p> |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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Task 3: Create a draft Sustainability action plan and Implementation Plan

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Wednesday 9:00am
Subject: Sustainability Action Plan Template
Attachments: Sustainability Action Plan docx

Good morning Dave,

I trust this message finds you well. I am pleased to inform you that we have identified a comprehensive Sustainability Action Plan template from business.gov.au, which aligns perfectly with our objectives to enhance sustainable practices at CBSA.

This template is designed to help us systematically approach our sustainability goals and ensure we cover all necessary aspects of effective sustainability planning. I believe it will serve as a valuable tool in structuring our initiatives and strategies. This document will be found below.

Could you please complete this template with the relevant information, focusing on the key areas we discussed previously?

Once filled, I would like you to present the completed draft sustainability plan to our management team.

This presentation will be an excellent opportunity to discuss our sustainability strategy in detail and align our efforts across the organisation.

Some key considerations we need to take into account with the sustainability plan:

- Costing- we have not allocated funding for this project, so we will need to see projected costings and prices on materials that need to be used
- Provide two (2) examples for each section- these need to be the main focus to help these projects launch effectively
- When looking at responsibility, check the organisation tree on the CBSA page if there is a specific person in management that needs to be considered for projects
- Fields highlighted in yellow require amendments to explain CBSA and our vision
- Make sure when thinking about tasks/ goals that you are looking at the SMART goal theory

Your expertise and insights have been instrumental in guiding our sustainability journey so far, and I am confident that your contribution to this plan will be equally impactful. The management team and I are looking forward to your presentation and to moving forward with the implementation of our sustainability initiatives.

Thank you for your continued dedication and effort in driving CBSA towards a more sustainable future.

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Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor instructions:

The student will be completing the Sustainability Action Plan template below provided by business.gov. Based on the data/ research they have collected in Task 1 and the preliminary plan they have commenced in Task 2, this task is now putting that information into a tangible plan for the student to complete and present to the CBSA.

Student's answers will vary depending on the information they have identified in Task 1 & 2. The main points that the student must address in their answers are :

- Addressing the 4 key areas that CBSA have highlighted the areas of improvement (Energy, Waste, Water, Biodiversity)

Students answers will vary based on the research and data they have collated in Task 1 and Task 2. The main points that students need to address are:

Sustainability Action Plan; Title Page:

- Vision: Commitment to Sustainability: The student needs to talk about CBSA and what they goals/ aims are. The student may reference the goals/ mission of CBSA
 - **Our mission:** is to help businesses help themselves.
 - **Our vision:** To become Australia's largest business advocate and consulting support company for small to medium sized businesses.
- They may also reference
 - Learning about sustainability starts with everyday practice.
 - We believe environmentally sustainable practices should be embedded into the operations of the business.
 - CBSA is committed to protecting our environment to ensure a sustainable future for all.
 - We aim to ensure the environment is safe, clean and sustainable.
 - We believe in educating stakeholders about the environment, which is promoted through daily practices, resources and interactions.

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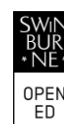
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- Sustainable practice will be encouraged within the business, assisting stakeholders to become advocates for a sustainable future.
- CBSA aims to reduce its ecological footprint and to educate stakeholders on making environmentally friendly choices for life.

In the Action Plan the students will need to provide input/ content around

- Objective (what is the aim of this task, what is it the student wants to achieve)
- Baseline (data that the student will use as a baseline to see how effective the sustainable practice is)
- Target (what is the aim with this plan, what do you want to achieve in a certain time period)
- Action (what actions/ steps do you need to take to achieve the desired outcome)
- Responsible (who is responsible for driving this outcome, you can use a name or position description eg manager, staff, CEO etc)
- Cost: (depending on the costing, students need to identify what costings are and explain it)
- Benefits and Savings (what will be the benefits of establishing this action and the savings it will provide the company)

In the tables, an example answer has been provided to help guide students on the calibre of answer required in the table.

The sections of the Action Plan include:

Sustainability Area: Energy Use

- Students will need to identify measures to help with energy use in the office. Examples of actions may include:
 - Changing the lighting in the office, whether it be the bulbs, or adding motion sensors so the office won't have lights on the whole time
 - Computer settings to reduce how long computers use power
 - Implementing solar panels into the work environment

Sustainability Area: Water Use

- Students will need to identify measures to help with water use in the office. Examples of actions may include:
 - Grey water area where people can tip their left over water into a plant instead, watering the plant without using excess water
 - In the kitchen a dishwashing system, certain times the dishwasher will be used eg once at the end of the day, staff can fill it up throughout the day and only one wash to be done
 - Looking at taps and faucets, replacing them with water saving ones

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Sustainability Area: Waste

- Students will need to identify measures to help with waste in the office. Examples of actions may include:
 - Implementing recycling bins around the office and paper-only bins
 - Incorporating a scraps/ compost bin in the kitchen area
 - Implementing posters around the office promoting sustainable practices like- printing wastage, wastage in the bathroom
 - Adding air dryers into the bathroom rather than paper towel

Sustainability Area: Biodiversity

- Students will need to identify measures to help with biodiversity in the office. Examples of actions may include:
 - Adding a nature wall in the office to add some nature in the office space, a calming area for staff to utilize
 - Plants around the office these can be used as grey water initiative, instead of pouring out water down the sink you can pour it into the plants around the office
 - Looking at the cleaning chemicals used in the office, can we substitute chemical for a green alternative

Risk and barriers to the project

- Once the student has made the action plan, they need to review the plan and identify potential risks/ barriers that may affect the project. Examples of this include:
 - Costing- budget, how much money it will cost to implement the practices/ actions
 - Time: are the time frames enough to get the action/ task done and running
 - Staff: staff buy in, implementation, oversight to make sure they are incorporating the actions

Community Impact and engagement

- Students will need to next identify how community impact and engagement can effect the sustainability plan. Examples of this include:
 - Suppliers for material or actions may be delayed or impacted
 - Costing and timing can be a factor when waiting for resources/ material
 - Stakeholders
 - External parties like suppliers, electricity, water etc, not providing data on action plans to see the validity of the plan

Identify resources required

- The student needs to review the sustainability action plan and identify any resources required to help assist with the launch of the project. The resources need to relate to the sustainability action plan.

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Resources can include from software to office supplies etc. Some examples of answers the student may provide include:

- Software: Monday.com, Asana
- Technology: Powerpoints, screens
- Kitchen: new appliances, new tap wear, paper towel
- Bathroom: paper towel, air dryer, toilet paper

Attachment: Sustainability Action Plan

Find below the Sustainability Action Plan. The sections that are highlighted yellow are sections that you need to edit. Instructions for completing the document's different sections are coloured in orange.

You need to complete the sections in the table section for each identified area. Examples are provided in blue to help you to complete the table.

At the end of the table, complete the questions in the space provided.

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[Enter your business name] sustainability action plan

Vision

[A short statement describing how you're committed to improving your sustainability. You might want to write your statement after you fill out the tables.]

Our commitment to sustainability

Approximate Word Count: 100-150 words

[Example: At Elemental Café in the heart of Best Town, we understand the importance of sustainability for the future of our environment, community and business.]

Our team is committed to reducing negative effects and making a positive impact on the environment and community.

We will do this by:

- working with local farmers to compost our waste and source 40% of our food within 100 km of our café*
- working with local Traditional Owners to improve our understanding of First Nations cultures and include their stories in our customer experiences*
- using 100% renewable energy to power our café by 2030*
- working with Best Town High School to provide training for local students*
- partnering with local First Nations businesses to include native food ingredients on our menu*
- regularly reviewing and updating our sustainability action plan and assessing our risks and performance each year.]*

Actions

[Follow these steps to help you fill out the tables on the following pages.]

1. Consider the 2 main areas of sustainability – planet (environment and climate) and people (community).
2. Set an objective or overall change you can make in your business for the good of the planet and people around you.
3. Measure and record your baseline – your current state.
4. Set a target to achieve to help you reach your objective. Make sure it's specific, measurable, achievable, relevant and time-bound.
5. Think of actions you can take to achieve your target.
6. To help you choose the actions to take, calculate the cost, benefits and savings of each one. Try to be as accurate as you can.
7. Assign a team or person to be responsible for each action. Sustainability is a team effort, so make sure you bring your staff on the journey and they know what they need to do and why.]

Sustainability area: environment and climate – ENERGY USE

Approximate Word Count: 5-30 words in each section

| Objective | Baseline | Target | Actions | Responsible | Costs | Benefits and savings |
|--|--------------------|-----------------------------|---|-----------------|----------------------------|----------------------|
| [Example: Reduce annual office energy use through changes to lighting] | [387KwH each year] | [5% reduction in 12 months] | [Change all lights to LED Communicate to staff about turning off lights Promote the use of natural light] | [Person's name] | [\$200 in LED light bulbs] | [Savings = \$855] |

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| | | | | | | |
|--|--|--|--|--|---------------------------------------|--|
| | | | | | Staff training – internal costs only] | |
| | | | | | | |
| | | | | | | |

Sustainability area: environment and climate – WATER USE

Approximate Word Count: 5-30 words in each section

| Objective | Baseline | Target | Actions | Responsible | Costs | Benefits and savings |
|--|---|------------------------------------|---|------------------------|--|--|
| <i>[Example: Reduce annual room water use through water-efficient equipment]</i> | <i>[400 litres for each guest each night]</i> | <i>[5% reduction in 12 months]</i> | <i>[Incrementally change shower heads in hotel rooms to low-flow shower heads Communicate to guests to be water-conscious]</i> | <i>[Person's name]</i> | <i>[\$150 for each unit Signs in bathrooms]</i> | <i>[Savings = \$150 for each room]</i> |
| | | | | | | |
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Sustainability area: environment and climate – WASTE

Approximate Word Count: 5-30 words in each section

| Objective | Baseline | Target | Actions | Responsible | Costs | Benefits and savings |
|--|---------------------------------------|-------------------------------------|---|------------------------|---|--------------------------|
| <i>[Example: Reduce use of office paper]</i> | <i>[85 reams of paper (17 boxes)]</i> | <i>[10% reduction in 12 months]</i> | <i>[Encourage staff not to print Sign contracts digitally Set the printer to print on both sides and in black and white by default]</i> | <i>[Person's name]</i> | <i>[\$0 Staff training – internal costs only]</i> | <i>[Savings = \$180]</i> |
| | | | | | | |

Sustainability area: environment and climate – BIODIVERSITY

Approximate Word Count: 5-30 words in each section

| Objective | Baseline | Target | Actions | Responsible | Costs | Benefits and savings |
|--|---|------------------------------------|--|------------------------|---|--|
| <i>[Example: Reduce annual room water use through water-efficient equipment]</i> | <i>[400 litres for each guest each night]</i> | <i>[5% reduction in 12 months]</i> | <i>[Incrementally change shower heads in hotel rooms to low-flow shower heads]</i> | <i>[Person's name]</i> | <i>[\$150 for each unit Signs in bathrooms]</i> | <i>[Savings = \$150 for each room]</i> |

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| | | | | | | |
|--|--|--|--|--|--|--|
| | | | Communicate to guests to be water-conscious] | | | |
| | | | | | | |
| | | | | | | |

Reflect on the table you have created above and answer the following questions below:

Risks and barriers to the project

Approximate Word Count: 20-60 words

Community impact and engagement

Approximate Word Count: 20-60 words

Identify resource requirements for the project

Approximate Word Count: 20-60 words

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Student name: <<Insert student name here>>

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Task 4: Draft Implementation Plan

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

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

Date/time: Friday 3:30pm

Subject: Implementation Plan

Attachments: Implementation Plan docx

Good afternoon Dave,

I hope this message finds you well. I want to extend my gratitude to the amazing diligent work you and your team have done completing our Sustainability Action Plan. Your commitment and expertise have brought us to a pivotal point in our journey towards a more sustainable future at CBSA.

The completion of the action plan is a significant milestone, but our work does not stop here. The next crucial step is to develop a detailed draft Implementation Plan.

This plan will serve as a roadmap for integrating the sustainability initiatives into our daily operations and long-term strategic goals.

The Implementation Plan will need to outline:

- **Specific Actions and Initiatives:** Detailed steps to execute the sustainability strategies identified in our action plan.
- **Timeline and Milestones:** Key dates and milestones to monitor progress and ensure timely implementation of each initiative.
- **Responsibilities and Roles:** Assigning clear roles and responsibilities to ensure accountability and effective execution of the plan.
- **Resources and Budget:** Identification and allocation of the necessary resources and budget to support the implementation of the initiatives.
- **Monitoring and Evaluation:** Mechanisms for tracking progress, assessing the effectiveness of the initiatives, and making adjustments as needed to stay on course.

This document will be crucial when we meet with some of the department heads next week to help get this project launched and begin the implementation.

Thank you for your continued dedication and enthusiasm. Together, we are making a difference, not just within CBSA, but also for our community and the planet.

Kind regards,

Gavin Stead

Assessor instructions:

Students are required to complete the following attached template outlining the Implementation Plan for this project. The Implementation Plan will be fed directly from the Sustainability Action Plan. This document allows the student to explain how they will implement and embed the Sustainability Action Plan they have created.

Throughout the document there has been instructions left for the student to explain what is required for them to complete in the sections of the document as well as examples.

The document is broken down into sections, they include:

- **Title Page:** The student is required to explain the purpose of the document and why it has been created.
 - **Document Overview:** The student must reference the Sustainability Action Plan they have created and the intention that CBSA has (to implement a successful sustainability action plan to be implemented company wide)
 - **Purpose of the document:** Elaborating on the importance of the document. The student needs to reference the fact that it is used to help facilitate and implement the sustainability action plan that has been devised for CBSA.
 - **Objectives:** In this section the student must explain why are we using the document to achieve certain outcomes. They need to reference the fact that it is for the sustainability action plan, to implement actions and outcomes, to drive the team and have a plan and order to achieve the outcomes identified in the Sustainability Action Plan.
 - **Outcomes:**
- **Scope of Work:** This is where the student needs to identify what work/ areas of concern need to be actioned.
 - **Part of the project (Inside Scope):** What is the task that needs to be completed? What is the student trying to achieve with this task. Students can use general tasks they have identified in their plans above.
 - **Responsibility:** The student must identify who is responsible for this action item? Who is in charge of this? Allocating the responsibility of the task.

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- **Project Development Schedule:**
 - **Item:** Student needs to identify the item/ action that needs to be completed.
 - **Description:** The student needs to explain what is the item/ action, describing it in detail to understand what is the task/ item
 - **Who:** Who is affected by this task/ item
 - **Scheduled Start:** When will this task/ item commence development
 - **Scheduled Finish:** When it is predicted for it to be finished?

- **Resource Plan:**
 - **Resource:** what is the resource required to help you implement the plan
 - **Name:** Who is responsible for this resource/ in charge
 - **Responsibiliy:** what is the persons role with the resource

Students answers will vary based on their research and their implementation plan. The students are required to complete the table and provide answers based on the instructions above.

Attachment: Implementation Plan

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Project Name:

Project Number:

Project Date:

Approval History

| Name | Title | Signature | Date |
|---------------|--------------------|-----------|------|
| Gavin Stead | CEO Manager | | |
| Henry Thomas | Operations Manager | | |
| Steve Alfonso | Training Manager | | |

Document Overview

Approximate Word Count: 15-45 words

This should be built from the body of the document and written last.

Purpose of this document

Approximate Word Count: 20-60 words

The Implementation Plan details the high-level implementation timings, resources required, back-out details and post implementation support required for the implementation.

Objectives

Approximate Word Count: 50-100 words

A project objective is a statement of the overarching rationale for why the project is being conducted. A project can have one or more objectives. They do not need to be measurable, and they should focus on what the project is going to achieve, rather than what is produced. A useful way to frame the objective is to answer the question 'why are you doing the project?'

For example:

Corporate Objective: To develop and maintain a best practice project management framework and methodology to be adopted across government.

Project Objective: To improve accessibility to, and quality of, information on project management tools and techniques and on available training for project participants.

Outcomes

Approximate Word Count: 50-100 words

Target Outcomes' are what the project will be held accountable for. Target Outcomes have a measurable benefit and will be used to gauge the project's success. Target outcome measures will help answer such questions as 'what have we achieved?' and 'how do we know?' Target Outcomes are expressed as a statement in the past tense and usually start with a word ending in 'ed'.

Scope of work

The scope of work is defined as a clear statement of the areas of impact and the boundaries of the work of the project.

Approximate Word Count: 2-20 words in each section

| Part of the Project (Inside Scope) | Responsibility |
|--|------------------|
| Training operational staff to use the new system | Training Manager |
| | |
| | |
| | |

Project Development Schedule

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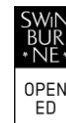
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Needs to reflect chronologically in the table below, listing major activities and milestones that will be sufficient to set the project's course and monitor progress. Milestones should be shown in bold and indicated by a blank scheduled start date, these are the dates identified during the initial planning stages for the project's key deliverables.

Approximate Word Count: 2-20 words in each section

| Item | Description | Who | Scheduled Start | Scheduled Finish |
|------|------------------------------|----------------|-----------------|------------------|
| 1 | Complete implementation plan | Project manger | | 1 June |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

Resource Plan

List the resources needed for pre- implementation and during implementation stages. This includes the project team and any client staff or contractors.

Approximate Word Count: 2-20 words in each section

| Resource | Name | Responsibility |
|-----------------|------|----------------|
| Project Manager | | |
| | | |
| | | |

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Task 5: Draft Communication Plan

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)

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

Date/time: Tuesday 12:30pm

Subject: Communication Plan

Attachments: Communication Plan docx

Good afternoon Dave,

I am pleased to see the progress we have made with the completion of our Sustainability Action Plan and the subsequent development of the Implementation Plan. These documents are cornerstone achievements that set the stage for the transformative journey CBSA is embarking on towards enhanced sustainability.

The next essential step in our journey is to develop a comprehensive draft Communication Plan. This plan will be pivotal in effectively rolling out our sustainability and implementation plans, ensuring that every member of our team is informed, engaged, and aligned with our sustainability goals.

Key Objectives of the Communication Plan:

- Awareness: To ensure all employees are fully aware of our sustainability commitments, goals, and the specific actions we plan to take.
- Engagement: To foster a culture of sustainability within CBSA, encouraging active participation and support from all team members.
- Transparency: To maintain open communication about our sustainability efforts, progress, and achievements, reinforcing trust and credibility both internally and externally.
- Feedback Loop: To establish channels for feedback and dialogue, allowing continuous improvement and adaptation of our sustainability initiatives.

The Communication Plan should detail the strategies, channels, and tools we will use to communicate our sustainability efforts, timelines for key messages, and responsibilities for managing and delivering these communications.

Make sure you review the organisation chart and identify four (4) key stakeholders that have been identified requiring communication and by in for the launch and implementation of the project.

Please find some information below that will assist you in completing the communication plan:

- Gavin Stead needs to be communicated on the Sustainability action plan- any updates
- All staff want to be notified through regular emails
- Henry Thomas would like to be CCed with communications around project implementation, updates on the implementation plan
- Gavin and Henry want a meeting once a week at the end of the week to update them on progress and plan of attack for the next week
- Jay Gartner would like updates on any regulatory matters, this can be done via email when necessary
- Adrian Russo would like email updates on outcomes and triumphs around the sustainability plan to help with company marketing. As well once a month meeting to talk about updates and marketing plans around the project

Please start thinking about innovative and effective ways to communicate our sustainability journey. Your insights will be invaluable as we aim to inspire and mobilise our entire team towards our shared sustainability objectives.

Thank you once again for your hard work and commitment to making CBSA a leader in sustainability.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



Assessor instructions:

Steps are to develop a comprehensive plan outlining their intention with stakeholders and staff with the communication of the Sustainability Action Plan and the Implementation Plan. The student will need to fill out all sections of the Communication Plan and additional questions. The student needs to identify 4 stakeholders that need to be included in the communication plan. The student is provided the content required to complete the communication plan.

- *Gavin Stead needs to be communicated on the Sustainability action plan- any updates-*
- *All staff want to be notified through regular emails, low priority*
- *Henry Thomas would like to be CCed with communications around project implementation, updates on the implementation plan*
- *Gavin and Henry want a meeting once a week at the end of the week to update them on progress and plan of attack for the next week*
- *Jay Gartner would like updates on any regulatory matters, this can be done via email when necessary*
- *Adrian Russo would like email updates on outcomes and triumphs around the sustainability plan to help with company marketing. As well once a month meeting to talk about updates and marketing plans around the project*
- *Communication with Gavin, Henry, Jay are high priority, communication with Adrian is low priority*

The sections include:

- Stakeholders: The student needs to identify the stakeholder that will be requiring communication and updates about the project. The main people that need to be included are:
 - Gavin Stead- CEO
 - Henry Thomas- Operations Manager
 - Staff
 - Jay Gartner- Business Compliance Specialist
 - Adrian Russo- Marketing Strategist

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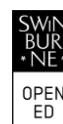
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Deliverables: The student needs to explain what communication the stakeholder needs. This could be project updates, updates, progress updates etc. This information is identified in the email.

Frequency: How frequently do you need to communicate with the stakeholder

Priority: What is the priority of communicating with the stakeholder? The key is Low, Medium, and High.

Owner: Who is providing the correspondence, this will be all coming from the Sustainability Team at CBSA

Delivery Method: How are you going to communicate with the stakeholders?

Comments: Any additional notes that might be relevant

The student needs to provide 2 examples on strategies how to implement these communication practices.

Students answers will vary but they need to demonstrate how they can implement the communication method.

Below are some examples of what students may use:

Communication Method: Meetings:

- Sending out calendar events in advance with stakeholders.
- Attaching priority listing with the meetings so stakeholders are aware of the importance
- Make agendas that can be sent in the body of the meeting/ calendar invites
- Making meetings go digital using online platforms like Microsoft Teams and Skype as an alternative to face-to-face meetings for convenience

Communication Methods: Training Sessions:

- Organising training sessions that are delivered over the course of weeks
- Strategically tailoring training depending on the stakeholders and the needs of them
- Making the training go digital so it is convenient for staff, being delivered from their desk and out of convenience
- Making the training engaging and interactive, making it so there is a chance for conversation and connection to the project and training

Communication Method: Posters and Signage:

- Reviewing company signage and displaying posters around sustainability, reviewing if they align with the current strategy
- Making reminders to help people be reminded on different aspects eg kitchen- food bins wastage, grey water, suggestions on things to do
- Interactive posters educating people on tasks and strategies

Attachment: Communication Plan

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Communication Plan Template

Approximate Word Count: 2-10 words in each section

| Stakeholders | Deliverables | Frequency | Priority | Owner | Delivery Method | Comments |
|------------------------|--|-----------|----------|--------------------|------------------|----------|
| Example Gavin Stead | <ul style="list-style-type: none"> Project Status Implementation Plan Sustainability Plan | Weekly | High | Team Ralph Vine | Email Meeting | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

In the sections below, provide 2 examples of how you will be communicating with staff and stakeholders through the following communication methods:

Communication Method: Meetings

Approximate Word Count: 20-60 words in each section

Communication Method: Training Sessions

Approximate Word Count: 20-60 words in each section

Communication Method: Posters and Signage

Approximate Word Count: 20-60 words in each section

Task 6: Organising Group Activities

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



To: Dave O'Connor (dave.oconnor@cbsa.com.au)
From: Gavin Stead (gavin.stead@cbsa.com.au)
Date/time: Tuesday 4:35pm
Subject: Organising Work Activities
Attachments: Organisation Document docx

Hi Dave,

Hope you are well and the project is going well.

Prior to meeting with the stakeholders we need to explain and delegate tasks for workers to help us achieve our sustainability goals.

As this project is in the early stages of development, I want to present a hypothetical scenario to the stakeholders to get the buy-in. The following areas we want to address in the delegation of work activities.

- Workplace Environmental Issues
- Areas for Improvement

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- Improve Resource Usage

Can you create a series of emails to the relevant groups that will be working on the specific areas. In the email you would need to address the following organisational factors:

- Who is involved
- What will they need to do
- Where will this occur
- When and how long for
- How are they going to communicate their progress to you

Note these groups have not been created internally yet, this is something we will delegate later on, but when they have been created we can send out the draft emails immediately.

Please fill out the email drafts below to help have them ready for when we have the meeting with the stakeholders.

Kind regards,

Gavin Stead

Managing Director

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

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Approximate Word Count: 100-300 words in each email

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Assessor Instructions

For this assessment task the student needs to draft a series of emails demonstrating their understanding of organising tasks for the following areas:

- Workplace Environmental Issues
- Areas for Improvement
- Improve Resource Usage
- Change Management to help support Sustainability Performance

In the email to the teams involved in working on these areas they are required to inform them of the following bits of information required to complete the task:

- Who is involved
- What will they need to do
- Where will this occur
- When and how long for
- How are they going to communicate their progress to you

Students answers will vary based on their understanding and how they are going to approach this areas in the email.

Example of Answers:

Workplace Enviornmental Group

- Who: The staff that have been assigned to the group. The data needed to help drive this group will come from the staff at CBSA.
- What: Once we have figured out the specific parameters that we are looking at wanting research and data from (Water, Electricity, Waste, Biosiversity) we can then assess how the company is going. As well this will help us to look at relevant data to assist with identifying/ tracking data to support the sustainability action plan.
- Where: This group will be collecting data from inside CBSA office. They may need to look at obtaining data from providers and utilities.
- When: This project will be continuously happening throughout the project implementation period to help obtain data and information.

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- How: Based off the communication plan, data and analytics will be presented each month

Areas for Improvement

- Who: This will be with the team who has been assigned. This will also be dealt with company wide.
- What: Consulting with the staff to find out what areas of improvement the company
- Where: Auditing internally
- When: At the beginning of the commencement to identify areas to work on
- How: Meetings and consultation early in the project

Resource Usage

- Who: All staff members at CBSA
- What: Identify areas that are going to be measured for resources to identify what has been used regularly and see if there can be an alternative sustainable practice
- Where: We will be looking at internal auditing but also looking at external suppliers
- When: The beginning of the project to see what areas we need to improve and implement
- How: Communication will be frequent in the beginning to establish targets

Attachment: Email Drafts

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Email

To: Workplace Environmental Group

From: <<Add your email address here>>

CC: <<Add names of carbon copy email recipients here (leave blank if none)>>

BCC: <<Add names of blind carbon copy email recipients here (leave blank if none)>>

Date/time: <<Add the time and date of the email here>>

Subject: <<Add the subject of the email here>>

Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) here>>,
<<Add message here. Add as much space as necessary.>>

Kind regards,
<<Add your name here>>

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<<Add your job position here>>

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Email

To: Areas for Improvement Group

From: <<Add your email address here>>

CC: <<Add names of carbon copy email recipients here (leave blank if none)>>

BCC: <<Add names of blind carbon copy email recipients here (leave blank if none)>>

Date/time: <<Add the time and date of the email here>>

Subject: <<Add the subject of the email here>>

Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) here>>,
<<Add message here. Add as much space as necessary.>>

Kind regards,
<<Add your name here>>

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STUDENT:

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Email

To: Resource Usage Group

From: <<Add your email address here>>

CC: <<Add names of carbon copy email recipients here (leave blank if none)>>

BCC: <<Add names of blind carbon copy email recipients here (leave blank if none)>>

Date/time: <<Add the time and date of the email here>>

Subject: <<Add the subject of the email here>>

Attachments: <<Add the name of any attachments here (leave blank if none)>>

To <<Add email recipient(s) here>>,
<<Add message here. Add as much space as necessary.>>

Kind regards,
<<Add your name here>>

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Assessment submission checklist

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

| | | |
|---|---|--------------------------|
| 1 | Sustainability in the workplace research | <input type="checkbox"/> |
| 2 | Developing the Sustainability Action Plan | <input type="checkbox"/> |
| 3 | Draft Sustainability Action Plan | <input type="checkbox"/> |
| 4 | Draft Implementation Plan | <input type="checkbox"/> |
| 5 | Draft Communication Plan | <input type="checkbox"/> |
| 6 | Organising group activities | <input type="checkbox"/> |

Congratulations, you have reached the end of Assessment 2

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