BSBCRT404

Apply advanced critical thinking to work processes

Assessment 2 of 3

Project

Assessor Guide

Version 1.0 February 2024

Assessment Instructions

Task overview

This assessment consists of two (2) case studies and related tasks where you need to analyse workplace processes, identify limitations and find solutions.

Read the case study and the instructions carefully before completing the tasks.

Additional resources and supporting documents

To complete this assessment, you will need to access:

- Ace Finance's 'Workplace Health and Safety Policy and Procedure' (available in the LMS)
- Ace Finance's 'Decision Making Policy and Procedure' (available in the LMS)
- Work Health and Safety Act 2011 (or the Health and Safety Act from your state or territory)
- the internet for additional online research.

ACE FINANCE & ACCOUNTING	The following assessment tasks use a simulated business called Ace Finance. Ace Finance is an accounting firm based in Sydney but has offices in three regional cities. Its client base includes large corporations and small-to-medium sized organisations and sole traders. Clients come from a wide range of industry sectors including hospitality and tourism, aged care, manufacturing, and childcare.

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.

> **CASE STUDY 1**
>
> You have been employed at Ace Finance as an IT support officer based in Orange. You report directly to Michelle Rodriguez. You are the only IT support officer assigned to support a team of six accountants.
>
> Towards the end of the financial year your role becomes very busy as you provide IT support for the accountants while they prepare tax returns for clients. Apart from your main duty to provide IT support to internal and external stakeholders and maintain the company's technical equipment, the accountants contact you several times a day with a large variety of queries, such as forgetting their passwords or accidentally deleting files.
>
> You have been working back late over the past month to complete your main duties as well as supporting the accountants. You are feeling the effects of this physically, mentally, and emotionally. On several occasions you have been the sole occupant in the office and have worked five hours without a break.
>
> You understand that accountants need prompt technical support. However, currently accountants either call you directly on your personal mobile phone, message you directly or visit your desk whenever they need technical assistance. They expect you to stop your work immediately and address their issues. Also, there is no record of the incidents when you needed to provide IT support.
>
> Complete the tasks that follow.

Task 1: Analyse workplace processes

a) Read Case Study 1.

   Describe the current workplace process for lodging and responding to IT help requests outlined in the case study.

   [Approximate word count: 30-50 words]

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe the current workplace process for lodging and responding to IT help requests outlined in the case study.

A sample answer is provided below.

> Accountants either call IT support directly on personal mobile phone, message directly or visit IT support desk whenever they need assistance. They expect IT support to stop work immediately and address their issues. Also, there is no record of the incidents when you needed to provide IT support.

b) Review Ace Finance's '[Workplace Health and Safety Policy and Procedure](#)' and research current workplace legislation that applies to Ace Finance staff.

List **three (3)** concerns regarding staff rights and employer responsibilities that should be addressed as part of the company's continuous improvement process.

[Approximate word count: 30-50 words]

Task 2: Identify workplace and work process limitations

What are the limitations or problems associated with the current workplace process for requesting IT support and responding to the request?

[Approximate word count: 30-50 words]

Task 3: Identify information sources to help you decide on possible solutions

a) List **two (2)** reliable written sources you accessed during your research for Task 1b. Include the title of the source and the location/web address where you accessed the information.

Title of the source (5-10 words)	Location [e.g. URL, journal, LMS, article, website]
1	Work Health and Safety Act 2011	https://www.legislation.gov.au/C2011A00137/latest/text
2	Ace Finance Workplace Health and Safety Policy and Procedure	LMS

Additional responses:
- Fair Work Act 2009, https://www.legislation.gov.au/Details/C2020C00318
- statistics on fatigue and work injury
- research papers on overtime and work/life balance, employee morale, workplace culture and staff attrition.

b) List **two (2)** credible organisations or job roles you could contact for advice in work health and safety matters. Your response should include a brief rationale for why you consider the organisation/job role suitable for credible advice.

Name (1-3 words)	Rationale (20-50 words)
1	WorkCover	Each state provides access to an advisor and details of a WorkSafe Office. They offer advice on improving work health and safety, provide licences and registration for potentially dangerous work, investigate workplace incidents and enforce work health and safety laws. Source (NSW): https://www.workcover.nsw.gov.au/
2	Fair Work Australia	The Fair Work Commission is Australia's national workplace relations tribunal. Its role is to assist employees and employers to maintain fair and productive workplaces. The Commission is an independent

	body that operates under the Fair Work Act 2009. They provide Fact Sheets on minimum workplace entitlements and rights and obligations. Source: https://www.fairwork.gov.au/about-us/legislation/the-fair-work-system

Additional responses:

- HR manager / WHS representative / external WHS consultant / union representative: People with these job titles have extensive knowledge, experience (and potentially, a qualification) in WHS matters and they could give credible advice.

c) Write **three (3)** questions you could ask to broaden your understanding of the current work process from a work health and safety perspective, then provide answers to these questions using credible sources.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- write three (3) questions to broaden their understanding of the current work process from a work health and safety perspective. Students must also provide an answer to these questions using credible sources.

A sample answer is provided below.

Questions (10-25 words)	Answer (20-50 words)
Question 1: Does the Ace Finance 'Workplace Health and Safety Policy and Procedure' refer to overtime and potential impact of employee work health and safety?	Answer must satisfy question. For example: Ace Finance 'Workplace Health and Safety Policy and Procedure' doesn't address the issue of overtime and its impact on health.
Question 2: What are the safety implications for employees of excessive overtime?	Answer must satisfy question. For example: The fatigue associated with extended working hours can result in workers who are tired, irritable and overworked, leading to impaired judgement, increases in error and slower response times. These effects, therefore, set the stage for increased accidents while on the job and travelling to and from the workplace.
Question 3: What is the impact of excessive overtime on staff morale and retention?	Answer must satisfy question. For example: Excessive overtime can lead to increased job dissatisfaction among employees. As they grapple with the mounting pressure and lack of work-life balance, employees may feel undervalued and unappreciated by their employers.

Task 4: Find solutions for work issues or workplace limitations

Write a brief description of the solutions to the workplace limitations regarding the process for requesting IT support and responding to the request that you identified in Task 2. When providing your response, you must demonstrate the use of critical thinking concepts.

[Approximate word count: 50-100 words]

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- write a brief description of the solutions to the workplace limitations regarding the process for requesting IT support and responding to the request that was identified in Task 2.

A sample answer is provided below.

> Student responses will vary but must demonstrate the student has used critical thinking concepts to determine a solution to address the limitation identified in Task 2: The limitation is the lack of policy and procedures in the workplace that addresses overtime and the lack of a formalized IT Helpdesk System for a structured process. Appropriate solutions to the identified limitation might include:
>
> - Create an Overtime Policy and Procedure and communicate it to all staff
> - Update Ace Finance Work Health and Safety Policy and Procedure to include reference to fatigue related to working long hours without breaks
> - Suggest staff and management attend refresher training on WHS rights and responsibilities
> - Review workflow processes to identify and address inefficiencies
> - Assess staffing ratios for optimal IT support allocation
> - Develop a formalized IT Helpdesk System/IT Helpdesk procedure for a more structured process to lodge and manage IT issues.

Task 5: Develop a proposal for solutions using a decision-making framework and organisational policies and procedures

Based on your responses to the previous four (4) tasks, Task 1-4, complete the following template to document your proposal. When drafting the proposal, refer to the Ace Finance's 'Decision Making Policy and Procedure'. Your proposal will be distributed to a broad range of workplace stakeholders.

Note: You will need to present your proposal in Assessment 3.

Assessor instructions:

Student responses will vary but must be consistent with the information they have provided in Tasks 1 to 4. The proposal developed by the student must demonstrate:

- they have used the Eisenhower and/or SPADE decision-making models (identified in the Ace Finance 'Decision Making Policy and Procedure') to identify a solution for the workplace limitations.
- that it is clearly intended for a broad range of workplace stakeholders (for example, manager, colleagues, team members).

PROPOSAL
ASSESSOR GUIDE

Part 1) Summary [10-30 words]

Click or tap here to enter text.

For example: The proposal aims to present solutions for the issues identified at Ace Finance and to streamline IT support processes at Ace Finance to alleviate workload strain on the IT support officer.

Part 2) Organisation information [20-30 words]

Click or tap here to enter text.

For example: Ace Finance is an accounting firm based in Sydney but has offices in three regional cities. Its client base includes large corporations and small-to-medium sized organisations and sole traders.

Part 3) Problem description [30-50 words]

Click or tap here to enter text.

For example: There is only one IT support officer for a team of six accountants. Accountants approach the IT support officer with their requests randomly which leads to significant overtime to the IT support officer.

Part 4) Work plan

    a) Target audience/stakeholders [1-5 words]:
       Click or tap here to enter text.

For example: IT support staff, all staff, managers

    b) Planned activities [5-80 words]:
       Click or tap here to enter text.

For example:

- Create an Overtime Policy and Procedure and communicate it to all staff
- Update Ace Finance's 'Work Health and Safety Policy and Procedure' to include reference to fatigue related to working long hours without breaks
- Suggest staff and management attend refresher training on WHS rights and responsibilities
- Review workflow processes to identify and address inefficiencies
- Assess staffing ratios for optimal IT support allocation
- Develop a formalized IT Helpdesk System/IT Helpdesk procedure for a more structured process to lodge and manage IT issues.

[Students may choose one or more from above. These action points should align with solutions listed in Task 4.]

    c) Execution timeline [5-20 words]
       Click or tap here to enter text.

For example:

- Develop IT Helpdesk System: Within 3 months
- Review workflow processes: Within 2 months
- Assess staffing ratios: Within 1 month

Students must set a realistic timeframe for the action points above, either holistically or individually.

d)   Execution responsibility (5-20 words)
Click or tap here to enter text.

For example:
- IT Helpdesk System development: IT manager
- Workflow process review / Policy and procedure document development/update: Operations manager/HR manager in collaboration with IT manager
- Staffing ratio assessment: HR manager in consultation with IT manager

e)   Anticipated impact of activities (15-30 words):
Click or tap here to enter text.

For example:
- Increased efficiency in IT support processes
- Reduction in overtime for the IT support officer
- Improved satisfaction among accountants and management

f)   How will the impact of activities/solution be evaluated? (2-5 words)
Click or tap here to enter text.

For example: staff feedback survey, one-on-one interview with staff, analysis of support request turnaround times, review of overtime records, etc.

g)   Comments:
Click or tap here to enter text.

For the Eisenhower Matrix students should include the level of urgency/priority level for the proposal either holistically (in the Comment section) or associated with the individual tasks.

Task 6: Justify your decision

As part of presenting your plan in Assessment 3, you will be asked to justify your decision. Your response should include the decision-making framework used.

[Approximate word-count: 100-300 words]

JUSTIFICATION
Student responses will vary but must: - align with the information they have provided in Tasks 1 to 6 - demonstrate they has applied a process of critical decision making to arrive at their final decision - prove, explain, or support their position. In their response, students must explain the decision-making framework used (SPADE or Eisenhower Matrix). For example: 'By implementing the SPADE framework, Ace Finance aims to systematically address the IT support inefficiencies, ensuring a more structured and effective support system while optimizing resource allocation and enhancing overall productivity. The structured approach of the SPADE framework focuses

on Specificity, Pragmatism, Accountability, Data-Driven Decisions, and Evidence-Based Evaluation to address the identified IT support challenges at Ace Finance.'

By using the Eisenhower Matrix, Ace Finance aims to prioritise and focus on urgent and important activities first, ensuring that resources are allocated effectively to address the pressing IT support challenges while maintaining overall organizational productivity.

PART B

CASE STUDY 2

Similar to Case Study 1, you are employed as an IT support officer at Ace Finance, based in Orange. You report directly to Michelle Rodriguez.

While working on the proposal for Case Study 1, you noticed that Ace Finance has many software licences and subscriptions that may not be used on a regular basis or at all by staff. You assumed that the company may not necessarily need all the software licences and subscriptions, which could lead to a significant saving in the company's budget. When checking on the subscription costs at Ace Finance, you found invoices of $300/month which wasn't necessarily work-related. When asking other staff about the process of managing software licences and subscriptions, they were not sure who was responsible for purchasing these.

You mentioned this to Michelle who asked you to look into this in more details.

Complete the tasks that follow.

Task 1: Analyse workplace processes

a)   Read Case Study 2.

Describe the current workplace process for purchasing and managing software licences and subscriptions at Ace Finance.

(Approximate word count: 20-40 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe the current workplace process for purchasing and managing software licences and subscriptions at Ace Finance.

A sample answer is provided below.

Staff at Ace Finance are not aware of the responsible person for purchasing and managing software licences and subscriptions.

b) Review Ace Finance's 'Decision Making Policy and Procedure' and list the relevant procedures, Acts and laws relevant to the policy and procedure document.

(Approximate word count: 50-60 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- list the relevant procedures, Acts and laws relevant to the 'Decision Making Policy and Procedure'.

A sample answer is provided below.

Student must list the procedures and legislation relevant to the policy and procedure document, as they are listed at the end of the document:

- Ace Finance Employee Discipline Policy and Procedure
- Ace Finance Code of Conduct
- Ace Finance Work Health and Safety Policy and Procedure
- Model Work Health and Safety Act
- The Privacy Act 1988 (Federal)
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Task 2: Identify workplace and work process limitations

What are the limitations or problems associated with the current workplace process purchasing and managing software licences and subscriptions at Ace Finance?

(Approximate word count: 30-50 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- outline the limitations or problems associated with the current process for purchasing and managing software licences and subscriptions at Ace Finance.

A sample answer is provided below.

Students must identify limitations and select a minimum of two of the following:
- the lack of policy and procedures in the workplace that addresses the purchasing and managing software licences and subscriptions
- lack of visibility
- manual processes
- budget constraints
- compliance risks.

Task 3: Ask questions to broaden own knowledge and understanding

Write **three (3)** questions you could ask to broaden your understanding of the current work process regarding the management and purchase of software licences and subscriptions, then provide answers to these questions using credible sources. Reference your answer by including the source in your response.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- write three (3) questions to broaden their understanding of the current work process regarding the management and purchase of software licences and subscriptions. Students must also provide an answer to these questions using credible sources. Student must include the source in the response.

A sample answer is provided below.

Questions (10-25 words)	Answer (20-100 words)
Question 1: What strategies and best practices can be implemented to optimize the management and purchase of software licenses and subscriptions, while ensuring compliance and cost efficiency?	Answer must satisfy question. For example: 'To optimize the management and purchase of software licenses and subscriptions, organizations can implement the following strategies and best practices: • Conduct a comprehensive software asset inventory to identify all installed software and associated licenses. • Implement a centralized software asset management (SAM) system to track license usage, expiration dates, and compliance status. • Establish standardized procurement processes, including vendor selection criteria, contract negotiations, and approval workflows. • Utilise software license optimization tools and analytics to identify opportunities for cost savings, such as license consolidation and rightsizing.' Source: Flexera, "Flexera 2021 State of the Cloud Report"
Question 2: How can collaboration and communication between IT, procurement, finance, and business stakeholders be improved to streamline the process of purchasing and managing software licenses and subscriptions?	Answer must satisfy question. For example: 'Collaboration and communication between IT, procurement, finance, and business stakeholders are essential for streamlining the process of purchasing and managing software licenses and subscriptions. Organizations can improve collaboration by: • Establishing cross-functional teams or committees to oversee software asset management initiatives and decision-making processes.

	• Conducting regular meetings and workshops to discuss software procurement requirements, budget allocations, and compliance updates.
	• Implementing integrated IT procurement systems that enable seamless communication and data sharing between departments.
	• Providing training and education programs to increase awareness of software licensing policies, procedures, and responsibilities among stakeholders.
	• Encouraging feedback and suggestions from end-users and departmental representatives to identify opportunities for process improvement and address emerging challenges proactively.
	Source: Deloitte, "Software Asset Management: Mitigating Risks and Maximizing Value"
Question 3: What metrics and KPIs should be used to measure the effectiveness and ROI (return of investment) of software license and subscription management practices?	Answer must satisfy question. For example: 'Metrics such as license utilization, cost per user, and compliance rate can gauge effectiveness. ROI can be measured by comparing cost savings from optimization initiatives to implementation costs.' Source: Gartner, "Maximize Value From Software Asset Management to Support Digital Business Initiatives"

Task 4: Find solutions for work issues or workplace limitations

Write a brief description of the solutions to the workplace limitations regarding the process for purchasing and managing software licences and subscriptions that you identified in Task 2. When providing your response, you must demonstrate the use of critical thinking concepts.

(Approximate word count: 50-100 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- write a brief description of the solutions to the workplace limitations regarding the process for purchasing and managing software licences and subscriptions that was identified in Task 2.

A sample answer is provided below.

Student responses will vary but must demonstrate the student has used critical thinking concepts to determine a solution to address the limitation identified in Task 2:

The limitation is:

- the lack of policy and procedures in the workplace that addresses the purchasing and managing software licences and subscriptions
- lack of visibility

Appropriate solutions to the identified limitation might include:

- Develop and implement a comprehensive Software Asset Management (SAM) policy that outlines procedures for purchasing, tracking, and managing software licenses and subscriptions.
- Clearly define roles and responsibilities for stakeholders involved in the software procurement process.
- Utilize software inventory tools to track license usage, expiration dates, and compliance status in real-time.
- Establish reporting mechanisms to generate insights and analytics on software assets, usage trends, and optimization opportunities.
- Streamline procurement workflows with automated approval processes, electronic document management, and self-service portals for requesting and provisioning software.
- Provide training and resources to employees on using automated tools and following standardized procedures for software procurement and management.
- Conduct a cost-benefit analysis to identify opportunities for cost savings and optimization in software license and subscription management.
- Establish proactive compliance management practices, including regular audits, license reconciliation, and software usage monitoring.

Task 5: Develop a proposal for solutions using a decision-making framework and organisational policies and procedures

Based on your responses to the previous four (4) tasks, Task 1-4, complete the following template to document your proposal. When drafting the proposal, refer to the Ace Finance's 'Decision Making Policy and Procedure'. Your proposal will be distributed to a broad range of workplace stakeholders.

Note: You will need to present your proposal in Assessment 3.

Assessor instructions:

Student responses will vary but must be consistent with the information they have provided in Tasks 1 to 4. The proposal developed by the student must demonstrate:

- they have used the Eisenhower and/or SPADE decision-making models (identified in the Ace Finance 'Decision Making Policy and Procedure') to identify a solution for the workplace limitations.
- that it is clearly intended for a broad range of workplace stakeholders (for example, manager, colleagues, team members).

PROPOSAL
ASSESSOR GUIDE

Part 1) Summary [10-30 words]

Click or tap here to enter text.

For example: The proposal aims to present solutions for the issues identified at Ace Finance and to streamline the purchase and management of software licences and subscriptions, allowing greater visibility during the process.

Part 2) Organisation information [20-30 words]

Click or tap here to enter text.

For example: Ace Finance is an accounting firm based in Sydney but has offices in three regional cities. Its client base includes large corporations and small-to-medium sized organisations and sole traders.

Part 3) Problem description [15-50 words]

Click or tap here to enter text.

For example: There are software licences and subscriptions rarely used by staff, leading to significant financial implications and compliance risks.

Part 4) Work plan

h) Target audience/stakeholders [1-5 words]:
Click or tap here to enter text.

For example: IT support staff, all staff, managers

i) Planned activities [20-150 words]:
Click or tap here to enter text.

For example:

- Develop and implement a comprehensive Software Asset Management (SAM) policy that outlines procedures for purchasing, tracking, and managing software licenses and subscriptions.
- Clearly define roles and responsibilities for stakeholders involved in the software procurement process.
- Utilize software inventory tools to track license usage, expiration dates, and compliance status in real-time.
- Establish reporting mechanisms to generate insights and analytics on software assets, usage trends, and optimization opportunities.
- Streamline procurement workflows with automated approval processes, electronic document management, and self-service portals for requesting and provisioning software.
- Provide training and resources to employees on using automated tools and following standardized procedures for software procurement and management.
- Conduct a cost-benefit analysis to identify opportunities for cost savings and optimization in software license and subscription management.
- Establish proactive compliance management practices, including regular audits, license reconciliation, and software usage monitoring.

(Students may choose one or more from above. These action points should align with solutions listed in Task 4.)

j) Execution timeline [5-20 words]
Click or tap here to enter text.

For example:

- Develop and draft the Software Asset Management (SAM) policy: Within 1 month

k) Execution responsibility (5-30 words)
Click or tap here to enter text.

l) Anticipated impact of activities (15-30 words):
Click or tap here to enter text.

m) How will the impact of activities/solution be evaluated? (2-5 words)
Click or tap here to enter text.

n) Comments:
Click or tap here to enter text.

Task 6: Justify your decision

As part of presenting your plan in Assessment 3, you will be asked to justify your decision. Your response should include the decision-making framework used.

(Approximate word-count: 100-300 words)

JUSTIFICATION
Student responses will vary but must:

- align with the information they have provided in Tasks 1 to 6
- demonstrate they has applied a process of critical decision making to arrive at their final decision
- prove, explain, or support their position.

In their response, students must explain the decision-making framework used (SPADE or Eisenhower Matrix). For example:

'By implementing the SPADE framework, Ace Finance aims to systematically address the inefficiencies of purchase and management of software licences and subscriptions, providing greater visibility on responsibilities and leading to significant cost savings. The structured approach of the SPADE framework focuses on Specificity, Pragmatism, Accountability, Data-Driven Decisions, and Evidence-Based Evaluation to address the identified challenges at Ace Finance.'

By using the Eisenhower Matrix, Ace Finance aims to prioritise and focus on urgent and important activities first, ensuring that resources are allocated effectively and processes are streamlined to address the challenges of managing software licences and subscriptions, considering the criticality of prioritizing tasks related to compliance, cost optimization, efficiency, and risk mitigation.

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Assessment checklist:

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

Part A: Case Study 1		
Task 1	a] Describe workplace process	☐
	b] List 3 concerns	☐
Task 2	Identify workplace and work process limitations	☐
Task 3	a] List two (2) reliable written sources	☐
	b] List two (2) credible organisations/ job roles	☐
	c] write 3 questions and provide answers	☐
Task 4	Provide solutions for work issues or workplace limitations	☐
Task 5	Develop a proposal using the template	☐
Task 6	Justify your decision	☐
Part B: Case Study 2		
Task 1	a] Describe workplace process	☐
	b] List relevant procedures, act and legislations	☐
Task 2	Identify workplace and work process limitations	☐
Task 3	Write 3 questions and provide answers	☐
Task 4	Provide solutions for work issues or workplace limitations	☐
Task 5	Develop a proposal using the template	☐
Task 6	Justify your decision	☐

Congratulations, you have reached the end of Assessment 2!