

Assessment

**Task 3**

**Facilitate continuous improvement**

**BSBSTR502**



**Student Declaration**

To be filled out and submitted with assessment responses

◻ I declare that this task and any attached document related to the task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s)

◻ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me

◻ I have correctly referenced all resources and reference texts throughout these assessment tasks.

◻ I have read and understood the assessment requirements for this unit

◻ I understand the rights to re-assessment

◻ I understand the right to appeal the decisions made in the assessment

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| --- | --- | --- |
| **Unit Title**  **Unit Code** | | |
| **Student name** |  | |
| **Student ID number** |  | |
| **Student signature** |  | **Date** |
| **Task Number** |  |  |

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| **------OFFICE USE ONLY-----**  For Trainer and Assessor to complete:  ◻ Student requested reasonable adjustment for the assessment |

| **Completed successfully**  **Did the student satisfactorily:** | **Comments** | **Y** | **N** | **DNS** |
| --- | --- | --- | --- | --- |
| The student has satisfactorily completed and submitted the following:   * Meeting minutes in Task 3.1A * Updated CI register in Task 3.1B * Email to CEO in Task 3.1C |  |  |  |  |
| The student met with departmental managers in week 5 (Role-Play):   * Facilitated the meeting effectively * Reviewed the feedback on CI * Brainstormed actions to address the feedback * Apply problem-solving and decision-making techniques * Used communication techniques such as active listening and questioning to confirm understanding * Engaged the managers in problem-solving and decision-making processes * Used the opportunity to reinforce the importance of CI in the organisation   Feedback provided in Comments. |  |  |  |  |
| Demonstrated ability to:   * Evaluate outcomes and identify opportunities for improvement * Seek feedback from relevant stakeholders on systems and processes * Identify other areas for improvement and document feedback for future planning * Identify and evaluate ways in which planning and operations could be improved   This is evidenced by:   * Meeting minutes in Task 3.1A * Updated CI register in Task 3.1B * Email to CEO in Task 3.1C |  |  |  |  |
| Demonstrated ability to:   * Make recommendations and communicate strategies to relevant stakeholders   This is evidenced by:   * Email to CEO in Task 3.1C |  |  |  |  |
| Demonstrated ability to:   * Confirm team progress, insights and experiences are captured and accessible using knowledge management systems   This is evidenced by:   * Meeting minutes in Task 3.1A * Updated CI register in Task 3.1B |  |  |  |  |
| When collaborating with the group, the student has actively participated in group work with a substantial contribution that can be assessed individually for all the requirements of this task. |  |  |  |  |
| **Task Outcome: Satisfactory  Not Yet Satisfactory** | | | | |
| **Student Name:** | | | | |
| **Assessor Name**:  **Assessor Signature:**  **Date:** | | | | |

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# **Task 3 – Manage opportunities for further improvement**

| **Task summary and instructions** | |
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| **What is this assessment task about?** | This assessment task builds on Task 2.  This task comprises of the following assessment methods:   * Product-based * Direct observation of Role-Play * Case Study * Other (specify)   It has been designed to evaluate your ability to/competency in:   * Evaluate outcomes and identify opportunities for improvement * Seek feedback from relevant stakeholders on systems and processes * Identify other areas for improvement and document feedback for future planning * Identify and evaluate ways in which planning and operations could be improved * Make recommendations and communicate strategies to relevant stakeholders * Confirm team progress, insights and experiences are captured and accessible using knowledge management systems   You are required to address the following:   * **Task 3.1 Manage opportunities for further improvement** * Review and address feedback on CI * Identify further opportunities for improvement   Although the assessment requires group collaboration to simulate a work environment, the assessment submission is individual, and it will be marked as such. |
| **What do I need to do to complete this task satisfactorily?** | * submit the completed assessment tasks, according to instructions, * complete the tasks with sufficient detail and present them in a professional manner, * use your own words and reference sources appropriately, * meet the word count where required, * use the scenario provided, * use the templates provided where required, * for your performance to be deemed satisfactory in this assessment task you must satisfactorily address all of the assessment criteria, * if part of this task is not satisfactorily completed you will be asked to complete further assessment to demonstrate satisfactory performance. |
| **Specifications** | **You must deliver/participate in:**   * Review meeting with the managers in week 5 (Role-Play)   **You must submit to GOALS**   * Meeting minutes * Updated CI register * Email to CEO |
| **Resources and equipment** | * Computer with Internet access * Access to Microsoft Office suites or similar software * Learning material * Scenario for assessment as provided * Relevant policies and procedures as provided * Templates as provided |
| **Re-submission opportunities** | You will be provided feedback on your performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task. If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date. You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal. You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment. |

**Complete the following activities:**

## **Task 3.1 Manage opportunities for further improvements**

The departmental managers have now implemented CI initiatives to improve sustainable work practices.

Consider the following data and information:

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| **1** | Overall satisfaction with the implementation:   * 50% Fully satisfied * 50% Somewhat satisfied |
| **2** | You have received the following feedback:   * The CEO wants all reports printed out; this is against the paperless initiative * It would be a good idea to provide selected staff with Ipads to facilitate paperless work * Some team members still use disposable coffee cups when buying take away coffees * All staff bring food from home using reusable containers * Food is often left in the fridge for days, and it is always the same staff member who has to empty the food containers and wash them * When the order for LED lights bulbs was placed, it was denied by the CFO. He thinks that they are expensive. * The advice to put computers in hibernation mode if taking a break or go to a meeting was successful; however, sometimes staff still forget. * It would be a good idea to introduce the use of brown bins to recycle food waste. * The CI register is not regularly updated. |
| **3** | The CEO is impressed with the implementation of the CI initiatives and would like to explore further improvements.  However, the Board of Directors does not quite understand sustainability, and they may think that further improving sustainable work practices may come at a price. |

1. **Review Feedback**

Meet with the departmental managers in week 5 of class and review the feedback received on implementing CI initiatives.

In collaboration with the managers:

* Determine how to address the feedback
* Determine how the planning and operations of CI initiatives could be improved.
* Identify areas for further improvement.

For example, work arrangements to improve work-life balance, engagement with the community to support non-for-profit work, reduce water consumption, consider how to improve the supply chain to work with sustainable suppliers, change the procurement policy to only buy energy-efficient products etc.…

* Identify key actions and assign responsibility for the implementation.

Complete the meeting minutes (Template 1).

Duration: 30-45 minutes.

The trainer and assessor will validate your participation in the meeting and provide feedback on the Marking Sheet.

If you are absent from class, it is your responsibility to make alternative arrangements with the trainer and assessor to review the feedback and identify areas for further improvements.

**Template 1 -Meeting Minutes**

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| --- | --- |
| **Date** |  |
| **Location** |  |
| **Participants** |  |
| **Review of feedback**  100-150 words |  |
| **Improvement of CI planning and operations** |  |
| **Opportunities for further improvement**  (2-3 opportunities, 50-100 words) |  |
| **Action Items and responsibility**  (6-8) |  |

1. **CI register**

Update the CI register adding the opportunities for further improvements.

| **Date** | **Suggested Improvement** | **CI Category** | **Actions** | **Timeline** | **Responsibility** | **Completed Y/N** |
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1. **Email to CEO**

Write an email (Template 2) to the CEO addressing the following:

* Summarise the outcome of the meeting with the departmental managers
* Suggest opportunities for further improvements (as discussed with the managers)
* Suggest 2-3 talking points to positively influence the Board of Directors to further improve sustainable work practices

(100-150 points)

The text of the email should be in grammatically correct English, written in an appropriate (polite, business-like) style.

**Template 2 -Email**

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| --- |
| Email to the CEO |
| **To**: |
| **Cc**: |
| **Bcc**: |
| **Subject**: |
| **Date email is sent**: |
| **Attachments**: |
|  |

## **References**

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| **Please include your references below:**  *(Please refer to this* [*referencing guide*](https://drive.google.com/file/d/10wgzUYd0am5IKqWOBdTw6DScjh19FfSm/view?usp=sharing) *if needed or speak to your trainer for any specific referencing requirements for this assessment)* |