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| **ASSESSMENT COVER SHEET** | | | | | | | | | |
| **Assessment Details** | | | | | | | | | |
| **Qualification Code and Title** | **BSB61015 Advanced Diploma of Leadership and Management** | | | | | **Block/ Term/ Year** | | |  |
| **Unit Code and Title** | **BSBINM601 Manage Knowledge and Information** | | | | | | | | |
| **Assessment Type** | **A2 – Simulation** | | | **Re-assessment** | | | **YES** | **NO** | |
| **Due Date** |  | | | | | | | | |
|  |  | | | | | | | | |
| **Student Details** | | | | | | | | | |
| **Student Name** |  | | | | **Student ID** | |  | | |
|  | | | | | | | | | |
| **Instructions to Students:** *Please read the following instructions carefully.* | | | | | | | | | |
| * The purpose of this assessment is to assess your knowledge and skills. * This assessment is to be completed according to the instructions given by your assessor. * To be deemed satisfactory in this assessment, you must write the answers to all written questions correctly or meet all the performance criteria for activity based assessments by the due date. * Submission after the due date will result in a penalty fee. * Should you not answer the tasks correctly, you will be given feedback on the results and gaps in knowledge. You will be entitled to one (1) resubmission in showing your competence with this unit. * If you feel the decision made by your assessor was incorrect please refer to your Student Handbook for information on assessment appeal for the required steps to appeal the decision. * If you are not sure about any aspect of this assessment, please ask for clarification from your assessor. * Please refer to the College re-submission and re-sit policy for more information. * If you have questions and other concerns that may affect your performance in the Assessment, please inform the assessor immediately. * Please read the tasks carefully then complete all tasks. * To be deemed competent for this unit you must achieve a satisfactory result with tasks of this Assessment along with a satisfactory result for another Assessment. * Remember, that it must be your own work and if you use other sources then you must reference these appropriately. * Submitted document should follow the given criteria. Font should be Times New Roman, Font size need to be 12, line spacing has to be Single line and Footer of submitted document must include Student ID, Student Name and Page Number. Document should be printed double sided. * This is individual Assessment. Once you have completed the assessment, please provide the hard copy of the Assessments to your Trainer/ Assessor. * Plagiarism is copying someone else’s work and submitting it as your own. Any plagiarism will result in NYC. | | | | | | | | | |
|  | | | | | | | | | |
| **For Assessor Use Only** | | | | | | | | | |
| **Assessor’s Name** |  | | | | | | | | |
| **Assessment Decision**: *To be accessed as satisfactory in this assessment task, the student must address ALL assessment items/questions satisfactorily.*  ***All individual assessment tasks of this unit must be completed satisfactorily for a student to achieve an overall grade of competent for this unit.*** | | | | | | | | | |
| **The Student’s Performance is** | | **SATISFACTORY** | | | | **NOT SATISFACTORY** | | | |
|  | | | | | | | | | |
| **Student Declaration:** I declare that I have read and agreed to the instructions mentioned above and declare that the work submitted is my own and has not been copied or plagiarized from any person or source. I have been assessed in this unit and advised of my result. I am aware of my appeal rights.  **Signature:**  **Date:** / / | | | **Assessor Declaration:** I declare that I have conducted a fair, valid and flexible assessment with this student and I provided appropriate feedback.  **Signature:**  **Date: / /** | | | | | | |

**ASSESSMENT INFORMATION**

Welcome to your Student Assessment Workbook for BSBWOR501 Manage Personal Work Priorities and Professional Development.

This Workbook is where you will write all your responses for the knowledge questions and simulation tasks. Please refer to the Student Assessment Guide for more information.

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| **Assessment Event 2 – Simulation: Coffee Huse** |
| You will complete a number of tasks with compiling a business report based on a series of quantitative statistical analyses you will apply on various data sets. These tasks will be based on your role as a Business Intelligence Officer for a coffeehouse chain called *Coffee Huse.* |
|  |

To complete the Simulation, you will need to refer to the following resources:

|  |  |
| --- | --- |
| Work Plan Template | This is an Excel template to be used in Task 2.1 to produce a work plan. |
|  |  |
| College Student Plan | This plan provides information on how the College is intending to support students and is used in Task 1.2 |
|  |  |
| Competing Demands Prioritisation Template | You will use this template when prioritising between competing tasks in Task 2.3 |

Please note that your responses for both assessment events can (where appropriate) use dot point format. See below an example of a dot point response and a full sentence response.

|  |  |
| --- | --- |
| **Dot point format** | *Presentation Plan includes the following:*   * *outcomes* * *needs of the audience* * *context.* |
|  |  |
| **Full sentence format** | *When you are preparing for a presentation, there are a number of tasks that must be carried out. These are listing the outcomes that you want to achieve, followed by the identification of the needs of your audience. When you have completed these two tasks you then check on the room that you will be conducting the presentation in.* |

**To Achieve Competence**

To be deemed competent for this unit, you will need to meet the following requirements:

* complete all the questions and tasks listed in the Student Assessment Workbook
* meet all the requirements listed in this Student Assessment Guide
* your responses to the questions and tasks must be relevant, accurate and specific
* submit your completed Student Assessment Workbook to your Assessor within the set timeframes
* your work must be in your own words
* where you use an external source of information, you must provide citation.

**ASSESSMENT 2 – simulation**

In this assessment, you will undertake a number of tasks associated with formulating evidence-driven strategies to improve the business performance of a local coffeehouse chain, *Coffee Huse*, utilising its corporate knowledge.

## Task 1: Compile Business Report

In this task, you will compile a report to create a business case in regard to the Coffee Huse’s business performance to be presented to the higher management in future (Task 2). To achieve this, you will ensure the reliability of data collected, apply various statistical data analysis techniques, and document your findings in line with organisational requirements.

### 1.1 Review and prepare data

*Prepare the survey and timeseries data using your spreadsheet software. Ensure to save it for future use. Make sure you comply with the organisational policy and procedures.*

### 1.2 Set objective for analyses

*insert your responses here:*

### 1.3 Analyse store performances

*insert your findings here including evidence of analyses, data visualisations, and interpretations:*

### 1.4 Undertake statistical root-cause analysis

*insert your findings here including evidence of analyses, data visualisations, and interpretations:*

### 1.5 Analyse the conditional means

*insert your findings here including evidence of analyses, data visualisations, and interpretations:*

### 1.6 Apply further analysis

*insert your findings here including evidence of analyses, data visualisations, and interpretations:*

### 1.7 Undertake sensitivity analysis

*insert the output of your sensitivity analysis and suggestions here:*

## Task 2: Take Decisions on Business Issues Identified

In this task, you will develop an action plan in consultation with the Area Manager. This will involve you to present your evidence-driven solutions to the Area Manager and agree on solutions that are in line with the organisation’s values and decision-making procedures.

### 2.1 Manage risks for proposed actions

*Insert your responses into the table:*

| Strategy | Rationale | Risk | Control Measure |
| --- | --- | --- | --- |
|  |  |  |  |
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### 2.2 Make decisions in consultation with the Area Manager

*Your Assessor will observe you using the Observation Check Sheet in Appendix B.*

*Please refer to Task 2.2 in your Student Assessment Guide for instructions.*

*Note that you must amend your proposed actions in light of the Area Manager’s input.*

## Task 3: Develop a System for Information and Knowledge Management

In this task, you will develop a spreadsheet-based decision support tool, create an internal communication plan, and implement a cloud-based knowledge repository system. You will also apply updates to this system as required. Read the background information for these tasks in Simulation Background Phase 3 in Appendix A given in your Student Assessment Guide.

### 3.1 Develop the decision support tool for dissemination

*Create your decision support tool and save it to be uploaded to the Cloud Based Repository you will create in Task 3.2.*

*insert the screenshots of your decision support tool here:*

*insert your communication plan here:*

### 3.2 Develop the initial components of the system

*Implement your cloud-based knowledge repository and upload all the assessment files.*

*insert the screenshots of your cloud-based management system here:*

*insert your updated communication plan here:*

**task outcome Sheet**

The Feedback Evaluation Sheet below is the assessment questions and tasks for each of the assessment events that the student is required to complete. Assessors, tick ‘S’ if the student achieved a satisfactory outcome for an assessment task and ‘NYS’ if the student does not meet these requirements. Also, you are required to write comments on the quality of this evidence under the ‘Comments’ column. For your judgement on the student’s overall performance, tick ‘Satisfactory’ if the student achieves a satisfactory outcome for all of the tasks or ‘Not-Yet-Satisfactory’.

## **Assessment Event 2**

| Assessment Event 2 | | S | NYS | Comments | |
| --- | --- | --- | --- | --- | --- |
| Task 1:  Compile Business Report | Sub Task 1.1 |  |  |  | |
| Sub Task 1.2 |  |  |  | |
| Sub Task 1.3 |  |  |  | |
| Sub Task 1.4 |  |  |  | |
| Sub Task 1.5 |  |  |  | |
| Sub Task 1.6 |  |  |  | |
| Sub Task 1.7 |  |  |  | |
| Task 2:  Take Decisions on Business Issues Identified | Sub Task 2.1 |  |  |  | |
| Sub Task 2.2 |  |  |  | |
| Task 3:  Develop a System for Information and Knowledge Management | Sub Task 3.1 |  |  |  | |
| Sub Task 3.2 |  |  |  | |
| The student’s overall performance is | | | | 🞏 Satisfactory | 🞏  Not-Yet-Satisfactory |
| Assessor Signature: | | | | **Date:** |  |