



Assessment Tasks

Assessor Guide

BSBWOR501A: Manage personal work priorities and professional development

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United Business Services (Aust) Pty Ltd
50 Cupania Street
Algester Qld 4115

Ph: (07) 3276 0549
Email: info@ubsconsultants.com.au
Web: www.ubsconsultants.com.au

Assessment Documentation

This Assessor Guide is designed to provide standardised documentation and assessment procedure for the assessment processes conducted by this RTO.

The assessment tools that are used by you (the assessor) will result in evidence being generated by the student targeting this unit of competency. The evidence is kept by the RTO and is required for audit purposes.

The following table summarises the types of evidence students can generate as proof of competence. The table contains information based on the AQF (Australian Qualifications Framework) Level for the unit **BSBWOR501A: Manage personal work priorities and professional development**. Sample assessment tools have been suggested as a means of assisting students in generating the appropriate form of evidence for this unit.

AQF Level	Distinguishing Features (Source: AQF Implementation Handbook 2007: Guidelines)	Type of evidence to be used	Sample assessment tools
Diploma	<ul style="list-style-type: none">▪ Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas▪ Analyse and plan approaches to technical problems or management requirements▪ Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations▪ Evaluate information using it to forecast for planning or research purposes▪ Take responsibility for own outputs in relation to specified quality standards▪ Take some responsibility for the achievement of group outcomes	<ul style="list-style-type: none">▪ Workplace achievement▪ Answers to case study▪ Work samples from a range of areas▪ Practical demonstration▪ Role playing a specific process▪ Log book▪ Photographs / videos▪ Third party report	<ul style="list-style-type: none">▪ Performance checklist for demonstrations / role plays▪ Case study scenarios and questions with benchmark answers▪ End product summary checklist▪ Written/oral questions and benchmark answers

The assessment activities associated with the unit of competency **BSBWOR501A: Manage personal work priorities and professional development** are listed below:

Assessment 1: Written	<ul style="list-style-type: none">▪ Written answers to questions
Assessment 2: Project	<ul style="list-style-type: none">▪ Written responses to tasks
Assessment 3: Project	<ul style="list-style-type: none">▪ Written responses to tasks

Assessment Information

The candidate has been given the following information

This guide contains all of the assessment tasks required for completion of unit of competency **BSBWOR501A: Manage personal work priorities and professional development**.

Prior to commencing the assessments your assessor will explain each task to you. You will be given the opportunity to ask questions and to seek clarification on any of the tasks, and your assessor will remain available to support you through the assessment process.

Your assessor is also available to discuss Recognition of Prior Learning and whether this applies to your circumstances.

Terms and conditions

Submitting your evidence portfolio

You are recommended to seek the advice of your assessor when putting together your evidence portfolio in order to confirm that you have provided sufficient evidence of competency.

You should note that your evidence portfolio must be retained by the Registered Training Organisation for audit purposes and will not be returned to you. If you wish to keep any evidence, you should make a copy prior to submission for assessment. You are advised to make sure you clearly label each answer and task and complete all sections of each assessment.

If possible, you should also submit copies of any workplace documents that may be relevant to this unit of competency. In this case you will need to gain approval to provide the copies from your employer.

Ownership and plagiarism

You are advised by accepting these terms and conditions you have declared the evidence that you submit is your own work or the result of your own research. By signing the declaration below you acknowledge your assessment is your own and contains no material written by another person except where due reference is made. Note that if you quote any source in your evidence, you must provide a reference to the source in order to ensure that you do not breach Copyright legislation. You need to be aware that a false declaration may lead to the withdrawal of a qualification.

Re-submission of your evidence portfolio

If your evidence meets the requirements of the unit of competency you will be assessed as Competent (**C**) in this unit. If your evidence does not meet the requirements of the unit of competency you will be assessed as Not Yet Competent (**NYC**). If you are assessed NYC, it is important to discuss your re-submission with your assessor as you will be given one opportunity only to revise and re-submit your evidence portfolio.

Candidate's declaration of original authorship

The candidate is required to sign the following declaration in the Candidate copy of this Assessment.

I declare that this assessment is my own and contains no material written by another person except where due reference is made. I am aware that a false declaration may lead to the withdrawal of a qualification

BSBWOR501A: Manage personal work priorities and professional development

Elements

1. Establish personal work goals

Performance Criteria (PC):

- 1.1 Serve as a positive role model in the workplace through personal work planning and organisation
- 1.2 Ensure personal work goals, plans and activities reflect the organisation's plans, and own responsibilities and accountabilities
- 1.3 Measure and maintain personal performance in varying work conditions, work contexts and contingencies

2. Set and meet own work priorities

Performance Criteria (PC):

- 2.1 Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives
- 2.2 Use technology efficiently and effectively to manage work priorities and commitments
- 2.3 Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to

3. Develop and maintain professional competence

Performance Criteria (PC):

- 3.1 Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans
- 3.2 Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence
- 3.3 Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence
- 3.4 Undertake participation in networks to enhance personal knowledge, skills and work relationships
- 3.5 Identify and develop new skills to achieve and maintain a competitive edge

Required Skills

- RS 1. •communication skills to receive, analyse and report on feedback
- RS 2. •literacy skills to interpret written and verbal information about workplace requirements
- RS 3. •organisational skills to set and achieve priorities.

Required Knowledge

- RK 1. •principles and techniques involved in the management and organisation of performance measurement
- RK 2. •principles and techniques involved in the management and organisation of personal behaviour, self-awareness and personality traits identification
- RK 3. •principles and techniques involved in the management and organisation of personal development plan
- RK 4. •principles and techniques involved in the management and organisation of personal goal setting
- RK 5. •principles and techniques involved in the management and organisation of time management
- RK 6. •management development opportunities and options for self
- RK 7. •organisation's policies, plans and procedures
- RK 8. •types of learning style/s and how they relate to the individual
- RK 9. •types of work methods and practices that can improve personal performance.

Critical aspects of evidence

Evidence of the following is essential:

- CAE 1. •systems and processes (electronic or paper-based) used to organise and prioritise tasks, which show how work is managed
- CAE 2. •personal development plan, with career objectives and an action plan
- CAE 3. •knowledge of relevant legislation

Employability Skills

Industry and enterprise requirements for the qualification:

- ES 1. Communication
 - conducting research to collect and analyse information in a range of reports
 - consulting with others to develop a range of plans and reports
 - liaising with stakeholders and promoting participative workplace arrangements
 - negotiating solutions to new and emerging issues
- ES 2. Teamwork
 - contributing to the development of other team members
 - providing feedback on team performance to colleagues and managers
- ES 3. Problem solving
 - applying risk management processes to business operations
 - assessing financial viability of new opportunities and matching organisational capability with market needs
- ES 4. Initiative and enterprise
 - encouraging creative and innovative workplace solutions
 - identifying new and emerging opportunities for the business and developing strategies to capitalise on them
 - managing, fostering and facilitating change
- ES 5. Planning and organising
 - developing systems that are flexible and responsive to changing circumstances
 - planning for contingencies and performance of staff and systems
- ES 6. Self management
 - dealing with contingencies
 - managing own time and priorities
 - taking responsibility as required by work role and ensuring all organisational policies and procedures are adhered to
- ES 7. Learning
 - assisting others to acquire new knowledge and skills to improve team and individual performance
- ES 8. Technology
 - using electronic communication devices and processes such as internet, intranet, email to produce written correspondence and reports
 - using technology to assist the management of information and to assist the planning process

Candidates targeting unit **BSBWOR501A: Manage personal work priorities and professional development** need to complete all formative activities in preparation for the three summative assessment activities required for this unit.

The candidate is provided with instructions for each of the summative assessment activities in her/his assessment task book.

If at any stage of the assessments, you believe that the safety of anyone is in jeopardy, you should abort the assessment session.

Assessment 1: Written Test

The following instructions have been provided to the candidate.

Instructions to Candidate

You are required to answer the following questions to confirm your knowledge in relation to unit **BSBWOR501A: Manage personal work priorities and professional development**.

You may refer to your training materials and other research while completing the answers.

Write your answers in the spaces below using a blue or black pen. Alternatively type a document and provide a printed copy. If you re-type the document, repeat each question in the document and type your answer under the question.

Instructions to Assessor: Written Benchmark Answers

The following answers are supplied for you (the assessor). Please ensure when marking the candidate's work that you adhere to the prescribed answers. The benchmark answers in the following table are intended as a guide to ensure consistency of assessment.

Questions and benchmark answers	Mapping
Question 1. The management and organisation of business, team and individual performance measurement systems is an important function of a manager. What is the principle (purpose) of performance measurement systems?	
<i>Answer should indicate the following:</i> A method of gathering information for an evaluation of the business, team or individual's efficiency and effectiveness in achieving their identified goals. The system also provides an avenue for managers to provide feedback on the progress towards those goals.	RK1
Question 2. Name a technique (common tool) used with performance measuring systems.	
Key performance indicators (KPIs)	RK1
Question 3. There are a number of testing tools or techniques a manager can use to identify an individual's behaviour type and their personality traits. Name 1 common personality-type testing process.	
<i>Answer should identify 1 of the following points:</i> <ul style="list-style-type: none">• Myers-Briggs• DISC• Herrmann Brain Dominance Instrument	RK2
Question 4. Managing different personality types is one of the first challenges that you will face as a manager. Name 1 team advantage when the manager and the team members are aware of their own personality traits and behaviour preferences.	
<i>Answer should identify 1 of the following points:</i> The team can: <ul style="list-style-type: none">• Identify the strengths and weaknesses of each individual• Reduce misunderstandings and conflict• Make a difference in the way a team deliberates a problem with diversity of different personality types• Enables tasks to be matched to the most appropriate personality type.	RK2

Questions and benchmark answers	Mapping
Question 5. Name the principle (purpose) of a personal development plan.	
<p><i>Answer should indicate the following:</i></p> <p>An action plan aimed towards achieving a career, education or self-improvement goals.</p>	RK3
Question 6. Briefly explain the technique used when organising and managing a personal development plan.	
<p><i>Answer should indicate the following:</i></p> <p>Identification and evaluation of personal development milestones and achievements together with planning of goals and actions to achieve goals based on awareness and reflection.</p>	RK3
Question 7. Identify a business tool or technique that can be used in organising a personal development plan to identify areas of personal strength and weakness and external factors that may impact on the plan.	
SWOT analysis	RK3
Question 8. Personal goal setting is important for managers as it provides direction and motivation to be successful. One technique used to set personal and business goals is SMARTT. Explain the meaning of this acronym.	
<p>Goals should be:</p> <ul style="list-style-type: none"> • Specific • Measurable • Achievable • Realistic • Trackable • Time-framed 	RK4
Question 9. As well as using SMARTT to set goals, the principles in personal goal setting also include monitoring and rewards. Explain the importance of monitoring and rewards in goal setting.	
<p><i>Answer should indicate the following:</i></p> <ul style="list-style-type: none"> • Monitoring: You need to: <ul style="list-style-type: none"> ○ Check your progress from time to time ○ Adjust your goals ○ Regularly measure your level of success with the goals you set • Rewards: You should acknowledge your achievement by giving yourself a reward for successfully reaching your goal 	RK4

Questions and benchmark answers	Mapping
Question 10. List 5 of the principles of time management.	
<p><i>Answer should identify 5 of the following points:</i></p> <ul style="list-style-type: none"> • Set your goals • Review your goals • Make a list • Decide on priorities • Select an order or sequence for tasks to be done • Try to do one task at a time - Don't jump from one task to the other • Plan the day • Develop a personal sense of time • Delegate effectively • Make the best use of your best time including contingency planning 	RK5
Question 11. List 3 of the barriers to effective time management.	
<p><i>Answer should identify 3 of the following points:</i></p> <ul style="list-style-type: none"> • Inability to prioritise • Inability to say no or accepting inappropriate task requirements • Imbalance in work-life balance • Lack of focus on goals • Procrastination 	RK5
Question 12. Self development for a manager should be an on-going activity. There are a number of formal and informal options for a manager to improve their management skills and knowledge. Explain the difference between formal and informal self- development.	
<p><i>Answer should indicate the following:</i></p> <ul style="list-style-type: none"> • Formal self-development relates to acquiring skills and knowledge which is from a nationally recognised course or program • Informal self-development relates to acquiring skills or knowledge which may be gained from: <ul style="list-style-type: none"> ○ Networking, mentoring, coaching ○ Job shadowing, job exchange programs ○ Reading industry articles ○ In-house training that is not nationally recognised ○ Work-based learning. 	RK6

Questions and benchmark answers	Mapping
<p>Question 13. An organisation's policies and procedures are essential in order to ensure consistency in its daily operations. They provide clarity and direction in order to meet their legal and statutory requirements. Describe the function of:</p> <ul style="list-style-type: none"> • An organisation's policies • An organisation's procedures. 	
<p><i>Answer should indicate the following:</i></p> <p>Policies:</p> <p>The organisation's policies are a blueprint to guide the direction of the company as well as regulate, direct and control staff actions and conduct. Policies are the direct connection between a Company's Vision and Mission and its daily operations. Policies are also a platform for the company's culture.</p> <p>Procedures:</p> <p>The organisation's procedures are the instructions which provide an exact sequence of action for the organisation's policies. A procedure generally explains the how (method/process) and the who (which position) in policy implementation. Procedures are specific, factual and succinct. They may include timelines, specific forms to be used and template forms. Procedures assist in eliminating common misunderstandings which can result in costly mistakes.</p>	RK7
<p>Question 14. An organisation has a number of plans that document the objectives, goals, direction and aims of a company. Name 2 types of organisational plans.</p>	
<p><i>Answer should identify 2 of the following points:</i></p> <ul style="list-style-type: none"> • Business plan • Strategic plan • Organisational (action) plan • Marketing/Sales plan • Financial plan • Production plan • Performance management plan 	RK7
<p>Question 15. As a manager delivers presentations to staff and others he/she needs to understand the different types of learning styles as well as their own. List 3 different learning styles.</p>	
<p><i>Answer should identify 3 of the following points:</i></p> <ul style="list-style-type: none"> • Visual (spatial). • Aural (auditory-musical). • Physical (kinaesthetic). • Verbal (linguistic). • Logical (mathematical). • Social (interpersonal). • Solitary (intrapersonal). 	RK8

Questions and benchmark answers	Mapping
Question 16. The way you recall information and think about your experiences relates to your preferred learning style. Briefly explain this statement.	
<p><i>Answer should indicate the following:</i></p> <p>Learning relates the way you input, process, organise and recall information in your own mind.</p>	RK8
Question 17. Describe 5 types of management work practices (methods) that can improve personal work performance for yourself and your team.	
<p><i>Answer should identify 5 of the following points:</i></p> <ul style="list-style-type: none"> • Establish clear expectations and goals • Review and gain agreement on KPIs and standards • Create a positive atmosphere in the workplace through dignity and respect • Give praise, acknowledge achievement and provide regular positive feedback • Address morale issues and team member conflicts immediately • Have an open-door communication policy • Identify and provide systems to ensure training is completed properly and in a timely manner • Lead by example and be a positive role model • Deal with team and individual performance issues fairly and tactfully by concentrating on facts rather than personalities • Delegate responsibly by providing the tools and authority to act • Plan and prioritise current and future activities to meet organisational goals and targets 	RK9
Total Questions	17

Assessment checklist – Assessor Note

Please complete the assessment checklist in the Candidate Guide to record the assessment process and outcome.

The checklist contains a declaration by the candidate as follows:

- A. The purpose and outcomes of the assessment have been explained.
- B. I have received information about the unit of competency.
- C. I understand the type of evidence to be collected.
- D. The appeals system has been explained to me.
- E. I have notified my assessor of any special needs that may need to be considered during the assessment.

The checklist contains a section for the assessor to record the following:

- Whether RPL / Accelerated progression is required
- Whether Language / Literacy / Numeracy support is required
- Any other special needs

SAMPLE

Assessment 2: Project

The following instructions have been provided to the candidate.

Instructions to Candidate

This activity is related to the unit of competency **BSBWOR501A: Manage personal work priorities and professional development**. In particular, you will be required to demonstrate your skills and knowledge in relation to this unit of competency.

You may refer to your training materials and other research if required. The activity may be completed in the workplace or a simulated workplace.

Your assessor will use a checklist to record the assessment decision.

Overview

Below are a number of practical tasks to be completed over a period of time in a real or simulated workplace where you will perform the duties of a **manager**. The times for completion of the tasks are to be negotiated between yourself and the assessor. The tasks will reflect your ability to:

Project: Develop personal work goals and monitor performance and achievement

Your assessor will provide you with instructions and complete a checklist on which they will record your satisfactory performance of workplace tasks.

In this assessment candidates will need to access the following documents. For a simulated workplace assessment, the assessor will supply candidates with the following documents.

- A management position description (role statement, duty statement or performance plan) which describes their activities, responsibilities, accountabilities and reporting requirements.
- An organisational plan which reflects the goals and objectives of the company.

The Project Tasks table below identifies the documents that you are required to prepare and submit in your evidence portfolio. They may be presented in printed format in a folder or as an electronic copy.

Ensure both your name and student number is clearly displayed.

Instructions to Assessor

The following benchmarks are supplied for you (the assessor). Please ensure when marking the candidate's work that you adhere to the prescribed benchmarks which are intended as a guide to ensure consistency of assessment.

Instructions to Assessor

The following benchmarks are supplied for you (the assessor). Please ensure when marking the candidate's work that you adhere to the prescribed benchmarks which are intended as a guide to ensure consistency of assessment.

Project Tasks	Mapping
<p>The following tasks may be completed as a workplace project based on your own organisation and job role, or as a simulated workplace project based on a fictitious organisation, or an organisation you are familiar with.</p>	
<p>1. In order to be a role model to others it is important for a manager to be organised and have a personal work plan which identifies their goals, the processes to achieve those goals as well as the mechanisms to monitor and make adjustments to the plan.</p> <ul style="list-style-type: none"> • Locate your position description (role statement, duty statement or performance plan) and the organisation's plan on the company's goals and objectives. If you are in a simulated workplace your assessor will provide you with a position description and an organisational plan. • Using your position description and the organisational plan, develop a Personal Work Plan. Your personal work plan needs to: <ul style="list-style-type: none"> ○ Identify your personal work goals, plans, activities and career objectives ○ Reflect your responsibilities and accountabilities ○ Reflect the goals and objectives in the organisation's plan ○ Take into account any legislative requirements. • The plan can be on a landscape page in a table format (Word or Excel) using the following headings: <ul style="list-style-type: none"> ○ Organisational goals and objectives Relate these to your performance requirements, responsibilities and accountabilities ○ Personal work performance goals Your goals should match the organisational goals and objectives relating to your responsibility and accountability areas. (Performance expectations need to be detailed and include activities and objectives relating to your career.) Areas/competencies requiring improvement ○ Actions to achieve goals Identify formal or informal learning, location/access requirements, approval requirements, estimated costs and payer, etc. ○ Timeframe to achieve goal. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> • A Personal Work Plan detailing your goals and actions to achieve them. 	<p>PC 1.1-1.2 RS 2-3 RK 1, 3-7 CAE 1-3 ES 1, 3-6, 8</p>

Has the candidate met the following criteria for Task 1

Candidate's responses may vary

A Personal Work Plan in a table format (Word or Excel), identifying:

- The organisational goals and objectives relating to the candidate's performance requirements, responsibilities, accountabilities and any legislation requirements.
- The candidate's personal work goals, plans, activities and career objectives
- The candidate's personal work performance goals matched (mapped) to the organisational goals and objectives
- The candidate's goals should include their activities and performance in terms of expectations and achievements which reflect their responsibility and accountability areas
- Areas/competencies for improvement e.g negotiation skills, technology skills, Certificate IV in Manufacturing, etc
- Actions to achieve their goals which identifies:
 - The type of learning(formal or informal)
 - The location/access requirements e.g. in-house, TAFE, etc.
 - Any approval requirements e.g. work release time, HR approval, etc.
 - Estimated costs and payer, etc e.g. dollars if candidate paying or nil if company reimbursing payment
 - Estimated timeframe to achieve goal e.g. a day, a week, 3 months, etc

Project Tasks	Mapping
<p>2. In order to monitor and maintain your Personal Work Plan, you need to establish a method to measure your success in achieving your work goals. KPIs are measurable indicators that can track your progress and reveal areas which will help you manage your performance improvement.</p> <ul style="list-style-type: none"> In a separate table or as a short report: <ul style="list-style-type: none"> Develop 5 key performance indicators (KPIs) that you would use as targets to measure your success in achieving the goals of your Personal Work Plan in Task 1. Relevant legislative requirements may need to be included in the KPIs. For each KPI identify the evidence you would gather to measure your KPI. Explain the schedule for your personal KPI review process to measure and maintain your personal development plan Describe how you are able to maintain personal performance in an environment where work conditions and work situations (context) may alter or vary. Identify the performance plan contingency strategies that you may use when your planned goals may no longer be applicable in order to deal with and overcome these issues and problems. You may wish to use a scenario to illustrate your response. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> A report identifying your KPIs and your review process including contingency strategies. 	<p>PC 1.3 RS1-3 CAE 3 ES 1, 3-6, 8</p>

Has the candidate met the following criteria for Task 2
<p><i>Candidate's responses may vary</i></p> <p>A report describing:</p> <ul style="list-style-type: none"> 5 KPIs relating to the Personal Work Plan in Task1. These need to be measurable, achievable and relate to the candidate's responsibility and accountability areas. Relevant legislative requirements may need to be included. A description of measurable evidence for each KPI e.g. sales figures documentation, achieving budget targets, customer complaints, etc The KPI review process should include the frequency of the KPI reviews as well as how they measure achievement and adjust and maintain their goals. The contingency strategies or processes the candidate uses in order to deal with and overcome issues and problems in order to maintain personal performance when work conditions and work situations (context) alter or vary. The candidate may use a scenario to illustrate their response e.g. review, reflect and re-prioritise targets and tasks.

Project Tasks	Mapping
<p>3. A manager needs to be able to set long and short term plans for themselves and their team, that directly relate to the organisation's goals and objectives. In order to achieve these planned goals and objectives, a manager needs to prioritise tasks for himself/herself and his team.</p> <ul style="list-style-type: none"> Develop a scenario that describes a 3-day team work project you need to manage. The project should relate to an organisational goal or objective from the organisation's plan you used in Task 1. Design a work project table with 3 columns (Word, Excel or other software) In the first column (left), list and describe the work project's goals and objectives In the second column (middle), list and describe the team's work project tasks from commencement to completion and identify timeframes (in hours) for each task In the next column (last), list and describe your management work project tasks including monitoring functions and identify timeframes (in hours) for each task Using 3 different colours, highlight the team's tasks into 3 priorities. Create a priority legend to identify urgent tasks, immediate tasks and normal task priorities. Remember to check task timeframes. Using 3 different colours, highlight your management tasks into 3 priorities. Create a priority legend to identify urgent tasks, immediate tasks and normal task priorities. Remember to check task timeframes. Using the work project table, develop 2 work schedules for the 3-day work project <ul style="list-style-type: none"> 1 schedule for the team setting out the order of task priorities and timeframes 1 schedule for your management tasks setting out the order of task priorities and timeframes <p>You are required to provide your assessor with the following documents:</p> <ul style="list-style-type: none"> A report containing: <ul style="list-style-type: none"> A scenario on a 3-day team work project 1 table explaining the work project 2 work schedules for the team and the manager. 	<p>PC 2.1-2.2 RS 2-3 RK 4-5 CAE 1 ES 1-8</p>

Has the candidate met the following criteria for Task 3

Candidate's responses may vary

A report containing:

- A scenario on a 3-day team work project that relates to an organisational goal or objective from the organisation's plan in Task 1 e.g. marketing program, OHS training, stocktake, etc
- 1 table explaining the work project. In each column of the table
 - A realistic list and description of the work project's goals and objectives
 - A realistic list and description of the team's work project tasks with timeframes in hours for each task. Tasks should identify the actions to be completed.
 - A realistic list and description of the management work project tasks with timeframes in hours for each task. Tasks should identify the actions to be completed. Tasks should involve monitoring the work project and the team's performance
 - A 3-colour highlight legend identify project priorities of urgent tasks, immediate tasks and normal task priorities, highlight the team's tasks into 3 priorities
 - Highlighted work project tasks in the team and management lists
- 2 work schedules for the team and the manager using a software package
 - 1 schedule for the team setting out the order of task priorities and timeframes
 - 1 schedule for management tasks setting out the order of task priorities and timeframes
 - Timeframes for team and management tasks should be realistic.

Project Tasks	Mapping
<p>4. It is important that a manager consults with his/her team when developing work projects, work schedules and priority lists, to gain team agreement and identify any issues that may hinder implementation of the plan.</p> <ul style="list-style-type: none"> Using the 3-day team work project in Task 3, describe the communication process (steps) used to gain input and acceptance of the work schedules to implement the project. After analysing the team feedback on an issue relating to the way tasks are allocated amongst the team members, and taking into consideration the personality traits of individual team members, explain: <ul style="list-style-type: none"> The factors you would take into account when re-allocating the team task How misallocation of tasks relates to team performance. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> A short report on communicating with your team to gain input and acceptance of the work schedules to implement the 3-day team project. 	PC 2.1 RS 1-3 RK 2, 9 CAE 1 ES 1-8

Has the candidate met the following criteria for Task 4
<p><i>Candidate's responses may vary</i></p> <p>A short report on team communication to gain input and acceptance of the work schedules to implement the 3-day team project explaining:</p> <ul style="list-style-type: none"> The communication process (steps) to facilitate input and gain acceptance of the project work schedules e.g. meeting, tool-box talk, open door policy, email, etc Factors that influence re-allocation of tasks may include: <ul style="list-style-type: none"> Individual member workload, specific skills, experience and knowledge, motivation, interest in task, etc Damage to team performance will occur if Tasks are imposed without consultation Lack of skills and experience, Lack of confidence, etc

Project Tasks	Mapping
<p>5. A manager needs to be aware of his/her own as well as the team's general health, stress levels and work-life balance.</p> <ul style="list-style-type: none"> Briefly explain: <ul style="list-style-type: none"> The importance of work-life balance to the employee and the organisation Why stress in the workplace needs to be managed How health and stress can affect workplace performance List 4 signs that would indicate a person is under stress in the workplace Name the organisational policy that is required in order to legislation relating to health in the workplace. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> A short report in response to the above questions and statements. 	<p>PC 2.3 RK 7, 9 CAE 3 ES 5-6</p>

Has the candidate met the following criteria for Task 5

Candidate's responses may vary

A short report explaining:

- The importance of work-life balance to the employee and the organisation
An organisation that recognises and implements work-life balance policies generally attracts and retains high performing employees and reduces employee time off due personal commitments. The opposite effect is work-life conflict or stress which affects the health and well being of the employee. An employee views work-life workplace conditions as a benefit to their employment.
- Why stress in the workplace needs to be managed
It is a legal obligation for organisations to manage stress in the workplace. A healthy working environment encourages physical and mental health in employees. Work-related stress causes an increase in sick days and absenteeism, a higher turnover of staff and a drop in productivity.
- How health and stress can affect workplace performance
Employee health and stress in the workplace will impact on quality of service, productivity, quality of work and occupational safety and health.
Some of the possible consequences of work-related stress for the individual include:
 - Increased susceptibility to workplace accidents
 - Deterioration of relationships within the workplace
 - Increased absenteeism
 - Workplace aggression and violence.
- List 4 signs that would indicate a person is under stress in the workplace
 - Complaining of depression, anxiety, feelings of being overwhelmed and unable to cope
 - A drop in work performance
 - An increase in sick days or absenteeism
 - Cognitive difficulties, such as a reduced ability to concentrate or make decisions
 - Complaining of fatigue, headaches, heart palpitations and stomach problems
 - Increased aggression.
- Name the organisational policy that is required in order to legislation relating to health in the workplace. – Workplace health and safety policy

Project Task	Mapping
<p>The overall project task:</p> <p>Compile all the above documents together. They will be assessed separately and then assessed for overall readability, which includes use of appropriate grammar and punctuation in sentences and paragraphs.</p>	ES 1, 8
<p>Has the candidate met the following criteria for the overall project task</p> <p>Reports display appropriate readability by using appropriate grammar and punctuation in sentences and paragraphs.</p>	

Assessment checklist – Assessor Note

Please complete the assessment checklist in the Candidate Guide to record the assessment process and outcome.

The checklist contains a declaration by the candidate as follows:

- The purpose and outcomes of the assessment have been explained.
- I have received information about the unit of competency.
- I understand the type of evidence to be collected.
- The appeals system has been explained to me.
- I have notified my assessor of any special needs that may need to be considered during the assessment.

The checklist contains a section for the assessor to record the following:

- Whether RPL / Accelerated progression is required
- Whether Language / Literacy / Numeracy support is required
- Any other special needs

Assessment 3: Project

The following instructions have been provided to the candidate.

Instructions to Candidate

This activity is related to the unit of competency **BSBWOR501A: Manage personal work priorities and professional development**. In particular, you will be required to demonstrate your skills and knowledge in relation to this unit of competency.

You may refer to your training materials and other research if required. The activity may be completed in the workplace or a simulated workplace.

Your assessor will use a checklist to record the assessment decision.

Overview

Below are a number of practical tasks to be completed over a period of time in a real or simulated workplace where you will perform the duties of a **manager**. The times for completion of the tasks are to be negotiated between yourself and the assessor. The tasks will reflect your ability to:

Project: Develop skills and abilities to maintain professional competence

Your assessor will provide you with instructions and complete a checklist on which they will record your satisfactory performance of workplace tasks.

The Project Tasks table below identifies the documents that you are required to prepare and submit in your evidence portfolio. They may be presented in printed format in a folder or as an electronic copy.

Ensure both your name and student number is clearly displayed.

Instructions to Assessor

The following benchmarks are supplied for you (the assessor). Please ensure when marking the candidate's work that you adhere to the prescribed benchmarks which are intended as a guide to ensure consistency of assessment.

Project Tasks	Mapping
<p>The following tasks may be completed as a workplace project based on your own organisation and job role, or as a simulated workplace project based on a fictitious organisation, or an organisation you are familiar with.</p>	
<p>1. In Australian workplaces, managers are expected to hold national qualifications or enterprise-specific units of competency which are relevant to their role and responsibilities.</p> <ul style="list-style-type: none"> Consider the Personal Work Plan you developed in Assessment 2 Task 1 and the gaps in your qualifications, skills and abilities to achieve your career goals. Make a list of the qualifications and competency gaps you identified to determine your development needs. Gather feedback from team members, clients and colleagues on options that you may wish to consider for professional development. If you are in a simulated assessment, then you may use fellow students to represent team members, clients and colleagues. Analyse the feedback you received and make adjustments, additions or deletions to your list of qualifications and competencies to achieve your career goals. In a table (Word or Excel) develop a Personal Professional Development Plan with 8 columns. <ul style="list-style-type: none"> In the far left column, list the national qualifications or enterprise-specific units of competency gaps from your Personal Work Plan and feedback you have gathered The next 6 columns can be headed as follows: <ul style="list-style-type: none"> Access and availability (e.g. HR arrangement, regular industry association workshop, driving distance, another city, etc) Location (e.g. in-house, local TAFE, online, another city, etc) Time requirements (e.g. 2-days, a month, 6 months, etc) Personal commitment requirements (e.g. after hours, during work time, 2-weeks away from work, etc) Approximate costs (e.g. Course fee, no fee, text books, stationery, fees reimbursed etc) Approvals (e.g. none, HR manager, etc) Under each heading, enter as much detail as you can to complete your Personal Professional Development Plan. Use the last column (headed Month) to prioritise your Personal Professional Development Plan to cover the next 6 or 12 month period. Write the month you consider as being an appropriate date to commence gaining that qualification or competency. Remember you are able to commence more than one item during a month. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> A Personal Professional Development Plan to cover the next 6 or 12 month period. 	<p>PC 3.1-3.2 RS 1 RK 3-4, 6 CAE 2 ES 1, 3-6, 8</p>

Has the candidate met the following criteria for Task 1

Candidate's responses may vary

- A Personal Professional Development Plan in an 8 column table (Word or Excel) to cover the next 6 or 12 month period which has the following headings:
 - Qualifications and competencies or knowledge and skills gaps
 - Access and availability
 - Location
 - Time requirements
 - Personal commitment requirements
 - Approximate costs
 - Approvals
 - Month
- Details in the table should include:
 - A list of the areas for professional development (PD) which are national qualifications or enterprise-specific units of competency. These may be different to those listed in the candidate's Personal Work Plan competencies from Assessment 2 Task 1 as they have gathered feedback from team members, clients and colleagues on professional development competencies to incorporate into their list.
 - Accessibility to PD (e.g. HR arrangement, regular industry association workshop, driving distance, another city, etc)
 - Any location issues (e.g. in-house, local TAFE, online, another city, etc)
 - Length of time to achieve PD qualifications or competencies (e.g. 2-days, a month, 6 months, etc)
 - Personal commitment requirements to achieve PD qualifications or competencies (e.g. after hours, during work time, 2-weeks away from work, etc)
 - Costs to achieve PD qualifications or competencies (e.g. Course fee, no fee, text books, stationery, fees reimbursed etc)
 - Any approval requirements to achieve PD qualifications or competencies (e.g. none, HR manager, etc)
 - Priority list indicated by the month for commencement of PD qualifications or competencies. Each month may be used more than once.

Project Tasks	Mapping
<p>2. A manager's Personal Professional Development Plan is a guide only until it is implemented.</p> <ul style="list-style-type: none"> Review your Personal Professional Development Plan and taking into consideration your preferred personal learning style, identify the professional development activities you wish to undertake first. These activities will be indicated by the same month appearing in the last column of your Personal Professional Development Plan Create a new list which identifies only those activities indicated by the earliest month mentioned in your Personal Professional Development Plan. On reflection you may wish to alter, adjust or add to these first professional development activities. In a short report provide details on each of the professional development activities you will commence. You should mention the following: <ul style="list-style-type: none"> The name of the course or program (e.g. mentoring on budgets, coaching on workplace equipment, telephone techniques, BSBWOR501A Manage personal work priorities and professional development, etc) An overview, description or outcome statement on the professional development activity The timeframe required for completion The anticipated cost Any approval requirements that need to be gained In a paragraph, explain how the development of these new national qualifications or enterprise-specific units of competency will assist you achieve and maintain your industry and career competitive edge. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> A report on the implementation of your Personal Professional Development Plan. 	<p>PC 3.3, 3.5 RS 3 RK 3, 6, 8-9 CAE 2 ES 1, 4, 6, 8</p>

Has the candidate met the following criteria for Task 2

Candidate's responses may vary

A report on the implementation of the candidate's Personal Professional Development Plan, including:

- A list of the earliest month's professional development activities from the candidate's Personal Professional Development Plan. The activities may have been altered from the original list in the candidate's Personal Professional Development Plan
- A short report on each professional development activity identifying the following:
 - The name of the course or program (e.g. mentoring on budgets, coaching on workplace equipment, telephone techniques, BSBWOR501A Manage personal work priorities and professional development, etc)
 - An overview, description or outcome statement on the professional development activity which indicates the expected skills and knowledge areas to be achieved
 - The timeframe required for completion (i.e. hours, days, weeks, months)
 - The anticipated cost including fees, text books, stationery, etc and if they are to be reimbursed
 - Any approval requirements that need to be gained relating to time away from work or financial reimbursement
- A paragraph explaining the ways the national qualifications or enterprise-specific units of competency learning (mentoring or coaching) will assist them achieve and maintain an industry and career competitive edge i.e. be on the cutting edge of industry practices and use of technology in the workplace.

Project Tasks	Mapping
<p>3. A manager needs to establish and cultivate a good network within the workplace and within the industry.</p> <ul style="list-style-type: none"> • In a short report: <ul style="list-style-type: none"> ○ List 2 examples of opportunities that can be used to establish networks within the workplace ○ List 2 examples of opportunities that can be used to establish networks within the industry ○ Explain the need to participate and develop internal and external networks to: <ul style="list-style-type: none"> ▪ Improve professional competence ▪ Improve work relationships ▪ Maintain industry currency ▪ Improve career options. <p>You are required to provide your assessor with the following document:</p> <ul style="list-style-type: none"> • A short report on participating and developing internal and external networks. 	<p>PC 3.4 RK 4, 6, 9 ES 1, 4</p>

Has the candidate met the following criteria for Task 3
<p><i>Candidate's responses may vary</i></p> <p>A short report on participating and developing internal and external networks:</p> <ul style="list-style-type: none"> • List 2 examples of opportunities that can be used to establish networks within the workplace e.g. management and department meetings, company functions, etc • List 2 examples of opportunities that can be used to establish networks within the industry e.g. industry seminars, industry association meetings, trade shows, etc • Explain the need to participate and develop internal and external networks to: <ul style="list-style-type: none"> ○ Improve professional competence Cutting edge knowledge and skills, awareness of technology changes, new developments, broader knowledge of different avenues of industry, etc ○ Improve work relationships Understanding of other departments and work areas, appreciation of internal customer restrictions and requirements, etc. ○ Maintain industry currency Updates on industry practices, technology and processes, etc ○ Improve career options Identify alternative opportunities, options for upward or sideways movement, etc.

Project Task	Mapping
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