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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.

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| A close up of a logo  Description automatically generated | **Introduction** |
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The assessment tasks for *BSBOPS501 Manage business resources* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *Business Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

**Assessment for this unit**

*BSBOPS501 Manage business resources* describes the performance outcomes, skills and knowledge required to manage resources according to planned business strategies. It includes analysing resource requirements, developing resource plans, allocating resources, and reviewing and reporting on resource usage.

For you to be assessed as competent, you must successfully complete two assessment tasks:

* Assessment Task 1: Knowledge questions – You must answer all questions correctly.
* Assessment Task 2: Project – You must work through a range of activities and complete a project portfolio.

| A close up of a logo  Description automatically generated | **Assessment Task 1: Knowledge questions** |
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**Information for students**

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

* review the advice to students regarding answering knowledge questions in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information**  Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * the maximum time allowed for completing this assessment task * whether or not this task is open-book.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |
| --- | --- |

**Questions**

Provide answers to all of the questions below:

1. Complete the table below to outline each of the following content within a resources plan.

| **Resource plan content** | **Description** |
| --- | --- |
| Acquisition and allocation of resources |  |
| Timelines and the relationship to business strategies |  |
| Contingency plans and processes |  |
| Costs and budgets |  |

1. Complete the table below to describe information sources when monitoring the usage of physical and human resources. The first row has been completed as an example for you to follow.

| **Information source** | **Description** | **Examples** |
| --- | --- | --- |
|  | *Include a description of the information source and say how it can be used to monitor resource usage.* | *Provide an example of how the information source may be used when monitoring physical resources and human resources.*  *You may provide one example for both types of resources, or two separate examples.* |
| Colleagues/Employees | Colleagues are people you work with.  Colleagues may be part of the same team, or from another team.  They may provide information (orally or in writing) about the usage of physical and human resources. | Team member may provide information about the amount of printing being done in the office.  CFO may provide information about the hours billed by consultants or logged by shift workers. |
| External consultants |  |  |
| Strategic plan |  |  |
| Budgets and forecasts |  |  |
| Legislation and regulatory authorities |  |  |
| Organisational policies and procedures |  |  |

1. Complete the table below to describe the requirements for resources included in operational plans:

| **Resource Type** | **Description of the resources and 2 examples** | **How to acquire the resource** |
| --- | --- | --- |
| Physical |  | How do you acquire physical resources and/or services? |
| What does a procurement process include (list at least four considerations)? |
| Relevant organisational policies and procedures (at least one): |
| Financial |  | What workplace documents provides information about financial resources (describe at least one)? |
| How does the budgeted and actual finances influence profitability and productivity of the operational plan? |
| Explain how to obtain additional finances: |
| Human |  | How do you recruit staff? |
| List at least two induction strategies: |
| Relevant organisational policies and procedures (at least one): |

1. Explain the importance of budgetary control.
2. Explain how a cost plan can assist in managing costs and its use over the project life cycle.
3. List two organisational policies and procedures that may apply to cost management in relation projects and resources.
4. Write down a simple step by step procedure for a resources allocation review.
5. Explain four procedures that a company could use to minimise risk.
6. Explain how legislation and its related regulatory requirements relate to risk management. In your answer:

* identify two different legislative and regulatory requirements that may apply to risk management.
* for each legislative requirement, explain how it relates to risk management.
* provide one example of how regulations support one of the legislation.

1. The broader environment impacts on a business. Provide one example of how potential changes in government priorities can impact a business and the risk management strategies that can be put in place.
2. Discuss the purpose of risk management standards. Include an example of a risk management standard in your answer.

**Assessment Task 1: Checklist**

| Student’s name: | | | | |
| --- | --- | --- | --- | --- |
| Did the student provide a sufficient and clear answer that addresses the suggested answer for the following? | Completed successfully? | | Comments | |
| Yes | No |  | |
| Question 1 |  |  |  | |
| Question 2 |  |  |  | |
| Question 3 |  |  |  | |
| Question 4 |  |  |  | |
| Question 5 |  |  |  | |
| Question 6 |  |  |  | |
| Question 7 |  |  |  | |
| Question 8 |  |  |  | |
| Question 9 |  |  |  | |
| Question 10 |  |  |  | |
| Question 11 |  |  |  | |
| Task outcome: | * Satisfactory | | | * Not satisfactory |
| Assessor signature: |  | | | |
| Assessor name: |  | | | |
| Date: |  | | | |

| A close up of a logo  Description automatically generated | **Assessment Task 2: Project Portfolio** |
| --- | --- |

**Information for students**

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a project portfolio.

You will need access to:

* a suitable place to complete activities that replicates a business environment including a meeting space and computer and internet access
* your learning resources and other information for reference
* *Project Portfolio* template
* *Simulation Pack* (if you need a case study)*.*

Ensure that you:

* review the advice to students regarding responding to written tasks in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information** |
| --- | --- |
| Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * how your assessment should be submitted.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

**Activities**

Complete the following activities:

1. Carefully read the following:

| Atom | This project requires you to manage business resources by developing, implementing and reviewing three resource plans.  These resources can be any type of resources that are needed to meet the business or project’s objectives including physical and/or human resources.  Resources may include:   * Hardware / software * Buildings / plant / machinery * Vehicles * Marketing or branding assets * Books / training resources * Intellectual Property * Human resources (e.g., labourers / customer service or administration staff)   You can do this based on the assumption that you are the team leader of a case study business or a business you work for if applicable. It’s important that this business has strategic objectives in place and has the need for three resource plans to be put in place, for example, the need to employ more staff or complete purchasing to help achieve a new or existing project or business venture. Speak to your assessor to get approval if you want to base this on your own business. |
| --- | --- |
|  | Vocational education and training is all about gaining and developing practical skills that are industry relevant and that can help you to succeed in your chosen career. For this reason, basing your project on a real business if you have the opportunity to, will mean that you are applying your knowledge and skills in a relevant, practical and meaningful way! |
|  | You will be collecting evidence for this unit in a Project Portfolio. The steps you need to take are outlined below. Before you begin, complete page 4 of your Project Portfolio. |

1. Analyse resource requirements

| Person eating | To start with, read through the Simulation Pack, or other related busines information if using a real workplace so that you understand the business’s objectives and the resourcing needs.  Start working through Section 1 of your Project Portfolio. In order to do this, you will be required to:   * Review the business planning * Outline the business context and the regulatory and legislative considerations * Consult with relevant stakeholders to find out the nature and level of resourcing required * Determine the internal resourcing capabilities and any external resourcing requirements * Plan for sharing of resources across departments or business units. |
| --- | --- |
|  | If using the case study in the simulation pack for this unit, you need to select **one** of the operational activities provided to you in the operational plan extract. Three different resources have been identified for each different activity that you will base your project on.  There are a range of activities outlined that meet the two different business objectives. Read through this information and select the activity and three resources related to that activity. A range of policies and procedures related to finance authorisation, procurement, privacy, communication and recruitment have been provided for the range of different resources you might select. |
| Chat | As part of this step, you are required to consult with relevant stakeholders (at least two) to find out the nature and level of resourcing required. If in the workplace, you can meet with real stakeholders and invite your assessor to attend in person, online or record the meeting/s for them to watch later.  Your assessor will be looking to see that you can:   * Use structure and language appropriate to the context of the meeting and the types of stakeholders you are meeting with. * Collaborate and negotiate the nature and level of resource requirements to inform planning * demonstrate effective communication skills including:   + Speaking clearly and concisely   + Using non-verbal communication to assist with understanding   + Asking questions to identify required information   + Responding to questions as required   + Using active listening techniques to confirm understanding. |
|  | You can arrange only one meeting to discuss the three resource plans if the same stakeholders are involved for all three plans. This may be the case for a smaller business with a one-person (or smaller) management team. Or you may need to have more meetings if the company needs to include more stakeholders, for example, the HR department and other business or operational units and it’s more appropriate to have more than one meeting. You will specify this in Section 1 of your Project Portfolio and include evidence of all the meetings including observations or video recordings as relevant to your situation. |
|  | This meeting should take 20 minutes.  This meeting may take place with actual people who work for/are associated with your chosen business. Alternatively, classmates or your assessor may play the role of one or more team members.  This can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions above and meet the timeframes allocated. If this session is not viewed in person by your assessor, you will attach proof of the meeting to Section 1 of your Project Portfolio. |
| Document | Submit Section 1 of your Project Portfolio and include all attachments as required in this section. |

1. Develop resource plans

| Person eating | Develop your three resource plans in Section 2 of your Project Portfolio. As part of this step, for all three resource plans, you need to plan for:   * The costs and budget associated with the resources * Timelines * The acquisition and allocation of the resources * Risk management and contingency planning |
| --- | --- |
|  | After you have completed Section 2 of your project portfolio, develop a formal *Scope of Requirements* document in a template of your choice (or a specific workplace template if relevant), that can be sent to the selected vendors once approval from management has been granted. Attach this to section 2 of your project portfolio. |
|  | Develop a system for monitoring the resource usage that includes a policy and procedures for the evaluation of the resource allocations.  As part of the next activity steps, you will need to follow this procedure when you evaluate and report on the resource usage.  Attach these procedures to your portfolio in Section 2. |
|  | There are three separate resource plans in Section 2 of your Project Portfolio. You need to complete all three separately for each of the resources. |
|  | As part of this step, you are required to obtain the necessary approvals for your plans. If you are completing this for a real business or workplace, attach evidence of this such as an email trail or other formal approval documentation. If using the case study, develop an email requesting approval from the Operations Manager for your plans and attach it to your portfolio. |
| Document | Submit Section 2 of your Project Portfolio and include all attachments as required in this section. |

1. Implement your planning and allocate the resources

| Person eating | It’s now time to put your planning into action by negotiating and obtaining the resources according to your plans. This needs to be completed within the timeframes outlined in your planning and according to all other organisational requirements such as procurement policies. As part of this step, you will need to provide evidence that you have done this for all three of your plans which will include:   * obtaining quotes * obtaining the necessary approvals to move forward * arranging the acquisition of the resources.   Refer to Section 3 of your Portfolio for more details.  Ensure to work in line with the resource allocation and monitoring system and procedures developed in the previous activity step.  Complete Section 3 of your Project Portfolio to record this evidence. |
| --- | --- |
|  | If using the case study, you can assume that your manager has approved your recommendation after you send the email recommending your preferred suppliers. If in the workplace, attach any approvals you received as part of the process. |
| Document | Submit Section 3 of your Project Portfolio and include all attachments as required in this section. |

1. Review and report on resource usage

|  | If completing this in the workplace, a period of time needs to have passed so that you have data to review. There must also be at least one corrective action that needs to be implemented for at least one of the resources. If using the case study, your assessor will provide you with some specific information tailored to your unique portfolio. |
| --- | --- |
| Person eating | Review the data about the resource usage for all three resources and develop a report that includes information on the usage of these three resources. In your report include:   * An overview of the level of performance achieved in relation to the resource usage. * How the resource usage helped meet the business unit’s objectives. * Suggest improvements to work practices that increase efficiency of these resources. * Provide a review of the compliance of the program and adherence to the budget. * Report on corrective action where there has been a budget overrun or goals haven’t been met and an action that has been implemented to achieve optimal efficiency of the resources (at least one corrective action must need to be completed for at least one resource and evidence of this needs to be provided as an attachment in this section).   Work into Section 4 of your project portfolio to plan your report and corrective action and then from your notes develop a formal report and include this report as an attachment in this section. |

1. Submit your completed Project Portfolio

| Document | Make sure you have completed all sections of your Project Portfolio, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary.  Submit to your assessor for marking. |
| --- | --- |

**Assessment Task 2: Checklist**

| Student’s name: | | | |
| --- | --- | --- | --- |
| Did the student: | Completed successfully? | | Comments |
| Yes | No |  |
| Develop, implement and review three resource pans? |  |  |  |
| Conduct planning activities that involved:   * reviewing the business planning * outlining the business context and the regulatory and legislative considerations * consulting with relevant stakeholders to find out the nature and level of resourcing required * determining the internal resourcing capabilities and any external resourcing requirements * planning for sharing of resources across departments or business units? |  |  |  |
| During stakeholder consultation:   * use structure and language appropriate to the context of the meeting and the types of stakeholders they were meeting with * collaborate and negotiate the nature and level of resource requirements to inform planning * demonstrate effective communication skills including:   + speaking clearly and concisely   + using non-verbal communication to assist with understanding   + asking questions to identify required information   + responding to questions as required   + using active listening techniques to confirm understanding? |  |  |  |
| Develop three resource plans that included planning for:   * the costs and budget associated with the resources * timelines * the acquisition and allocation of the resources * risk management and contingency planning * a system for monitoring the resource usage that includes a policy and procedures for the evaluation of the resource allocations? |  |  |  |
| Develop a Scope of Requirements proposal document for vendors? |  |  |  |
| Request approval for all three resource plans and vendor documentation? |  |  |  |
| Implement their planning completed in Section 2 of their Project Portfolio by:   * obtaining quotes * obtaining the necessary approvals to move forward * arranging the acquisition of the resources * working in line with the resource allocation and monitoring system and procedures they developed in Section 2   for all three resources? |  |  |  |

| Review information and data on resource usage and develop a report on for all three resources that includes:   * an overview of the level of performance achieved in relation to the resource usage * how the resource usage helped meet the business unit’s objectives * suggested improvements to work practices that increase efficiency of these resources * a review of the compliance of the program and adherence to the budget? | |  |  | |  |
| --- | --- | --- | --- | --- | --- |
| Implement at least one corrective action for at least one resource? | |  |  | |  |
| Task outcome: | * Satisfactory | | | * Not satisfactory | |
| Assessor signature: |  | | | | |
| Assessor name: |  | | | | |
| Date: |  | | | | |

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| Student name: |  |
| --- | --- |
| Assessor name: |  |
| Date: |  |

**Final assessment results**

| Task | Type | Result | | |
| --- | --- | --- | --- | --- |
| Satisfactory | Unsatisfactory | Did not submit |
| Assessment Task 1 | Knowledge questions | S | U | DNS |
| Assessment Task 2 | Project Portfolio | S | U | DNS |
| Overall unit results |  | C | NYC |  |

**Feedback**

* My performance in this unit has been discussed and explained to me.
* I would like to appeal this assessment decision.

Student signature: Date:

* I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: Date: