

## Assessment Cover Sheet

Students must include the following information and declaration of original authorship with their submission.

STUDENT NAME: MARTYN CARPENTER	
EMAIL: GMH366SS@GMAIL.COM	MOBILE: 0447060666
QUALIFICATION: CERT 4 WHS	
CLUSTER/UNIT NAME: <b>WHS Leadership &amp; Management</b> BSBLDR411 Demonstrate leadership in the workplace. BSBWHS418 Assist with managing WHS compliance of Contractors. BSBCMM411 Make presentations	

### Student Declaration

- I understand that competency will not be given if I do not meet the assessment evidence and activity requirements.
- I declare that this is my own work in accordance with Swinburne Plagiarism policy, as found on: <https://www.swinburne.edu.au/student-login/academic-integrity/>
- I declare all documents submitted for assessment are my own work. Where I have used other sources, acknowledgements have been made.

Student name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Assessment Information	
<b>Qualification</b>	BSB41419 Certificate IV in WHS
<b>Type</b>	Task 1: Knowledge questions - Written Responses
	Task 2: Practical application task – Make a Presentation
	Task 3: Practical Application task – Contractor Management 1
	Task 3: Practical Application task – Contractor Management 2
	Task 4: Practical Application task – Show Leadership in the Workplace
<b>Due Date</b>	<b>Blended - 4 weeks from Workshop</b>
<b>General Information</b>	<p><b>Decision Making Rules</b></p> <p>All assessment criteria within the task must be satisfactorily completed for the task to be assessed as satisfactorily completed.</p> <p><b>Reasonable adjustment</b></p> <p>Reasonable adjustment for assessment tasks for a unit may be requested by the student for consideration by the facilitator for the methods by which evidence is collected. However, the evidence criteria for making competent/not yet competent decisions must be the same irrespective of the group and/or individual being assessed.</p> <p>Reasonable adjustment usually involves varying:</p> <ul style="list-style-type: none"> <li>– the processes for conducting the assessment (e.g.: allowing additional time, varying the venue)</li> <li>– the evidence gathering techniques (e.g.: oral rather than written questioning, use of a scribe, modifications to equipment)</li> </ul> <p><b>Special Consideration</b></p> <p>Students can apply for special consideration if personal circumstances or illness have adversely affected their result in an assessment, or their ability to undertake an assessment. If they wish to seek special consideration, a <a href="#">special consideration form</a> must be completed no later than 3 days after the due date of the assessment and submitted via e-mail to <a href="mailto:VE-Progressions@swin.edu.au">VE-Progressions@swin.edu.au</a></p>
2. Unit requirements and Assessment conditions	
<b>Application</b>	<p><b>BSBLDR411 - Demonstrate leadership in the workplace</b></p> <p><i>This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.</i></p> <p><i>The unit applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These leaders have a strong influence on the work culture, values and ethics of the teams they supervise.</i></p> <p><b>BSBWHS418 - Assist with managing WHS compliance of Contractors</b></p> <p><i>This unit describes the skills and knowledge required to assist with managing the work health and safety (WHS) implications of using Contractors. It involves identifying Contractor duties, establishing organisational WHS compliance requirements associated with those duties, establishing and communicating the requirements expected of Contractors, monitoring Contractor compliance with WHS requirements, and implementing required responses to identified non-compliance.</i></p> <p><i>The unit applies to those who work in a broad range of WHS roles across all industries in organisations that use Contractors to supply services, including labour hire and temporary workers, cleaning, catering, security, maintenance, repairs, installations and alterations, and major contracts and projects, as relevant to the organisation. This includes casual and volunteer workers. It does not cover visitors, or outworkers or suppliers of goods, materials or products to workplaces.</i></p> <p><b>NOTES</b></p> <ol style="list-style-type: none"> <li>1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where model WHS laws have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.</li> <li>2. Victorian OHS Laws include the OHS Act 2004, the OHS Regulations 2017 and Compliance Codes and Codes of Practice. See WorkSafe Victoria for further information.</li> <li>3. The model WHS laws include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.</li> </ol>

	<p><b>BSBCMM411 – Make presentations</b></p> <p><i>This unit covers the skills and knowledge required to prepare, deliver and review presentations for target audiences. This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.</i></p>
<b>Assessment support</b>	<p><i>Your Assessor for this program is contactable via email for any questions, queries or concerns you may have through the assessment process. As part of the program, we hold a virtual group assessor guidance session where your Assessor will go over the assessment and give you the opportunity to ask questions. We highly recommend you attend this session as it is designed to help you clarify any aspects of the assessment that you are unsure about. An announcement will be made via canvas with the session details.</i></p> <p><i>Contact with the Assessor is not designed for you to send in drafts for review or to get extensive feedback on work you have completed thus far.</i></p>

**Task 1:**

**Knowledge questions - Written Responses**

All written responses should answer all parts of the question. Wherever possible, provide workplace examples to support your answers.

Task	Task title	Task requirements/Questions
1.1	Contractor Management	a) List 4 examples of services supplied by Contractors to organisations
		b) List at least 1 Internal and 1 External source of information and data which outline the WHS arrangements for the management of Contractors? Explain how you can access them
		c) Give 2 Organisational policies and procedures a Contractor would be expected to follow
		d) With reference to Legislation, (cite sections from the Act and, if applicable, Regulation Numbers), explain the WHS duties: <ul style="list-style-type: none"> <li>• an Employer has to its Contractors</li> <li>• a Contractor has to its employer</li> <li>• a Contractor has to its employees</li> </ul>
		e) Explain the areas that will be covered in this Contractor's WHS Induction.
1.2	Leadership Concepts	Explain what is meant by the following terms:
		a) Organisational Values and ethics:
		b) Role Modelling:
		c) Integrity and Credibility:
		d) Leadership:
		e) Basic leadership theories (explain 2 examples):
1.3	Values and Standards	a) Explain how you can identify where an organisation's values and ethics are: <ul style="list-style-type: none"> <li>• stated and</li> <li>• implied</li> </ul>
		b) Describe your organisation's values and its expectations of employee behaviour. If none exist, describe the values and expectations which should exist.
		c) Give 2 examples of employee behaviour and performance that can damage an organisation
		d) Describe your organisation's processes for raising questions about values and ethics. If none exist, describe the processes which should exist.

1.4	Making a Presentation	a) Describe what is meant by effective communication?
		b) When making a presentation, list at least 3 ways you can effectively communicate with your audience?
		c) Describe at least 2 aids / materials you could use to make your presentation more effective.
		d) Provide details of at least 2 examples of legislative obligation and requirement relevant to presentations
		e) List 2 ways you can evaluate the effectiveness of a presentation
		f) Describe the principles of effective communication including persuasive communication techniques
		g) Describe verbal and non-verbal communication and provide one example of each.

**Task 2** Practical Application tasks – Make two presentations.

In this task, you are to:

**Prepare TWO presentations**, deliver the presentations, and review the effectiveness of the presentations.

While the presentation topics can be related to your occupation or an area of interest to you, it would be preferable for you to choose WHS and/or Work-based ones.

Your presentations **MUST** be approximately **10 minutes in duration EACH**. **You must record and submit both of your presentations for assessment unless you have delivered one presentation (in class) to your facilitator and fellow students.**

**If Presentation 1 is delivered in front of your facilitator and class colleagues, your facilitator and fellow students can provide detailed feedback and this video will not be required to be lodged in canvas.**

**Your facilitator and fellow students will provide feedback to use in Task 2.2 and 2.3.**  
**Note Task 2.1 needs to be completed for both presentations**

Presentation 2 may be submitted via a **YouTube** link and instructions for this are found in your canvas resources. Alternatively using an **MP4 format** is appropriate.

Your presentations will demonstrate the use of aids and materials to support the presentation and must include at least one PowerPoint presentation.

You are also to:  
 Select and implement methods to complete your own review of the effectiveness of your presentations and document suggested improvements.  
 Present your answers in the charts provided

Task	Task title	Task requirements/Questions																								
2.1	Prepare the presentations	<p><b>All students are required to complete this task.</b></p> <p>Once you have decided on your two topics and identified the learning outcomes, you must provide evidence of:</p> <ol style="list-style-type: none"> <li>how you planned and documented a presentation approach which helped you achieve identified outcomes</li> <li>the strategies/methods you employed which best suited the audience and location</li> <li>the aids and materials you selected to help your audience better understand the intended outcomes (Must include at least one PowerPoint presentation)</li> <li>Two ways/techniques you have selected to evaluate the effectiveness of the presentations. (One for each of your presentations)</li> </ol> <p><b>For each Presentation Topic answer, parts a) to d)</b></p> <table border="1" data-bbox="587 786 1490 1507"> <tr> <td colspan="2">Presentation 1: (Required to be completed by all students)</td> </tr> <tr> <td colspan="2">Describe Topic 1</td> </tr> <tr> <td>a)</td> <td></td> </tr> <tr> <td>b)</td> <td></td> </tr> <tr> <td>c)</td> <td></td> </tr> <tr> <td>d)</td> <td></td> </tr> <tr> <td colspan="2">Presentation 2:</td> </tr> <tr> <td colspan="2">Describe Topic 2</td> </tr> <tr> <td>a)</td> <td></td> </tr> <tr> <td>b)</td> <td></td> </tr> <tr> <td>c)</td> <td></td> </tr> <tr> <td>d)</td> <td></td> </tr> </table>	Presentation 1: (Required to be completed by all students)		Describe Topic 1		a)		b)		c)		d)		Presentation 2:		Describe Topic 2		a)		b)		c)		d)	
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a)																										
b)																										
c)																										
d)																										
2.2	Delivering the presentations	<p><b>Note you are not required to complete tasks 2.2 a), b), c), for Presentation Topic 1 if it was successfully delivered to your facilitator and class and you can provide their feedback (as attachments).</b></p> <p>Once you have prepared the presentations, you must deliver them. Provide evidence of:</p> <ol style="list-style-type: none"> <li>how you explained and discussed the learning objectives of the presentation with the audience</li> <li>the aids you used to allow your audience to better get your message across</li> <li>how you confirm target audience understand key concepts and ideas, and that identified presentation objectives have been achieved</li> </ol>																								

			<p><b>For each Delivery Topic answer, parts a) to c)</b></p> <p>Presentation Topic 1 (not required if you have feedback (attached) from facilitator and other students)</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>Presentation Topic 2</p> <p>a)</p> <p>b)</p> <p>c)</p>
	2.3	Reviewing the presentations	<p><b>Note you are not required to complete task 2.3 a), b), c), for Presentation Topic 1 if it was successfully delivered to your facilitator and class and you can provide their feedback (as attachments).</b></p> <p>Once each presentation is delivered you will need to review its effectiveness and identify any changes you would make to improve future presentations.</p> <p>Provide evidence of:</p> <p>a) Ways you used to review the effectiveness of each presentation</p> <p>b) how you seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation</p> <p>c) Utilising the feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented</p> <p><b>For each Review Topic answer, parts a) to c)</b></p> <p>Presentation Topic 1 (not required if you have feedback (attached) from facilitator and other students)</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>Presentation Topic 2</p> <p>a)</p> <p>b)</p> <p>c)</p>

**Task 3: Practical Application Task Contractor Management**

For this task, you are required to demonstrate the skills and knowledge to assist with managing the WHS Compliance of **TWO DIFFERENT CONTRACTORS EACH PROVIDING DIFFERENT SERVICES**

You may answer the questions using your own workplace or a workplace you have access to.

You are required to complete all parts of:

1. Task 3 Contractor 1 **and**,
2. Task 3 Contractor 2

**NOTE YOU MUST COMPLETE 2 TABLES - ONE FOR EACH CONTRACTOR IDENTIFIED**

Task 3 Contractor 1 & 2	Task	Task title	Task requirements/Questions		
		3.1	Prepare for Induction	a) What services does the Contractor supply?	
b) Provide an outline of their work arrangements (hours, location etc)					
c) What internal WHS policies and procedures relate to this Contractor?					
d) What specific WHS Legislative and Regulatory requirements are applicable to this specific Contractor					
<b>For each contractor answer a) to d):</b>					
a) Contractor 1 – Describe type of Service:					
b)					
c)					
d)					
		3.2	Assist with Induction	a) List the organisational WHS Documents, policies, and procedures the Contractor will require access to	
				b) Identify how this information will be accessed by the Contractor	
				c) Explain how the induction will be documented.	
	d) Assist in conducting the induction and provide evidence of the Induction				
	<b>For each contractor answer a) to d):</b>				
	Contractor 1				
	a)				

			b)		
			c)		
			d)		
			Contractor 2		
			a)		
			b)		
			c)		
			d)		
	3.3	Assist with Monitoring Compliance	a) List the WHS KPIs that exist for this Contractor		
			b) Explain how the Contactors compliance with these can be assessed		
			c) Attach copies of documents that could be used to assess the Contractor's compliance with WHS, KPIS, practices, policies, and procedures		
			d) Assist in conducting an Inspection of the workplace to assess the Contractor's compliance with WHS practices, policies and procedures and provide evidence of the inspection. Submit a copy of the Inspection's findings		
			e) Document any incidents of non-compliance		
			f) Assist with Investigating the reasons for non-compliance and identify adjustments you would make to the Contractor Compliance Requirements		
			Contractor 1		
			a)		
			b)		
			c)		
			d)		
			e)		
			f)		
			Contractor 2		
			a)		
			b)		
			c)		
			d)		
			e)		

		f)
3.4	Assist with Addressing WHS non-compliance	<p>a) Describe your organisation’s policies and procedures for reporting incidents of Contractor non-compliance</p> <p>b) Based on your inspection Assist with reporting the non-compliance as per policies and procedures and provide evidence of the report</p> <p>c) Assist in consulting with the Contractor and other ‘required’ personnel to address the non-compliance. Provide evidence of who you consulted with, that the consultation was about and the results of the consultation</p> <p>d) Provide an example of Contractor non-compliance which would be beyond your level of responsibility and describe your organisation’s policies and procedures for dealing with this.</p>
		Contractor 1
		a)
		b)
		c)
		d)
		Contractor 2
		a)
		b)
		c)
		d)

## Task 4

### Practical Application Task – Show Leadership in the Workplace

These tasks question the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

The tasks apply to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation.

These leaders have a strong influence on the work culture, values, and ethics of the teams they supervise.

As a leader you have a strong influence on the work culture, values, and ethics of the teams you supervise. For these tasks you are required to demonstrate the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect your organisation's standards and values.

If you are currently not in a leadership role-it's important that you answer the following tasks with the role of the leader in mind and either answer in terms of what one of your leaders would do or if you were the leader – how you would manage the following tasks

You may answer **all** of the questions using:

- your own workplace or a workplace you have access to,

Please note Appendix A (an example copies of a Contract of employment for a contractor)

Task	Task title	Task requirements/Questions
4.1	High Standards of Performance and Behaviour	a) What are your organisations requirements for performance management -include details of performance management policies? and <ul style="list-style-type: none"> <li>• describe how your own performance will contribute to upholding organisational values.</li> </ul>
		b) <b>Prepare and develop two performance plans.</b> Include one for an individual (could be for your role) and a second one relating to a team you are familiar with.  Note: For teams the performance plans rely on collective goals and performance levels that they should reach together. This is useful when you're measuring the output level of a department as a whole  Using two performance plans complete the details for an individual (your role) and that of a team you work with.  <i>You may use a Company Performance Plan or <b>Appendix B &amp; C</b> Performance Improvement Plan Individual /Team in which case follow the guidance instructions and replace the notes in blue with appropriate details</i>
		c) Continuing from 4.1b) describe using real examples, how you are a positive role model with confirmation of the KPI's used to measure your performance.
4.2	Align behaviour with organisational values	a) Outline your organisations standards and core values for conducting business. (Put simply, organizational values are the guiding principles that provide an organization with purpose and direction. They help companies manage their interactions with both customers and employees).

		<p>b) Using examples from above answers how does your performance contribute to upholding the organisational values in 4.2a</p>
		<p>c) Provide examples of how employee planned performance issues have been resolved in the workplace.</p> <ul style="list-style-type: none"> <li>• Demonstrate how you would gather and organise information relevant to the employee issues under consideration</li> </ul>
	4.3	<p>Model Leadership Behaviour</p> <p>a) Describe how you have facilitated active participation in team decision-making processes, on both an individual and team level.</p> <p>Provide one piece of evidence (this could be an email, transcript, recording, testimonial or other evidence) that demonstrates this facilitation.</p>
		<p>b) How would you analyse various options &amp; associated risks to choose the best course of action</p>
		<p>c) Provide two examples of a feedback process that you use to monitor the implementation and impact of your decisions</p>

# Feedback Form

Please tick the appropriate rating for each statement and add comments in order to help us understand better your opinion.

Presenter's Name:					
Presentation Topic:					
Date:					
Statement	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
The information was presented in a way that was easy to understand	<input type="checkbox"/>				
The Presenter created an interactive atmosphere for the participants, which stimulated the learning process	<input type="checkbox"/>				
The Presenter demonstrated a solid understanding of the subject	<input type="checkbox"/>				
The presenter communicated effectively	<input type="checkbox"/>				
I developed new skills or improved the ones I already had	<input type="checkbox"/>				
All the stated objectives were met	<input type="checkbox"/>				
The amount of time allocated was adequate	<input type="checkbox"/>				
Organizational aspects (room, temperature, light, refreshments, toilets, sound, number of participants, comfort, etc.) were excellent	<input type="checkbox"/>				
General Comments:					

## Facilitator Feedback Form, in class presentation

<b>Presenter's Name</b>		<b>Date:</b>	
<b>Presentation topic</b>			
<b>Observations made Presentation 1:</b>	<b>Satisfactory</b>	<b>Not Yet Satisfactory</b>	
<b>1. Introduction</b> <ul style="list-style-type: none"> <li>Purpose of presentation was clearly explained to the audience</li> </ul>			
<b>2. Presentation Skills</b> <ul style="list-style-type: none"> <li>Presentation skills were used to ensure that the delivery was engaging and relevant</li> <li>Presentation was designed to meet the needs of the audience</li> <li>How well did the presenter confirm target audience understand key concepts and ideas, and that identified presentation objectives have been achieved</li> </ul>			
<b>3. Communication Skills – delivering the presentation</b> <ul style="list-style-type: none"> <li>Interpersonal skills were used to establish a positive relationship with the group</li> <li>Clear communication and persuasive language skills were used to effectively negotiate and transfer knowledge and skills</li> <li>Adapted their communication to suit the audience</li> <li>Responded well to questions and actively listened to the ideas of others</li> <li>Used active listening skills</li> <li>Kept presentation on topic</li> </ul>			
<b>Facilitator:</b> <p>The Facilitator is asked to observe the student's performance and confirm that the activity was conducted to a satisfactory standard by checking the sections identified above across the key stages of the task.</p> <p>If any aspect of the assessment is not performed to a satisfactory standard, the facilitator may request that the student review the instructions and answer any questions the facilitator has about the activity.</p> <p>If any aspect is not performed to a satisfactory standard the overall assessment is to be assessed as Not Yet Satisfactory. In this case the student must be advised to present two separate presentations and videos for their final assessment to the course assessor.</p> <p>Please provide a copy of your assessment to the student to lodge into Canvas.</p>			
<b>Facilitator's assessment:</b>	<b>Satisfactory</b> <input type="checkbox"/>	<b>Not Yet Satisfactory</b> <input type="checkbox"/>	
<b>Facilitator's signature:</b>			

## APPENDIX A Example Contract of employment for contractor

Contractor Company Name and ABN:

Address:

Worksite:

Sub-contractors:

I have received a copy of my Contract which I agree to follow and comply with.

### Insurance Requirements:

Attach copies of relevant insurance policies as per 2.10 of this Contract

Declaration:

For and on behalf of the Contractor:

Signed:

Name:

Dated:

*Printed*

For and on behalf of ABC Company, having obtained copies of the above policies:

- Copies of insurance policies obtained
- Contractor Occupational Health and Safety management system assessed

Signed:

Name:

Dated:

*Printed*

## Schedule 1

### Item 1 – Agreement Key Dates

Commencement Date	Proposed Review Date	Completion Date
		Ongoing

### Item 2 – Contractor Information

Business/Company/Organisation			
Legal Name	Trading Name		ABN or ACN
<b>Mailing Address</b> <i>(include Suburb, Postcode or PO Box if applicable)</i>			
Contractor Details			
<b>Name</b>		<b>Phone</b>	
<b>Position Title</b>		<b>Mobile</b>	
<b>Email</b>			
<b>Address</b> <i>(if different to above)</i>			

### Item 3 – Notes/Comments

## Schedule 2

### Item 4 Agreement Execution

By signing this Agreement, the Parties agree to comply with all of the General Terms and Schedules of this Agreement.

### ABC Company

Signed for and on behalf of ABC Company in the presence of:

_____	_____	_____
<i>Name of signatory</i>	<i>Signature</i>	<i>Date signed</i>
Name and Signature of witness _____		

### Contractor

Signed by the Contractor in the presence of:

_____	_____	_____
<i>Name of signatory</i>	<i>Signature</i>	<i>Date signed</i>
Name and Signature of witness _____		

## Appendix B - PERFORMANCE IMPROVEMENT PLAN - INDIVIDUAL

Details	
Employee name	<employee name>
Employee position and level	<position title and level>
Manager name	<manager name>
Date of plan	<date plan was made>
Period of plan	<insert start date> to <insert end date> Typically 6 – 8 weeks
Interim review date	<interim review date>
Final review date	<final review date>
<b>Performance improvement objective: &lt;Objective&gt;</b> <i>Describe the specific area in which the employee’s performance needs to improve.</i> <b>eg. – Objective: Timely and accurate processing of customer orders</b>	
Required outcomes	<p>&lt;required outcomes&gt;</p> <p><i>Describe what the employee needs to do to improve their performance to the required standard. The required outcomes should be specific, measurable and realistic. In most cases, the required outcomes should be described as a measurement of quality, quantity or timeliness</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Process all customer orders within 48 hours of receipt.</i></li> <li>• <i>Process at least 15 orders each day.</i></li> <li>• <i>Complete order-related paperwork neatly and accurately.</i></li> </ul>
Strategies	<p>&lt;strategies&gt;</p> <p><i>Describe how the employee is going to meet the required outcomes.</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Your priority task at all times will be processing customer orders.</i></li> <li>• <i>If you have any questions (eg. you’re not sure how to complete a task, or if you’re asked to complete a different task), you must immediately raise this with your manager.</i></li> </ul>
Support	<p>&lt;supports&gt;</p> <p><i>Describe what support you’re going to provide to the employee to meet the required outcomes.</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Your manager will provide you with refresher training on the order software.</i></li> <li>• <i>Your manager will meet with you each Monday to provide you with feedback on your progress against the required outcomes.</i></li> </ul>

Details	
Responsibilities	<p><i>&lt;responsibilities of all relevant parties&gt;</i></p> <p><i>Describe the responsibilities of the employee, their manager and any other relevant parties.</i></p> <p><i>eg.</i></p> <p><i>Employee:</i></p> <ul style="list-style-type: none"> <li><i>• to meet the required outcomes by the final review date.</i></li> <li><i>• to participate in refresher training on the order software and weekly feedback meetings with your manager, as well as any other training or development activities that your manager considers appropriate.</i></li> </ul> <p><i>Manager:</i></p> <ul style="list-style-type: none"> <li><i>• to provide you with on-the-job support.</i></li> <li><i>• to provide you with refresher training on the order software.</i></li> <li><i>• to conduct weekly feedback meetings.</i></li> </ul>
Consequences	<p><i>&lt;consequences &gt;</i></p> <p><i>Describe the consequences if the employee doesn't meet the required outcomes by the final review date.</i></p> <p><i>eg. If you fail to meet the required outcomes by the review date, without a reasonable excuse, you will be given a final written warning.</i></p>

**Manager signature:**

**Employee signature:**

**Print name:**

**Print name:**

**Date:**

**Date:**

## Appendix C - PERFORMANCE IMPROVEMENT PLAN - TEAM

Details		
Employees names	<names of those in the team>	
Employees positions and levels	<positions titles and levels>	
Manager's name	<manager name>	
Date of plan	<date plan was made>	
Period of plan	<insert start date> to <insert end date> Typically 6 – 8 weeks	
Interim review date	<interim review date>	
Final review date	<final review date>	
<p><b>Performance improvement objective: &lt;Objective&gt;</b>  <i>Describe the specific area in which the team performance needs to improve.</i>  <b>eg. – Objective: Timely and accurate processing of customer orders</b></p>		
Required outcomes - that the team needs to consider	<p>&lt;required outcomes of the team including key business objectives&gt;</p> <p>Describe what the team needs to do to improve their performance to the required standard.</p> <p>The required outcomes should be specific, measurable and realistic. In most cases, the required outcomes should be described as a measurement of quality, quantity or timeliness</p>	<p>eg.</p> <ul style="list-style-type: none"> <li>Process all customer orders within 48 hours of receipt.</li> <li>Process at least 15 orders each day.</li> <li>Complete order-related paperwork neatly and accurately.</li> </ul>
Required outcomes - that the team needs to consider	<p><i>Cont'd</i></p>	

Details		
Strategies/Actions by the team to meet the required actions	<p><b>&lt;strategies&gt;</b></p> <p>Describe how the team are going to meet the required outcomes.</p> <p>Break the team members up if their Strategies differ</p>	<p>eg.</p> <ul style="list-style-type: none"> <li>Your priority task at all times will be processing customer orders.</li> </ul> <p>If you have any questions (eg. you're not sure how to complete a task, or if you're asked to complete a different task), you must immediately raise this with your manager.</p>
Strategies/Actions by the team to meet the required actions <i>Cont'd</i>		
Support (Who/what)	<p><b>&lt;supports&gt;</b></p> <p>Describe what support you're going to provide to the team to meet the required outcomes.</p>	<p>eg.</p> <ul style="list-style-type: none"> <li>Your manager will provide you with refresher training on the order software.</li> <li>Your manager will meet with you each Monday to provide you with feedback on your progress against the required outcomes.</li> </ul>
Support (Who/what) <i>Cont'd</i>		
Responsibilities (When)	<p><b>&lt;responsibilities of all relevant parties&gt;</b></p> <p>Describe the responsibilities of the team, their manager and any other relevant parties.</p> <p>eg.</p> <p>Team Members:</p> <ul style="list-style-type: none"> <li>to meet the required outcomes by the final review date.</li> <li>to participate in refresher training on the order software and weekly feedback meetings with your manager, as well as any other training or</li> </ul>	<p>Manager:</p> <ul style="list-style-type: none"> <li>to provide you with on-the-job support.</li> <li>to provide you with refresher training on the order software.</li> <li>to conduct weekly feedback meetings</li> </ul>

# Assessment Task

Details		
	<i>development activities that your manager considers appropriate.</i>	
Responsibilities (When) <i>Cont'd</i>		
Method of review of plan	<i>How the plan will be communicated and involve staff, and how it will be reviewed: e.g. at team meetings, quarterly plan reviews etc..</i>	

<b>Manager's signature:</b>	<b>Print name:</b>
<b>Team signatures:</b>	<b>Print names:</b>
<b>Member 1</b>	
<b>Member 2</b>	
<b>Member 3</b>	
<b>Member 4</b>	
<b>Member 5</b>	
<b>Date:</b>	

<p><b>Submission Details</b></p>	<p>When submitting your work, please ensure you have signed the Declaration on the first page. Your responses may be typed directly into this document, with any additional documentation provided as attachments please title each attachment (i.e. Attachment A, B etc) and, reference these in the main document with an explanation of their relevance.</p> <p>All assessment tasks should be submitted via Canvas, our online learning management system. Please note:</p> <ul style="list-style-type: none"> <li>– Assessment due dates are to be <b>4 weeks</b> from the final day of the learning workshop.</li> <li>– Feedback will be provided by your assessor within <b>3 weeks</b> following the due date for submission.</li> <li>– If resubmission of work is required, this must be submitted within <b>2 weeks</b> of receiving feedback from your assessor</li> <li>– Final feedback will be provided by your assessor within <b>2 weeks</b> of resubmission.</li> </ul> <p>Extensions to the due date will be granted under exceptional circumstances. If you need an extension, please contact your designated assessor at least <b>one week</b> before the due date.</p>										
<p><b>Assessment results</b></p>	<p>Your assessment will be marked using the following scale on Canvas:</p> <table border="1" data-bbox="316 965 1465 1285"> <thead> <tr> <th>Result Code</th> <th>Result Certification Description</th> </tr> </thead> <tbody> <tr> <td>PU</td> <td>Achieved Competency</td> </tr> <tr> <td>NU</td> <td>Not Yet Competent</td> </tr> <tr> <td>NEN</td> <td>No Engagement in Unit</td> </tr> <tr> <td>SEN</td> <td>Stopped Engagement in Unit</td> </tr> </tbody> </table> <p>In addition to the results, you will also get detailed feedback from your assessor on each key aspect of your assessment. This will be provided to you via Canvas and can be accessed via “my grades”.</p> <p>Should you have any questions about the assessment process please feel free to contact your designated assessor.</p>	Result Code	Result Certification Description	PU	Achieved Competency	NU	Not Yet Competent	NEN	No Engagement in Unit	SEN	Stopped Engagement in Unit
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<p><b>Conditions</b></p>	<p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work</p> <p>and include access to:</p> <ul style="list-style-type: none"> <li>- documentation and resources normally used in the workplace</li> <li>- case studies and, where possible, real situations</li> <li>- workplace policies and procedures</li> <li>- relevant legislation, regulations and codes of practice</li> </ul>										