BSBMGT402
IMPLEMENT OPERATIONAL PLAN

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
    - An oral examination may be allowed under certain circumstances. Answers will be documented and FT00[illegible] (Oral examination declaration form) must be completed.
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
    - Your signature acknowledges that this is your own work.
- If a participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
    - If a participant changes their response in writing, they must put their initials next to the written change.
    - If a participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name ______________________

Participant signature ______________________

Assessor name ______________________

Assessor signature ______________________

Date ______________________

Number of questions	Number of questions answered correctly	Satisfactory?	
		Yes	No
25			

Lesson One

1. Match the definition of the following terms.

Collation	Collecting the results of resource requirements from consultation
Analyse	Determining, the need for the resource in line with organisational requirements
Organise	Separating requirements into categories of need and resource type

2. Who would you consult with to determine resource requirements? Select all that apply.
    a. Colleagues and specialist resource managers
    b. Managers
    c. Occupational health and safety committees and other people with specialist responsibilities
    d. Friends

3. What is the importance of implementing operational plans in achieving the goals of a business? Select the correct answer.
    a. They ensure that the stakeholders of a business are happy because work is being done to improve the business overall.
    b. Organisational plans are crucial to the success of the business, therefore plans must be implemented in a manner that contribute to the achievement of performance and business plans
    c. There need to be plans of action to make the business look like it is being productive.
    d. They are required under national and state law to be conducted to secure trading rights in Australia

4. How would you identify KPIs for an operational plan?
    a. They are given to you by staff
    b. They are determined from measurements of success of business objectives, goals and task, actions or activities
    c. Refer to the business plans executive summary
    d. They are listed in the business procedures

5. How would you use KPIs to monitor performance? Select all that apply
    a. Keeps track of the success of the operational plans objective
    b. They provide snapshots of overall performance
    c. They detail specific steps to be taken and where the team is at
    d. They can assist in identifying areas needing improvement for the success of the business

6. Select the correct response that describes tactical risk analysis including identification and reporting requirements?
    a. The assessment of a company's tactical plan to set in motion short term actions and plans from the organisations strategic plan, identifying risks to the wellbeing of the business stakeholders. Reported as an acceptance report and accompanied by contingencies to fall back on if the original plan is fufilled
    b. The assessment of a company's tactical assets that are set in motion from the organisations strategic plan, identifying risks to finance, reputation and resource. Reported as a viability report and accompanied by contingencies to fall back on if the original plan is failing to achieve
    c. The assessment of a company's tactical plan to set in motion short term actions and plans from the organisations strategic plan, identifying risks to finance, reputation and resource. Reported as a viability report and accompanied by contingencies to fall back on if the original plan is failing to achieve
    d. The assessment of a company's tactical plan to set in motion long term actions and plans from the organisations business plan, identifying risks to finance, reputation and resource. Reported on an ad hoc basis and accompanied by contingencies to fall back on if the original plan is failing to achieve

7. How would you undertake contingency planning? Select all that apply.
    a. Setting up pre-planned steps if the original plan defaults
    b. Identify times when the original plan will not succeed
    c. Establishing an array of options to fall back on dependant on the reason of default of the original plan
    d. Consulting with relevant personnel to determine appropriate contingency options

8. What steps would be taken to assist in developing and presenting proposals for resource requirements? Select all that apply.
    a. Make a strong case for the needs of resources
    b. Follow organisational requirements in line with resource acquisition
    c. Get senior managers to make the proposal as they have more influence
    d. Try and arrange deals to attain the resources cheaper

9. What are some organisational requirements you are required to follow when presenting resource proposals? Select all that apply.
    a. Resource acquisition checklist
    b. Resource acquisitions policy
    c. Resource acquisitions procedure
    d. Resource acquisitions practices

Lesson Two

10. What organisational requirements would you be required to follow when recruiting and inducting employees? Select all that apply.
    a. Recruitment policy and procedure
    b. Hiring process
    c. Internal recruitment process
    d. Induction policy and procedures

11. Order the process that you would undertake when recruiting and inducting employees

1	Gaining approval for hiring
2	Analysing job requirements and completing a job analysis
3	Preparation of Job Description documents
4	Obtaining approval to advertise position
5	Advertise vacancy
6	Develop interview method and questions (selection panel)
7	Agree on short listing selection criteria
8	Short listing of applicants
9	Scheduling and conducting interviews
10	Apply selection criteria and identify successful applicant
11	Conduct reference checks
12	Complete selection report
13	Make offer of employment
14	Confirm offer of employment (signed contract)
15	Advise unsuccessful candidates
16	Induct new employee into the business
17	Provide ongoing training and support

12. Select what resource management systems may be used at the strategic level of implementation? Select all that apply.
    a. Resource tracking systems
    b. Physical resources database
    c. Payroll systems
    d. Sales registers

13. What is a resource management system? Select the correct definition.
    a. A resource management system is a way to merge information about its resource assess so they are able to keep track of them
    b. A resource management system is a set of software that tracks compliance to legislation of the resources used
    c. A resource management system is a collection of resources that work together
    d. The collection of human resources and the process of them using physical resources

14. What organisational requirements would need to be followed when implementing plans from resource acquisition of both physical resources and service? Select all that apply.
    a. Resource acquisition policy and procedure
    b. Ordering policy
    c. Budget for operational plan objectives
    d. Invoicing policy

15. Order the process that you would follow when implementing plans for resource acquisition.

1	Check policies and procedures
2	Identify the resource needs
3	Consult with Senior Management, Finance and other Managers
4	Evaluate the needs based on what, why, when and how questions (see previous slides)
5	Make a proposal to request resources
6	Order resources at the appropriate time
7	Add resources to the inventory

Lesson Three

16. Assessing progress is important in ensuring achievement of plans and targets. Why is it important to use systems or processes to monitor the performance of profit and productivity? Select all that apply.
    a. Ensuring that the performance of an operational plan is achieving its targets
    b. Ensure that the implementation is effective
    c. Ensuring any negative performance can be corrected
    d. Ensuring that the business is working

17. How would you monitor the plans and targets of profit and productivity using performance systems and processes? Select all that apply.
    a. Informal systems
    b. Feedback arrangements
    c. Individual and teamwork plans
    d. KPIs
    e. Specified work outcomes

18. How would you analyse financial information to monitor profit and productivity plans and targets? Select all that apply.
    a. Using financial ratios
    b. Using non-financial ratios
    c. Comparing budget to actual finances
    d. Checking staff attendance against budget

19. How could you identify unsatisfactory performance and problems? Select all that apply.
    a. Deadlines not being met
    b. Not achieving KPIs
    c. Overspending budget
    d. Low productivity levels
    e. Low profit levels

20. What methods could you undertake to rectify the situation promptly? Select all that apply.
    a. Identify the exact area of non-performance (undertake benchmarking)
    b. Additional training and support
    c. Revision of resources required
    d. Enact contingency plans

21. Match the definition to the terms.

Coaching	A process whereby a person gets you to do something you don't want to do; that you have to do; in order to reach your goals
Mentoring	a one –on one partnering with senior staff to help increase their effectiveness, advance their careers, and create a more productive organisation
Supervision	is not about micro-managing, it is about providing a presence for team members to gain support from

22. How can you support individuals and teams to use resources effectively, economically and safely through supervision, mentoring and coaching? Select all that apply.
    a. Coaching staff in how to use the resources allocated in a safe manner and ensure they are used efficiently and effectively through training
    b. Making staff discover on their own how to use the resources when supervising them and reprimanding them if they are not being efficient
    c. Providing mentoring to staff in a one –on one basis with senior staff to provide advice, support, guidance and tips on how to use the resources allocated in a safe manner and ensure they are used efficiently and effectively
    d. Through leadership team members will follow the example set by the supervisor in all aspects of work, including the effective, economical and safe use of work resources

23. How would you present recommendations for variation to operational plans? Select all that apply.
    a. Prepare a change proposal which will include a justification for the proposed change
    b. Outline all the factors for the change such as what was done previously why it did or did not work, what has worked for others, why did it work and what needs changing
    c. Be prepared, share information, bargain and gain commitment when closing
    d. Tell senior management it is not working and they should investigate variations to enact in your project

24. Who are designated persons or groups you would require to gain approval from to make variation to operational plans? Select all that apply.
    a. Other affected work groups or teams and groups designated in workplace policies and procedures
    b. Those who have the authority to make decisions and/or recommendations about operations such as workplace supervisors, other managers
    c. Employees of a competing business
    d. Those who are not involved in the operational plan but you feel they may have some important input

25. How would you implement systems, procedures and records associated with performance in the workplace following all relevant organisational requirements? Select all that apply.
    a. Ensure compliance with legislative requirements and to meet with organisational needs
    b. Use your initiative and make the implementations without authority as it will help and reduce paperwork
    c. Ensure the systems, procedures and records have been approved by those in authority
    d. Have a plan in place to make the implementations