

BSBOPS402

COORDINATE BUSINESS OPERATIONAL PLANS

ASSESSMENT SUMMARY

The assessment activities for *BSBOPS402 Coordinate business operational plans* cover all aspects of the unit of competency. For Apprentices/Trainees, this includes supervisor completion of the Apprentice/Trainee Record (ATR).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be fair, flexible, valid and reliable. If a Participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a Participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the Participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a Participant does not answer all questions or perform all tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency.

The Trainer/Assessor can provide the Participant with additional information on interpreting the assessment outcomes and guide the Participant's options. If a Participant is still deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result as per the process in the Student Handbook.

By signing below, the Participant acknowledges:

- They understand the assessment instructions and requirements, and consent to being assessed.
- The work submitted is to be their own work – with the work of/with others needing to be clearly acknowledged and documented.
- They consent to any photo/video recording of their work that occurs during assessment.

Participant name	TREY BUTLER
Participant signature	

Pre-requisite unit(s) to be achieved and authenticated prior to undertaking assessment

☐ Not applicable

Task	Date completed	Assessment Results	
Theory Exam		☐ Satisfactory	☐ Not Satisfactory
Practical Assessment		☐ Satisfactory	☐ Not Satisfactory
Outcome for BSBOPS402		☐ Competent	☐ Not Yet Competent

Evidence requirements checklist (ticked by assessor and evidence supplied to RTO)

☐ Theory Exam

☐ Practical Assessment

Assessor Name	
Assessor Signature	

BSBOPS402

COORDINATE BUSINESS OPERATIONAL PLANS

THEORY EXAM

Participant name	<i>GREY BUTLER</i>
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FOR THE PARTICIPANT
Instructions
- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge. - It is anticipated that you should complete this assessment within two (2) hours, but additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unassisted by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded. - An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party. - Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support. - If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).
Resources required
Pen

FOR THE ASSESSOR
Instructions
- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments) - All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question). - Assessors are to complete marking in pen of a different colour to the Participant. - If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. Provide a paragraph describing who you would consult when determining resource requirements relevant to an operational plan.

Answer

Relevant stakeholders

- senior managers
- managers at the same level
- supervisors



Q2. In one (1) paragraph describe questions you would ask when seeking information on hire equipment for inclusion into the operational plan.

Answer

If dry hire or wet hire

transportation

servicing

equipment needed



Q3. What are two (2) benefits of using a capability matrix when determining human resources for an operational plan.

Answer

1. training needs ☐

2. existing workers to implement the plan

Q4. Identify three (3) different resources needed to develop an operational plan and why each of these is needed.

Answer

1. human resources - workforce analysis, skill gap identification
recruitment strategy and succession planning ☐

2. physical resources - equipment, facilities, raw materials and technology

3. financial resources - budgeting, financial forecasting
resource allocation

Q7. How do operational plans contribute to organisational business plans.

Answer

bridge the gap between a business's broad strategic goals and day to day activities providing detailed, actionable plans to achieve those goals by outlining specific tasks, responsibilities and timelines



Q8. What are two (2) methods/techniques you apply to operational plans to enable you to monitor and measure the implementation of the plan.

Answer

1.

KPIs



2.

regular progress meetings

Q9. Complete a brief resource plan as part of proposal for resources needed to meet the requirements of an operational plan.

Answer

Resource Plan	
Objective:	future works clearing work corridor for stage 2
Work schedule:	8 week task • 1 week mark out area for works • 1 week flora & fauna Spotter check areas & assess • 3 weeks clear work corridor trees & mulch • 2 weeks clear & grub remaining • 1 week additional material placement
Resources required:	flora and fauna spotter Surveyor 20 ton Excavator tub grinder grinder dozer
Contingencies:	In case work area is inaccessible move to next location to clear
Benefits:	Safe, clear work area pre works done prior Major works Time for access area for complication can be amended



Q10. Provide a minimum ½ page report about how your company organises the resourcing of your area/department addressing the three bullet points below:

- the policies and procedures that control employee numbers
- procedure for the acquisition of employees
- procedure for the acquisition of other resources.

Answer

recruitment and hiring procedures, Performance Management and development. Work planning and management



understanding the needs, screening candidates, conducting interviews, finally making final offer and onboarding new hires

identify the needs, explore options, negotiate and secure them allocate and utilize them, Maintain and improve their use

Q11. How would you get the attention of the decision makers when making a proposal for resource requirements.

Answer

Write an executive summary	☐
Explain the project background	
Present a solution	
Define project deliverables and goals	
List what resources you need	
State your conclusion	

Q12. Define each of the following methods used for supporting workers in safe, efficient and economical resource use and provide one (1) example you have applied for each.

Answer

Supervision: overseeing work tasks are performed according to established standards, guidelines and best practices	☐
Mentoring: guiding and supporting employees by sharing knowledge skills and expertise	
Coaching: provide guidance and feedback to employee with goal to improve their skill, performance and capabilities	

Q13. The project has been delayed due to inclement weather; this has put the operational plan out by three (3) days. Discuss what can be done to bring the schedule back on track and steps you would take to ensure this occurs.

Answer

re-evaluate the project schedule

identify critical paths

implement contingency plans to minimize further disruptions and catch up on the lost time

☐

Q14. Write down an issue you have had in meeting an operational plan and document the steps taken in the following table to implement a solution.

Answer

Identify the problem: Lack of resources
Generate possible solution: close work area place resources to critical works
Evaluate alternatives and decide on solution: can't stop critical work find alternative supplier
Implement the solution and evaluate solution: hire resources through separate supplier off hire once resources no longer required



Q15. What are the five (5) characteristics of an effective monitoring process and provide an example applicable to your work systems for each.

Answer

1. timely ☐
2. relevant
3. accurate
4. actionable
5. focused on continuous improvement

Q16. What is the importance of accurate costing and the budget for the operational plan. Provide two (2) reasons why a budget may need to be revised.

Answer

- enables managers to measure profit ☐
- so that they can make the best decisions for
- the company's future

Q17. Provide a minimum ½ page report recommending a variation to an operational plan for an earthworks project where the supplier of plant and equipment has upgraded all equipment and consequently increased the hire cost significantly.

Answer

Renegotiating terms of Equipment hire

Reevaluate the Project Timeline

Optimise Resource Usage

Increase Project Budget

Explore Alternative Suppliers



Q18. Considering your response to the previous question, explain what information you would prepare for a presentation to the relevant manager including any recommendations.

Answer

Briefly explain situation - increased costs
Impact Analysis - Financial, Time, Quality and efficiency
Recommend - Renegotiate, Resource Usage, Extend timeline
- Increase budget, Alternate suppliers



Q19. Discuss version control and its importance in maintaining, saving and recording workplace documents.

Answer

ensuring integrity, facilitating collaboration and
providing a clear audit trail of changes

