

BSBPMG516

MANAGE PROJECT INFORMATION AND COMMUNICATION

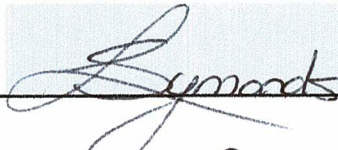
PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted of the participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that the assessor provided clear instructions and the participant understood what was required to complete this assessment.
- The assessor may substitute a Practical Task with another task of equal value.
 - Alternate tasks must be fully documented by the assessor.

Participant name

Lauren Symonds

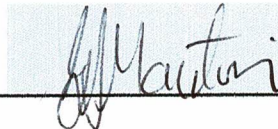
Participant signature



Assessor name

Grace Martin

Assessor signature



Date

Click here to enter a date.

8/10/20

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1		☒	☐

ASSESSOR COMMENTS

BSBPMG516

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Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to plan, implement, maintain and review information and communication management systems and processes. The participant is required to link people, ideas and information at all stages in the project life cycle, ensuring timely and appropriate generation, collection, dissemination, storage and disposal of project information through formal structures and processes.	
These tasks may be simulated or real. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.	
Resources required: Project documentation, Computer.	
Assessment of task	
Name of participant:	Lauren Symonds
Name of observer:	Grace Martin
Role of observer (Confirm suitability to sign)	Manager
Email address of observer	Grace@rhmbi.com.au
Signature of observer:	
Date:	Click here to enter a date. 8/10/20
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Plan information and communication processes	
1.1A. Using input from stakeholders, identify, analyse and document information requirements – ensuring: - Consideration of alternative communication methods, media and systems, and their application on various projects - Use of clear language in verbal and written interactions with stakeholders - Consideration of non-verbal communication - Use of active listening and questioning to confirm understanding and agreement	☒
1.1B. Within delegated authority, develop an agreed communication management plan to support achievement of project objectives.	☒
1.1C. Establish and maintain a designated project-management information system to ensure quality, validity, timeliness and integrity of information and communication.	☒
2 Implement project information and communication processes	
1.2A. Manage generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders.	☒
1.2B. Implement, modify, monitor and control designated information-validation processes to optimise quality and accuracy of data.	☒
1.2C. Implement and maintain appropriate communication networks.	☒

1.2D. Identify and resolve communication and information-management system issues.	☒
3 Assess information and communication outcomes	
1.3A. Finalise and archive records according to agreed project information ownership and control requirements.	☒
1.3B. Review project outcomes to determine effectiveness of management of information and communication processes and procedures.	☒
1.3C. Identify and document lessons learned and recommended improvements for application in future projects.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory	

OBSERVER COMMENTS



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Ph: 1300 858 746
ABN: 76 147 079 598

Integration Management Plan

1.1 Methodology

The project will be managed using PMBOK methodology. The PMBOK methodology will ensure all aspects of project management are covered:

- Scope – What the project will deliver.
- Time – When the deliverables will be delivered.
- Cost – The project budget and cash flow.
- Quality – Ensuring all Council building and environmental conditions and regulations are met.
- Human Resources – The staff involved in the delivery and management of the project.
- Communications – Ensuring all stakeholders are informed of requirements, progress and issues.
- Risk – Ensuring the project risks are managed.
- Procurement – The project contracts with subcontractors and suppliers.
- Integration – Integrating the other project aspects.

1.2 Project Dependencies

The project is closely dependent on the requirements of the client Mike Ennis to improve and gain value to his property.

The client is also the project sponsor and approve the overall design and location of said structures, with Council Approval and within council law and regulations.

1.3 Change Control

The change control process will adhere to the following procedure. This procedure ensures appropriate stakeholders approve any changes and all stakeholders are equally informed of changes the initial project plan.

1. All suggestions for changes to the project scope, time, cost, quality, human resources, communications, risk, procurement and integration will be sent to the RHM Building Innovations Project Administrator, who will populate the information into a Contract Variation agreement.
2. The details going into the change request will be negotiated between the Project Administration and project sponsor / client.
3. If council approval is needed, determined by the project's Private Certifier on assessment of the Development Application, the Project Administrator will commence the application process after sign off on the agreement.
4. The project Scope of Works must include all detailed change request information.



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5. The changes in the project documentation must be clearly colour coded by highlighted text. All omitted text must be formatted with strikethrough to show it has been deleted and must be highlighted with the colour relevant to the version.
6. The Change request and all modified documentation is examined at either a face to face meeting by the project administrator and the project owner – Mike Ennis, or via email.
7. The Contract Variation form detailing the change request to be signed off by Mike Ennis the owner of the project, and Project Administration. An electronic and hard copy of the contract variation is to be kept.
8. The changes are communicated and implemented by the project administration.

1.4 Auditing

All construction work will be regularly audited by the Construction Manager and Site Supervisor during the installation of the structures.

Any inspections required by council will be conducted by the Private Certifier, as outlined in the Council Decision Notice on approval by council.

In order to foresee any issues, the project administrator of RHM Building Innovations will conduct regular audits on internal processes and reviews of project requirements to ensure quality is met.

The outcomes of all inspections are to be included in the status report and discussed during bi-weekly scheduling meetings.

1.5 Performance Reporting

To ensure the steering committee is kept informed of the progress of the project, reports need to be done by the project administrator.

- Performance reporting will occur immediately after any change request has been signed.
- The report must use the standard template provided in SOP0018.
- The project plan must be updated with a new version released showing the status report, and the Gantt chart (and any other relevant documentation) updated to the date of the report in the project plan.
- A lessons learnt evaluation session must also be conducted at the end of the project. The Lessons Learnt documentation is a part of the Warranties and Fix Ups Template.
- A final report must be completed at the end of the project when all stages have been complete.
- All reports are to be signed off by the project sponsor before being distributed to all members of the project steering committee.

1.6 Project Closure

Upon the completion of installation, and installers have provided the Installers Checklist for the completion and Audit for Quality control, the final invoice can then be raised and sent to the project Sponsor/Owner.



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The Private Certifier is to conduct a final inspection of the works performed. If the project passes standards a Form 21 for final completion is to be signed off by the Private Certifier. A copy will be recorded and archived.

Once payment has been received, the formal acceptance project closure document letter – RHM-CL#010 Completion of Contract, can be written up and sent to the Project Sponsor / Owner with all inspection certificates and required documentation.

On distribution and acceptance of the formal project closure documentation, all project documentation may be archived. A hard copy documentation (Charter, plan, reports, change requests and Contract Variations, inspection certificates etc) must be scanned into the network.

The hard copy files must be filed in the archiving system at RHM Building Innovations Office.

The electronic files must be stored in the archival server on the G Drive, in a separate folder clearly identifying the project name and job number.

Communication

2.1 Communication Processes

Careful consideration is to be put into the communication between the Project Administration for RHM Building Innovations and the client sponsor / owner.

The final agreement of Scope requirements can be informally discussed via email, over the phone and in face to face meetings.

All work to be performed is to be documented in the Scope of Works, detailing specific requirements of the client sponsor / owner.

The client sponsor / owner is to review the formal Scope of Works and discuss with the Project Administration all points of information. On agreement of the works, the client must sign the formal Scope of Works form and return it to RHM Building Innovations. The Project Administrator is to review the Scope of Works and sign the form as well.

All communication of project status can be conducted to the project sponsor / client via informal and formal methods – Customer Letters at each stage of the project. Emails, phone calls, text messages and face to face meetings to be held informally as well.

Any information for the project provided must be noted and recorded on the project file in Service M8.

All documentation is to be collected and archived in the project filing system.



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QBCC: 1200878

6 October 2020

Mike Ennis
[REDACTED]

Dear Mike

RE: Contract #2654

Thank you for choosing RHM Services Pty Ltd t/as **RHM Building Innovations** as your preferred supplier.

We have now completed your project at ([REDACTED]) and look forward to assisting you again with future projects.

Your Build Approval will lapse on the 10/06/2021. Once you have connected the stormwater in accordance with your council approval you will need to either contact RHM Building Innovations or the certifier to arrange for the final inspection, to complete your Build Approval.

Once again, we thank you for choosing **RHM Building Innovations** as your preferred supplier. We do appreciate your business and if you have a friend, neighbour or relation who needs a patio, carport or shed, residential, rural or commercial, please do not hesitate to contact our office, as we would be delighted to personally attend to their requirements.

Yours faithfully,

Lauren Symonds
RHM Building Innovations



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Gleneagle QLD 4285
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Work Order #2654

9th April 2020

Completed By: 2 Paul Martin

Customer Ennis, Mike
Address [REDACTED]
[REDACTED] QLD 4208
Contact Mike Ennis
Phone [REDACTED] Mike
Mobile [REDACTED] Kay (wife)

Installers Patio Checklist

Frame Ridge Straight and Level	Yes
Frame Rafters and Columns are plumb	Yes
Frame Bolts installed correctly and tight	Yes
Frame Knee Bracing etc installed as per engineering	Yes
Frame Patio Posts are plumb	Yes
Frame Notes	
Roof Ridge Cap straight and neatly scribed	Yes
Roof Sheets screwed to manufact. recommendation	Yes
Roof Barges square and plumb	Yes
Roof Gutter barge neat, screwed to end cap and plumb	Yes
Roof Swarf	Yes
Roof Notes	
Clean Up Personal Rubbish	Yes
Clean Up Building Site Materials	Removed as per contract
Clean Up Patio	Yes
Clean Up Trimming, Rivet, Screws, Bolts etc	Yes
Clean Up Dirt and Mud	Yes
Clean Up Supplier Stickers	Yes
Clean Up RHM sticker added to product	Yes
Photo of Completed Work 1	



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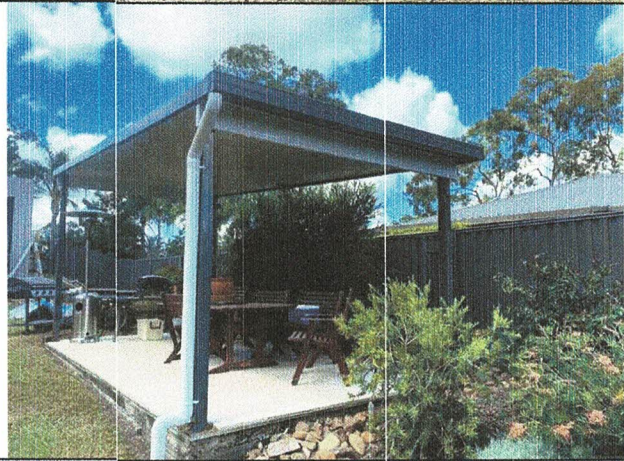


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Photo of Completed Work 2



Photo of Completed Work 3



Installers Comments



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RHM Lessons Learned	
Client Name: Mike Ennis	Job #: 2654
Prepared By: Lauren Symonds	
Date 01/04/2020	
Lesson Learned No.	1
Lesson Learned Proposed Name: Damaged Materials	
Process Group: Initiating Planning Executing Controlling Closing	
What was the action undertaken?	Kit Materials were delivered to site. Installers did not inspect the materials on start of installation.
What was the result?	A post was damaged from delivery and was not found until a week later after the materials were supposed to have been inspected by the site supervisor. Delay in the completion of the structure as the post was required for the erection of the structure.
What might have been the preferred result?	On inspection of kit materials by the site supervisor, the damage should have been found after careful consideration of all materials. Once the damaged material has been found – the replacement of the material can be organised to minimise delay.
What is the specific Lesson Learned?	Site Supervisor needs to carefully inspect all kit materials on site and catalogue, comparing with the list of materials provided to ensure minimal delay if materials are damaged and need replacement.
How could one identify a similar situation in the future?	On every kit material delivery direct to site and to store
What behaviour is recommended for the future?	Careful inspection of all kit materials before construction begins.
Where and how can this knowledge be used later in this current project?	N/A Project has been completed



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Where and how can this knowledge be used in a future project?	All future projects that have deliveries direct to store or site need to be inspected as a standard operating procedure.
Who should be informed about this Lesson Learned?	Darren Martin – Construction Manager, Grace Martin – Director, Lauren Symonds – Project Admin, All installers
How should this Lesson Learned be disseminated?	Email, and project team meeting
Have you attached reference(s), example(s) and/or additional material(s)?	No
Name(s) of attachment(s)	



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RHM Lessons Learned	
Client Name: Mike Ennis	Job #: 2654
Prepared By: Lauren Symonds	
Date: 09/04/2020	
Lesson Learned No. 2	
Lesson Learned Proposed Name: Identify Scope	
Process Group: Initiating Planning Executing <u>Controlling</u> Closing	
What was the action undertaken?	Installers did not build awning to approved desing. Reverse pitch on awning was not done, instead normal fall of awning was constructed
What was the result?	The awning was not built to design or to the customers expectations.
What might have been the preferred result?	The installers to thoroughly read the Scope of Works and review the structural design. The Site Supervisor to have reviewed the Scope of Works before installation had begun
What is the specific Lesson Learned?	The Scope of Works needs to be read in conjunction with the structural design. Site Supervisor to review plans before installations
How could one identify a similar situation in the future?	When the awning is not built to design
What behaviour is recommended for the future?	Site Supervisor to ensure plans are thoroughly reviewed before installation of any works. Scope of Works to identify more clearly custom designs for structures.
Where and how can this knowledge be used later in this current project?	NA Project has been completed
Where and how can this knowledge be used in a future project?	All future projects, procedure for installers to review the Scope of Works for job requirements.
Who should be informed about this Lesson Learned?	Darren Martin – Construction Manager, Grace Martin – Director, Lauren Symonds – Project Admin, All installers



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How should this Lesson Learned be disseminated?	Email, and project team meeting
Have you attached reference(s), example(s) and/or additional material(s)?	Yes
Name(s) of attachment(s) Picture of Patio completed – Not reversed pitch	
	

Job Details

Customer: Ennis, Mike Edit PO # DNGJ0799 / J0579
 Service: Select Service
 Job Status: Completed Job Category: Residential
 Job: [Redacted]
 Address: [Redacted]

Description:

**** CLIENT AWAY FROM 4TH FEB TO 8TH FEB ****
 Contract Variations: Vermaseal to shed. Upgrade all PVC downpipes to 100 x 75 Steel. Structure 3 Gable Carport posts to be powder coated.

Supply:

Structure 1
 12.1m x 6m x 3.9m attached Enclosed skillion awning with galvanized C-250 frame attaching to existing gable shed
 Monoclad 0.428MT roof & wall sheeting in the colorbond colour TBA
 1x Domestic AA Roller Door 5.1m wide x 3m high in the colorbond colour TBA

Contacts

Job Contact: Name: Mike Ennis
 Billing Contact: Email: [Redacted]
 Phone: [Redacted] - Mike
 Mobile: [Redacted] - Mike (wife)

Note

11:44 AM 27/08/2019 • By Lauren

Called Mike and confirmed that we have received his contract and colour confirmation.
 Confirmed that he is happy for me to amend the contract and sign off for the colour confirmation change.
 Asked him if he would like to upgrade the downpipes to steel so that he can get them in colour. He asked how much.
 Lauren advised that I will get back to him.

Note

4:07 PM 26/08/2019 • By Lauren

Mike called to confirm we received his email regarding the colour. Lauren advised that we received his email and when the contract comes through we will issue him with a new colour confirmation form.

Note

1:29 PM 26/08/2019 • By Lauren

Received the following email from Mike: Good morning Lauren I paid the deposit yesterday. I also completed the Contract and Scope of works and mailed to you. I then realised that in my colour selection everywhere I wrote "Monument" should be "Woodland Grey" for structure 1 and 4. My apologies. Thanks.
 Mike Ennis
 0416 855 357

Note

1:22 PM 27/08/2019 • By Lauren

Emailed the contract pack to Mike Ennis

Quote Approved

10:40 AM 20/08/2019 • By Lauren

Note

10:46 AM 20/08/2019 • By Lauren

Job Details

Customer: Ennis, Mike
Service: Select Service
Job Status: Completed
Job Address: [REDACTED]
Job Category: Residential

Edit PO # DNGJ0799 / J0579

Description: ** CLIENT AWAY FROM 4TH FEB TO 8TH FEB**

Contract Variations: Vermaseal to shed. Upgrade all PVC downpipes to 100 x 75 Steel. Structure 3 Gable Carport posts to be powder coated.

Supply:

Structure 1
 12.1m x 6m x 3.9m attached Enclosed skillion awning with galvanized C-250 frame attaching to existing gable shed
 Monoclad 0.42BMT roof & wall sheathing in the colorbond colour TBA
 1x Domestic AA Roller Door 5.1m wide x 3m high in the colorbond colour TBA

Contacts

Job Contact
Name: Mike Ennis
Email: [REDACTED]
Phone: [REDACTED]
Mobile: [REDACTED] (wife)

Job sent to '06. In Council queue

Note

1:28 PM 29/09/2019 • by Lauren

Took out QBCC Insurance

Note

1:43 PM 29/09/2019 • by Lauren

Submitted the council application today.
Emailed Mike to advise that we estimate his Decision Notice will be issued to us on the 24th of October

Note

1:04 PM 28/09/2019 • by Lauren

Emailed the amended Contract Variation 1 to Mike Ennis

Note

12:45 PM 28/09/2019 • by Lauren

Lauren called Mike and advised to get the posts on his gable carport to be powdercoated is \$80 per post so total would be \$320 extra
Mike asked for it to be included into the contract variation form 1

Note

1:44 PM 27/09/2019 • by Lauren

Mike advised that he would like to get the upgrade.

Emailed a copy of the signed contract pack back to Mike and the contract variation 1

Note

12:44 PM 27/09/2019 • by Lauren

Emailed Mike to advise the cost of \$150 to upgrade all down pipes to 100mm x 75mm steel

Badges



Close