

BSB51415 Diploma of Project Management



Human Resource Management

Version 1.01 Produced 18 October 2018

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Version control & document history

Date	Summary of modifications made	Version
5 May 2016	Version 1.0 produced following Training Package update	1.0
18 October 2018	Version 1.01 Change to Practical Assessment	1.01

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ASSESSMENT WORKBOOK COVERSHEET

WORKBOOK:	Workbook 3
TITLE:	Human Resource Management
FIRST AND SURNAME:	Craig Silva
PHONE:	0413912282
EMAIL:	craigsilva2505@gmail.com

Please read the Candidate Declaration below and if you agree to the terms of the declaration sign and date in the space provided.

By submitting this work, I declare that:

- I have been advised of the assessment requirements, have been made aware of my rights and responsibilities as an assessment candidate, and choose to be assessed at this time.
- I am aware that there is a limit to the number of submissions that I can make for each assessment and I am submitting all documents required to complete this Assessment Workbook.
- I have organised and named the files I am submitting according to the instructions provided and I am aware that my assessor will not assess work that cannot be clearly identified and may request the work be resubmitted according to the correct process.
- This work is my own and contains no material written by another person except where due reference is made. I am aware that a false declaration may lead to the withdrawal of a qualification or statement of attainment.
- I am aware that there is a policy of checking the validity of qualifications that I submit as evidence as well as the qualifications/evidence of parties who verify my performance or observable skills. I give my consent to contact these parties for verification purposes.

Name : Craig Silva

Signature:

Date:

06/05/2020

Manage project team	Managing a project team is the process of monitoring and making changes where required to the team. By doing this then you can ascertain the best working dynamic of staff. There also may be the need to look after personal issues between employees as well as rate their performance.
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2. The following are strategies for managing human resources. Match each strategy to its correct description.

Write the letters that correspond to your answers in the spaces provided.

	Strategy HR management	Description
B	Conflict resolution	a. A strategy involving projecting labour needs and the effects they'll have on an organisation, or a project.
A	HRM forecasts	b. A strategy employed for two or more parties to find a peaceful solution to a disagreement among them.
D	Learning and development strategies	c. The process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization.
E	Performance monitoring	d. An organisational strategy that articulates the workforce capabilities, skills or competencies required to ensure a sustainable, successful project and that sets out the means of developing these capabilities to underpin performance effectiveness.
C	Personnel recruitment	e. A strategy involving assessing progress towards meeting performance and project objectives; sharing feedback on progress relative to the project goals.

Part 2 – Manage Project Procurement

1. Consider the following procedures involved in project procurement. Match each procedure to its correct description.

Write the letters that correspond to your answers in the spaces provided.

	General feature	Description
C	Plan procurements	a. It is the process of completing each project procurement. It also involves administrative activities such as finalising open claims, updating records to reflect final results and archiving such information for future use.
B	Conduct procurements	b. It is the process of obtaining seller responses, selecting a seller, and awarding a contract. In this process, the team will receive bids or proposals and will apply previously defined selection criteria to select one or more sellers who are qualified to perform the work and acceptable as a seller.
D	Administer procurements	c. This is the process of documenting project purchasing decisions, specifying the approach, and identifying potential sellers. It defines those project needs which can be best be, or must be, met by acquiring products, services, or results outside the project organisation, against those project needs which can be accomplished by the project team.
A	Close procurements	d. This is the process of managing procurement relationships, monitoring contract performance, and making changes and corrections as needed.

5. Consider the structure of a contract. The following are sections that should be included in both the preamble and the schedules of any part of the contract.

Write **P** if the section is to be included in preamble of the contract and write **S** if the section is to be included in the schedules of the contract. Write your answers in the spaces provided.

P	a. Governing law and jurisdiction
S	b. Agreed schedule.
S	c. Agreed payments.
P	d. Insurance
S	e. Agreed HR requirements (actual people, qualifications, etc.).
S	f. Any allowed subcontracting arrangements.
P	g. Confidentiality
P	h. Intellectual property
S	i. Agreed quality standards.
P	j. Restraint
P	k. Conflict of interest
P	l. Subcontracting
S	m. Reporting and meeting requirements.
P	n. Variation
P	o. Warrantee
S	p. Any risk management activities the contractor is responsible for.
P	q. Termination
S	r. Description of work.

6. The following are general conditions of the contract. Match each condition to its correct description.

Write the letters that correspond to your answers in the spaces provided.

	General conditions	Description
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7. Consider the legislation, codes and national standards relevant to types of contract and associated procurement processes.
 - a. List the relevant federal legislation applicable to contract law.
 - b. List at least two (2) other pieces of legislation relevant to your contractor.

- | |
|--|
| <p>a. Competition and Consumer Law Act 2010.</p> <p>b. Corporations Act 2001 and Fair Work Act 2009.</p> |
|--|

8. Which of the following statements are true regarding the Contract Law?
Select all that apply.

X	Contract law encompasses any laws or regulations directed toward enforcing certain promises.
	A verbal agreement or contract is as reliable as a written contract.
X	A contract is an agreement between two parties – either between two individuals, an organisation and an individual, or two organisations.
	Terms in the contract may be considered unfair when one party decides it is unfair.
X	The first requirement for a valid contract is an agreement between two or more parties.
X	The Australian contract law is divided into five categories including formation, scope and content, avoidance, performance and termination, and remedies.
X	It is recommended that all project contracts need to be in writing to save any confusion.

9. Consider the probity and project governance constraints that relate to project procurement in a project provided below.

- a. In your own words, briefly discuss how each constraint relates to project procurement. Do not exceed fifty (50) words for each discussion.
- b. For each constraint, include at least one (1) specific example or situation in your current industry or an industry you would most likely work in.

Probity and project governance constraint	Discussion	Provide at least one (1) industry-specific example or situation
Ethical behaviours	Electrical contractor installing electrical equipment to plan and not posting out issues that arise as some equipment is shown in areas where they are not permitted to be.	Contractor installs equipment as to drawing even though they know it is wrong. They then request a variation to relocate them. Contractor should use his professional knowledge to point the issue out to the builder before installation so as to avoid reworks and costs.
Limits of authority	Site foreman needs some extra work done that is not in contractors scope.	Site foreman provides written site instruction signed by their project manager requesting that the works be done and a variation submitted for any extra costs incurred.

Senior executive	Ensure all aspects of the project come together.	Project makes money for their company.	Work closely with Project manager in running of the project.
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3. Consider the different methods, tools, and techniques used in stakeholder engagement provided below. Match each to its correct description.

Write the letters that correspond to your answers in the spaces provided.

	Methods, tools, and techniques	Description
B	Stakeholder analysis	a. To ensure comprehensive identification and listing of stakeholders, judgement should be sought from groups or individuals with specialized training or knowledge on the subject area such as senior management, SMEs, and others.
A	Expert judgement	b. This is a method of systematically gathering and examining quantitative and qualitative information to determine whose interests should be taken into account throughout the project. It identifies the interest, expectations, and influence of the stakeholders and relates them to the purpose of the project.
D	Interpersonal skills	c. These involve the act of directing and controlling a group of people for the purpose of coordinating and harmonizing the group towards accomplishing project objectives.
E	Communication methods	d. These include skills in building trust, resolving conflict, active listening, and overcoming resistance to change to manage stakeholder expectations.
C	Management skills	e. These involve the act of sharing information among project stakeholders and they can be broadly be classified into interactive, push, and pull.

4. List four (4) management skills that can be utilised in stakeholder engagement.

- Stakeholder Analysis
- Expert Judgement
- Interpersonal Skills
- Management Skills

5. List four (4) common problems relating to project management that lead to variances in stakeholder engagement.

- a. If the stakeholder is resistant to the project it may jeopardise project deliverables.
- b. Lack of compromise
- c. Communication to stakeholders needs to be clear.
- d. Lack of consultation, there need to be ongoing and constant consultation with stakeholders.

6. The following are key components of stakeholder engagement. Match each key component to its correct description.

Write the letters that correspond to your answers in the spaces provided.

	Key Component	Description
G	Stakeholder Identification and Analysis	a. Plan out each consultative mechanisms, consult inclusively, document the process, and communicate follow-up.
F	Information Disclosure	b. Involve directly affected stakeholders in monitoring project impacts, mitigation and benefits, and involve external monitors where they can enhance transparency and credibility.
A	Stakeholder Consultation	c. Establish accessible and responses for stakeholders to raise concerns and complaints about the project throughout its life.
E	Negotiation and Partnerships	d. Build and maintain sufficient capacity within the company to manage processes of stakeholder engagement, track commitments, and report on progress.
C	Grievance Management	e. For controversial and complex issues enter into good faith discussions that satisfy the interest of all parties. Add value to impact mitigation or project benefits by forming strategic partnerships.
B	Stakeholder Involvement in Project Monitoring	f. Communicate information to stakeholders early in the decision-making process, in ways that are meaningful and accessible, and continue this communication throughout the project life
H	Reporting to Stakeholders	g. Invest time in identifying and prioritizing stakeholders and assessing their interests and concerns.

7. Which of the following are key principles of stakeholder engagement?

Select all that apply.

X	a. Relationship: Try to engender trust with the stakeholders. Seek out networking opportunity.
X	b. Remember, they are human: Operate with an awareness of human feelings.
X	c. Take responsibility: Project governance is the key of project success. It's always the responsibility of everyone to maintain an ongoing dialogue with stakeholders.
	d. Celebrate success: Ensure that all other project stakeholders are aware of your accomplishments.
X	e. Consult, early and often: Always ask the right questions to get the useful information and ideas. To engage their support ask them for advice and listen how they feel.
X	f. Understand what success is: Explore the value of the project to the stakeholder.
X	g. Communicate: Before we are aiming to engage and influence stakeholders, it's crucial to first seek to understand. To ensure intended message is understood and the desired response achieved.
X	h. Simple but not easy: Show your care. Be empathetic. Listen to the stakeholders.
	i. Quantity over quality: The more project stakeholders involved in the project the more chances of ensuring the project's success.
X	j. Plan it: Time investment and careful planning against it, has a significant payoff.

Managing your time	Absolutely essential, a good routine needs to be in place to allow project manager to manage their time well.	Have set daily plan and time frame of tasks in levels of importance of what needs to be achieved. Bearing in mind that things can pop up during the day.
Your personal development plan	A collection of goals and visualise where you would like to be and doing in the future, also what you may have done and achieved in the process of getting there.	As in Setting your own goals, keep reaffirming what my plan has set out. Depending on what has happened plan may need adjusting from time to time.

3. Consider the different learning types provided below. In your own words, discuss each learning style and provide at least one (1) specific strategy or approach appropriate for accommodating each learning style.

Do not exceed fifty (50) words for each discussion.

Learning style	Discussion (Do not exceed fifty (50) words for each discussion)	Approach / strategy (Provide at least (1) for each learning style)
Visual	Learning through visually seeing plans, marked up drawings and data sheets.	When giving this type of learner a task provide them with marked up or highlighted plans of what they are to do and any other documentation they may require. May also learn by viewing powerpoint presentations.
Kinaesthetic/Tactile	This style of learning is hands on. This learner could be bored by having to sit and have listen and read information.	Place employee with another employee that is very proficient in the task and have them teach them through manually doing the task.
Auditory	A need to hear the information.	Have video presentation for tasks required and how they need to be done and after viewing discuss if there was anything that they didn't understand.

4. Taking the role of a project manager, what methods would you apply to achieve a healthy work-life balance?

Provide three (3) methods and briefly describe each. Do not exceed fifty (50) words for each discussion.

- a. Whilst not be popular with sponsor have a time set at the start and end of day when you are contactable. Outside these times you will not answer calls or emails. This will allow time for doing things with family or for myself .
- b. It may lead to a longer day here and there but if there is a pressing issue in regards to the project try and put it to bed so as not to take it home on your mind.
- c. Have holidays, while they may be taken around critical project dates still have them. I have seen project mangers not have holidays because as soon as one project finishes, or even before, they are starting another. No one is that essential that they can't have some time off.

5. Provided below are methods and practices that are used to improve one's performance. In your own words, briefly discuss each.

Do not exceed fifty (50) words for each discussion.

Methods and practices	Discussion
Professional development	Is a way of bettering yourself through extra learning by attending seminars, completing courses or upskilling to a higher degree or standard.
Coaching and mentoring	Is to show and encourage on how tasks are to done. There is a need to take in mind peoples knowledge and skills and if they are not at level that is required try and bring them up through coaching and mentoring.
Reflective practice	Take time to look at things that have transpired and evaluate if there was anything that could have been done or said better so as to learn for future times.
Seek feedback	As practice says seek feedback. Seek it from those whose opinion you value. Keep in mind you may hear some things that you don't want to but you can learn and develop from these.

Part 5 – Lead and Manage Team Effectiveness

1. Explain how group dynamics can affect the project team's performance. Your response must include discussion on the following:
 - a. How does group dynamics support team performance?
 - b. How does group dynamics hinder team performance?

Do not exceed 300 words.

- a. Good group dynamics can support team performance as you will have a team that are there for each other and the project. They are willing to help each other where required. The team will feel positive about their positions and be willing to take ownership of their works. They will be willing to express their ideas and thoughts on project without fear of being judged. With this dynamic works will be progress smoothly and in good time.

- b. Poor group dynamics can hinder team performance, for a few reasons, firstly it may come from weak leadership. Whoever is in charge may be providing bad direction and have poor communicational skills. They may also not be good at getting along with different traits of each team member. Also there maybe team members that are taking on the responsibility for what they are doing and getting no recognition whilst others cruise along. Poor group dynamics can make a project hard work as everyone is has different agendas. It will not run well and maybe delayed as people fight over who is responsible and for what.

2. Which of the following are strategies that directly support team cohesion, participation, and performance?

Select all that apply.

2. Which of the following are strategies that directly support team cohesion, participation, and performance?

Select all that apply.

	a) Risk analysis
X	b) Coaching
X	c) Performance reviews
X	d) Mentoring
X	e) Communicating each team member's roles and responsibilities
X	f) Team building
	g) Record keeping
X	h) Modelling desired behaviour and practices
	i) Micromanaging team members
X	j) Consultative mechanisms with team members

3. Discuss at least three (3) strategies you would utilise to gain consensus in a team. Do not exceed fifty (50) words for each strategy.

- a. When trying to gain a consensus I would make sure that I have all relevant and true information so there is no one thinking that something has taken place that hasn't.
- b. Give everyone a chance to have their say even though I may not agree with what they are saying.
- c. Once a proposal has been done on how to move forward ensure all parties are in total agreement with it and support it.

4. In the life cycle of a project, you are most likely to encounter unexpected problems, issues, and questions along the way. Which of the following are strategies that can be best applied to handle and resolve such issues?

Select all that apply.

	a) Identify and understand potential risks and issues to the project prior to commencing.
	b) Refer and turn over all issues to supervisor.
X	c) Implement a tool to document issues as they arise within the project such as an Issues Log.
X	d) Learn from previous projects to predict potential risks and issues.
	e) Explore small issues and let them escalate into bigger ones.
X	f) Allocate responsibilities within project team members for resolving different types of issues.
X	g) Set criteria to determine an issue's priority task.
	h) Communicate issues to team members who are not directly involved.
X	i) Establish a plan for communicating issues within the project team.
	j) Single out team member(s) who are responsible for the issue and carry out disciplinary measures.

CASE STUDY

1. Awesome Landscapes uses the following template to advertise for new positions. Write the content in the template to create an advertisement for the vacant positions.

Guidance:

- a. All applications for people applying for roles within this project must e-mail their applications to sam.n@awesomelandscapes.com.au.
- b. Although these positions are specifically required for this project, the employment of these landscapers will need to be ongoing.
- c. Landscapers working for Awesome Landscapes are paid \$18.00 per hour plus leave and superannuation entitlements as required by legislation.
- d. They will be formally reporting to the project manager even though their day-to-day duties will come from the site supervisor.

Job Advertisement Template

Job Title	Landscaper
Job Location	Cascade Peak Chalets
Introduction to organisation	Awesome Landscapes is the Premier landscaping organisation in the Cascade Peak area, with having completed the landscaping work for most large projects in the area in recent years.
Who the position reports to	Sam Ng - Project Manager
Description of the job role and purpose	Duties include - General landscaping - Hard landscaping - Planting and maintaining trees and plants - Weed removal - Road and path construction and maintenance

You may wondering why I didn't recommend Alice Mundy or Kamil Prasad as they look to have everything you need. In short Kamil wasn't available in time. As for Alice it was common thread in her notes that she was not a team person and looking at the program all of your works at the later stage of the project involves all employees working together.

- List the deliveries in the correct order (earliest date(s) to latest date(s)).
- For each delivery, indicate the date(s) and the item(s) to be delivered on those dates.

8. List five (5) responsibilities as part of the site supervisor's role.

- a. Ensure goods arrive in good condition.
- b. Glasshouse is erected in the correct location and to plan.
- c. Ensure irrigation and chemicals are installed and stored as per plan and procedure.
- d. Ensure all procedures are followed.
- e. Ensure all plans are followed.

9. Now that you have selected your replacement landscapers, write a short recommendation to the director of Awesome Landscapes regarding which landscaper will be allocated to each task.

Do not exceed fifty (50) words.

Guidance: Landscapers, Dave Furphy and John Zhuche have left the project and the successful candidates will be replacing them.

Two new landscapers have been selected and looking at the program in regards where to place them into the project. I feel that Karen Pearce would be a good swap for Dave Furphy and then Aaron Barben slotting in to the tasks that were to be done by John Zhuche.

10. Consider how you will communicate the updated resource allocation.

- a. List three (3) documentation in the Project Plan that needs to be updated?

Guidance: Consider the documentation you have already updated, and all other templates that required changes to employee landscaper names.

- b. To whom does this information need to be communicated to?
- c. How will this information be communicated to each stakeholder?

- a. Three documents that need updating in the project plan are Appendix 11, 12 and 13 as they still contain the names of people from Massive Eco Developments.

- b. This information needs to be communicated to Sam Ng (Awesome Landscapes) then once plan is updated it is communicated to the new steering committee.

- c. This is communicated to each stakeholder by providing and updated version of the project plan and have it signed by relevant parties.

11. The Project Plan has been updated showing all the work J.P. Digging (the previous contractor) has completed. They have contacted Sam to advise they have not been paid their last progress payment, nor have they been paid for the additional work completed before Massive Eco-development went insolvent.

Examine the work done to date as per the project plan and provide a short recommendation regarding how much should be paid to J.P. Digging.

This adds up to a total of \$46,250.00.

Select all that apply.

Guidance: The date must be in the range of mid to late December.

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Project Team Role: Independant Consultant										
Process Group:*		Initiating		Plannin g	X	Executing		Controlli ng		Closing
Specific Project Management Process Being Used: PMBOK - Procurement.										
Specific Practice, Tool or Technique Being Used: Contract termination.										
What was the action undertaken? Termination of contract with J.P.Digging for works to be done on Cascade Peak Chalets Project.										
What was the result? Agreed termination and settlement of monies owed for works complete to date. Project sponsor, contractor and Awesome Landscapes all in favour of termination.										
What might have been a more preferred result? J.P.Digging remain on project and complete works that they were contracted to do.										
What might have created the more preferred result? Had Massive Eco Development not gone into administration and project put on hold then contract would have remained in place.										
What is the specific Lesson Learned? All contractors have a past and some relationships with other parties may not be so good.										
How could one identify a similar situation in the future? It cant be foreseen that companies are going to go broke and then be taken over by another that may not like your choice in contractor. Following below recommendations may identify and avoid using underperforming or troublesome contractors.										
What behaviour is recommended for the future? Recommend thorough background and reference checks on all contractors past project performances.										
Where and how can this knowledge be used later in this current project? Incorporate into procurement contract checklist.										

14. Sam has asked you to write the tender proposal for the new contractor. Complete the template below which will be used to advertise for a new contractor.

Guidance:

- a. The requirements of the contractor will be covered in the Project Plan.
- b. The contractor is expected to be a replacement for the existing contractor with no changes to scope.
- c. The tender proposal will be used to gather relevant information as well from potential contractors.

Request for Tender

Introduction to Awesome Landscapes:

Awesome Landscapes is the Premier landscaping organisation in the Cascade Peak area, with having completed the landscaping work for most large projects in the area in recent years.

Tasks to be performed (You must list five (5))

- Excavate, fill and compact channels for pipes.
- Excavate holes for septic system.
- Install granite boulders.
- Weir construction.
- Expand, move gravel and seal car park.

Selection criteria (you must list three (3))

The contractor must:

- a. Have appropriate work place health and safety systems in place.
- b. Insurance
- c. All employees hold relevant and current licences for the machinery they will be operating.

Budget: This is a fixed cost project at \$37,200.

Please send your completed tender application to Awesome Landscapes by e-mailing Sam Ng, sam.n@awesomelandscapes.com.au.

Other(s)Contract Administration	Project Administrator to ensure deliverables are being met and invoicing and payroll is being done.
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16. You have received these [Responses](#) (*Username: cstclearner Password: CstcPty@123*) from three (3) potential contractors.

All three (3) have filled in the tender application form. This includes addressing the selection criteria, highlighting the qualifications and capabilities of their staff, highlighting their available timeframes, and conflict of interest declarations.

One of the responses includes a declaration of a conflict of interest. Sam has advised he will need to seek senior management approval to deem whether the contractor will be allowed to work in the project.

He has asked you to develop a plan outlining how the conflict of interest can be managed. In this light, write your recommended management plan to deal with this conflict of interest.

Your plan must be of 150 – 200 words in length.

Good Morning Sam,

I have gone through the tender submissions from the three suppliers and one stands out from the other two.

Godig Contracting are a local company who have worked with the local council previously and are highly recommended by them. They are available for the required start date and own the machinery and have the staff that is needed to complete the tasks. There is no conflict of interest. All employees have the required licences for the machinery being used and all have been inducted by council in work in environmentally sensitive areas. Background checks are excellent and as mentioned before they are highly recommended by council.

CONTRACTOR AGREEMENT

22/12/2016

Godig Contracting - ABN 234 567 567

Dear **Michael Classon**

Contractor Agreement

This letter sets out the terms of the agreement between **7th January 2017** and **20th February 2017**.

In this letter, words in **bold type** (other than headings) have the meaning described in section 11 at the end of the letter.

1. PERIOD OF ENGAGEMENT

1.1. Term

The **contractor** will supply the **services** to the **company** from **07/01/2017** to **20/02/2017** unless the engagement of the contractor to provide the services is terminated earlier in accordance with this **agreement**.

1.2. Termination by the company

Subject to paragraphs 1.4 and 9.1, the company may terminate the contractor's engagement by giving the contractor one month's written notice of its intention to do so. The company may require the contractor not to perform the services during that notice period.

1.3. Termination by the contractor

Subject to paragraph 1.4 if the contractor wishes to terminate its engagement, it must give one month's written notice to the company. The company may require the contractor not to perform the services during the notice period.

1.4. Payment in lieu

If either the contractor or the company gives notice of termination, the company may terminate the contractor's engagement by making payment in lieu of that part or all of the notice period during which the contractor is not engaged.

2. BASIS OF ENGAGEMENT

19. Sam likes the contract but would like to send it to his lawyer before getting it signed off. Why do you think he wants to do that?

When legal advice was sought in regards to the contract with J.P. Digging it was found to be not very good. So Sam would want to make sure the new contract is watertight before having it signed by the new contractor.

20. The new contractor has advised one of his employees is actually an independent subcontractor. What course of action do you suggest?

I would suggest that a rate of pay and conditions be agreed to by the contractor and the employee for this project and the employee be put onto the contractors books as one of his. You don't want to have any delays or issues onsite caused by non payment or disagreements between your contractor and their independent sub contractors.

23. Sam has mentioned to you that Andrew (the site manager) is having performance issues. Particularly, he has been having issues with his computer literacy, sending e-mail and using the Internet.

Sam is sending Andrew to Melbourne for some professional development at a landscape horticulture conference in three weeks' time, but he has asked you research a one- to two-day course that the site manager can attend to update his computer skills.

Research the computing courses available in Melbourne (preferably in or near the Central Business District) that he can attend.

- a. Provide a specific link to the site page containing all the details of the one- to two- day computer course(s); and
- b. Attach a screenshot of the site page containing all the details of the one- to two- day computer course(s)

Link to site page	https://www.dynamicwebtraining.com.au/docs/window_10_essentials.pdf
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Screenshot of the site page



Windows 10 Essentials

Computer Basics - Windows

About The Course

This course introduces Microsoft Windows 10. Hands-on guidance will help you get familiar with your computer and learn how to navigate the system, use Get Started app and Cortana, copy files, create and manage files & folders, personalising Windows 10 and perform other common tasks.

Duration: 1 day

Class size: 18 students max

Times: 9:00am - 5:00pm

Price: Refer to our website for current course and package pricing.

After the course?

Each student will receive:

- Certificate of completion
- Training manual
- 12 months FREE email support
- FREE class re-visit (if necessary)

Who Should Do This Course?

This course is intended for people who wish to learn how to work with Windows 10 to perform standard operating system functions. It is an ideal companion course to undertake with application software, teaching participants the practical skills of managing their computer. This course is designed for participants with little or no knowledge of computing and/or Windows 10. As such it assumes no prerequisite skills or knowledge.

Prerequisites

This course is designed for participants with little or no knowledge of computing and/or Windows. Operating system. There are no prerequisite skills or knowledge required to attend this course.

Learning Outcomes

- Work with the basic components of the Windows 10 interface
- Personalise the user interface
- Learn how to use the Get Started app and Cortana
- Work with desktop program and app windows
- Use Windows to install, update and uninstall programs
- Understand data storage and navigate your computer's drives, folders and files
- Work with several of the default Windows apps
- Navigate the folder hierarchy and work with folders
- Manage files on your computer
- Understand the purpose and function of libraries, and how to manage libraries
- Work with the Recycle Bin to manage deleted items
- Work with Quick Actions and shortcuts in File Explorer
- Use the Windows search function
- Understand and work with Microsoft Edge
- Manage user accounts
- Use several features to optimise the Windows operating system

Content

Unit 1: Starting with Windows 10

- What Is Windows
- Turning on the Computer
- Signing in to Windows
- The Desktop
- The Start Menu
- The Taskbar
- The Search the Web and Windows Bar
- Using Windows Search
- Changing the Windows Search Settings
- Windows Store Apps
- Putting Your Computer to Sleep
- Shutting Down Your Computer

Unit 2: Personalising the User Interface

- Customising the Start Menu
- Moving Tiles on the Start Menu
- Changing Tile Size
- Working with Tile Groups
- Turning Live Tiles on and Off
- Removing Tiles from the Start Menu
- Pinning Apps to the Taskbar
- Creating Desktop Shortcut Icons
- Changing the Lock Screen
- Changing the Desktop Background
- Changing Your Account Picture

Unit 3: Help and Support

- The Get Started App
- Setting Up Cortana
- Using Cortana
- Customising Cortana

Unit 4: Working with Desktop Windows

- Starting Desktop Programs and Apps
- The File Explorer Window
- Working with the File Explorer Ribbon
- Using the File Explorer Ribbon
- Using the File Tab
- Minimising and Maximising a Window
- Resizing a Window Using a Mouse
- Moving a Window on the Desktop
- Switching between Open Programs
- Snapping Windows
- Shaking Down Windows
- Working with Task View
- Understanding Virtual Desktops
- Creating a New Virtual Desktop

- Scrolling in a Window
- Closing Desktop Programs
- Other Ways to Open Desktop Programs

Unit 5: Working with Programs

- Viewing Installed Programs
- Dealing with Non-Responding Programs
- Installing a Program
- What Happens During Installation
- Uninstalling a Program
- Keeping Programs Updated

Unit 6: Data Storage on Your Computer

- Understanding Data Storage in Windows
- Understanding File Explorer
- Opening File Explorer
- Viewing Storage Devices Using File Explorer
- Viewing Network Connections

Unit 7: Using Common Windows Apps

- Starting the Mail App
- Adding Accounts to Mail
- Working with Mail Messages
- Starting and Navigating the Calendar App
- Scheduling Meetings
- Opening PDFs and XPS Files in the Reader App
- Using Reader
- Using the Maps App

Unit 8: Working with Folders

- Understanding Folder Hierarchy
- Navigating the Folder Hierarchy
- Understanding Personal Folders
- Accessing Your Personal Folders
- Creating a New Folder
- Copying a Folder
- Moving a Folder
- Renaming a Folder
- Deleting a Folder
- Viewing the Hierarchy Path
- Changing Folder Views

Unit 9: Working with Files

- Understanding Files
- Creating a Simple File

- Exploring Files in Windows
- Copying a File
- Renaming a File
- Deleting Files
- Copying Multiple Files
- Replacing Files
- Moving Files
- Copying Files to a USB Flash Drive
- Setting Files as Read Only
- Deleting Files
- Deleting Folders with Files
- Common File Types

Unit 10: Working with Libraries

- Understanding Libraries
- Displaying Libraries
- Exploring Your Libraries
- Creating Folders in a Library
- Creating a Library
- Adding Folders to a Library
- Changing Library Views
- Deleting Folders from a Library
- Deleting a Library

Unit 11: The Recycle Bin

- Understanding the Recycle Bin
- Creating some simple files
- Sending Files to the Recycle Bin
- Retrieving Files from the Recycle Bin
- Emptying the Recycle Bin

Unit 12: Quick Access Locations

- Understanding Quick Access Locations
- Adding a Location to Quick Access
- Removing a Location from Favorites

Unit 13: Searching and Sorting Files

- Understanding File Searches in Windows
- Creating a Searchable File
- Searching Using File Explorer

- Searching File Contents Using File Explorer
- Indexing a Folder
- Un-indexing a Folder
- Tagging Files for Easier Searches
- Sorting Files in a Folder
- Modifying View Settings

Unit 14: Microsoft Edge

- The Microsoft Edge Interface
- Launching Microsoft Edge
- Browsing the Web with Microsoft Edge
- The Hub
- Microsoft Reading View and Reading List
- Annotating in Microsoft Edge

Unit 15: User Accounts

- Understanding User Accounts in Windows
- Creating a Microsoft Account
- Creating a Local Account
- Switching Users
- Changing Your Password
- Changing Your Account Name
- Controlling User Accounts

Unit 16: Security and Protection

- Understanding Computer Security
- Checking Security and Maintenance
- Changing Windows Firewall Settings
- Checking Malware Protection Settings
- Changing Windows Update Settings

Unit 17: Optimising Windows

- Viewing System Properties
- Checking Hardware Devices
- Tidy Up the Desktop
- Performing a Disk Cleanup
- Understanding Power Options
- Choosing a Power Plan
- Creating a Custom Power Plan

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23 Nov 20	Mon
08 Jan 21	Fri
17 Feb 21	Wed

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WORKBOOK CHECKLIST

When you have completed this workbook, please ensure you have completed all parts of it:

Written Questions

Part 1 – Manage Project Human Resources

Part 2 – Manage Project Procurement

Part 3 – Manage Project Stakeholder Engagement

Part 4 – Lead and Manage Team Effectiveness

Case Study

IMPORTANT REMINDER

Students must achieve a satisfactory result to ALL assessment tasks to be awarded COMPETENT for the unit relevant to this subject.

To award the student competent in the units relevant to this subject, the student must successfully complete all the requirements listed above according to the prescribed benchmarks.

End of Document