

BSBPMG513 MANAGE PROJECT QUALITY

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- The assessor will conduct observations 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 Symonds

Assessor name Grace Martin

Assessor signature G Martin

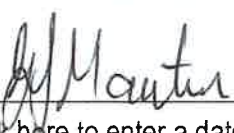
Date Click here to enter a date. 8/4/20

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

ASSESSOR COMMENTS

Lauren has a good understanding of quality control process and procedure in relation to managing a project.

BSBPMG513 MANAGE PROJECT QUALITY

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to manage quality within projects, including: - Determining quality requirements - Implementing quality control and assurance processes - Using review and evaluation to make quality improvements in current and future projects 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 (including quality criteria, evidence of quality monitoring and improvement practices), Computer and appropriate software.	
Assessment of task	
Name of participant:	
Name of observer:	
Role of observer (Confirm suitability to sign)	Business Manager
Email address of observer	grace@rhmbi.com.au
Signature of observer:	
Date:	Click here to enter a date. 8/4/20
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Determine quality requirements	
1.1A. Seek input from stakeholders to determine quality objectives and standards.	☒
1.1B. In a quality management plan, document: - Quality metrics for the project and product output - Agreed quality requirements	☒
1.1C. Select established quality management methods, techniques and tools to resolve quality issues.	☒
1.1D. Distribute, discuss and support quality requirements with project team and stakeholders.	☒
1.1E. Implement agreed quality requirements as the basis for performance measurement.	☒
2 Implement quality processes	
1.2A. Undertake a quality assurance audit of project processes for compliance with agreed plans.	☒

1.2B.	Assess quality control of project and product output according to agreed quality specifications.	☒
1.2C.	Identify causes of variance to quality metrics and undertake remedial action.	☒
1.2D.	Maintain a quality management system to enable accurate and timely recording of quality audit data.	☒
3 Implement project quality improvements		
1.3A.	Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.	☒
1.3B.	Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.	☒
1.3C.	Identify and document lessons learned and recommended improvements.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

See assessor comment

RHM Quality Plan



Activity	Items / Individual Deliverables	Standards to be applied	Strategy / Action plan to meet the standards specified	Responsibility
1.1 Acquire Engineering	Engineering suitable for the design of the 4 structures	Australian Standards in accordance with BCA and AS1562. Australian Standards: AS/NZ 1170-PART 1 & 2 Australian Loading Code, AS3600 – Concrete Structure Codes, AS, 4600 – Cold Formed Steel Structures Code, BCA 2013	Salesman to ensure correct design before retrieving Engineering from ConX & CC-Builder software.	David Buckley
1.2 Draw up site plan and location of utilities	Accurate Site Plan for installers and Council	Building Construction Plan	Salesman to accurately produce site plan with location of existing structures & utilities. Project Administration to review site plan.	David Buckley (Also Lauren Symonds)
1.3 Submit Council application for council Build Authorisation	Correct Council Application to be submitted to Private Certifier	DA Form 2, Building Construction Plan. Administration Standard	Engineering, council application, QBCC Insurance and site plan to be completed accurately and to be emailed directly to the private certifier	Lauren Symonds
2.1 Order Kit Materials	Purchase orders for kit materials to be	Administration standard. Job Checking Summary	Construction Manager to write up Purchase orders for the kit materials. Items	Darren Martin (Also Lauren Symonds)

RHM Quality Plan



	placed with Suppliers		in RHM stock are to be included as part of the kit order. Administration to conduct quality review on order confirmations.	
2.2 Draw up concrete slab plan in accordance with engineering	Concrete Slab Plan	Australian Standards: AS/NZ 1170-PART 1 & 2 Australian Loading Code, AS3600 – Concrete Structure Codes, AS, 4600 – Cold Formed Steel Structures Code, BCA 2013	Construction Manager to draw up concrete slab plan in accordance with the structural engineering design, and the base plate layout to determine pier footing locations and rebate for Roller Doors. Administration to conduct Quality review	Darren Martin (Also Lauren Symonds)
3.1 Earthworks	Earthworks Prepared and piers dug for support of Concrete slabs	Concrete Slab Plan. Council Build Approval. Australian Standards: AS/NZ 1170-PART 1 & 2 Australian Loading Code, AS3600 – Concrete Structure Codes, AS, 4600 – Cold Formed Steel Structures Code, BCA 2013	Excavation and site preparation to be conducted by Adamson Concreting Pty Ltd, in accordance with engineering specifications, Council Approved site plan and Concrete Slab Plan	Collin Adamson
3.2 Concrete slab pour	Concrete slab and Form 16	Concrete Slab Plan. Council Build Approval. Australian Standards: AS/NZ 1170-PART 1 & 2 Australian Loading Code,	Adamson Concreting Pty Ltd to pour concrete slab in accordance with engineering specifications, Council Approved site plan and Concrete Slab Plan.	Collin Adamson (Also Lauren Symonds)

RHM Quality Plan



		AS3600 – Concrete Structure Codes, AS, 4600 – Cold Formed Steel Structures Code, BCA 2013	On completion of pour, Adamson Concrete to complete Form 16. Administration to conduct review on Form 16.	
3.3 Installation of Kit Materials for 4 structures	Structural completion of the 4 steel kits	Concrete Slab Plan. Council Build Approval. Australian Standards: AS/NZ 1170-PART 1 & 2 Australian Loading Code, AS3600 – Concrete Structure Codes, AS, 4600 – Cold Formed Steel Structures Code, BCA 2013	Site Supervisor to ensure Council Build approval, Engineering and design are adhered to. Construction Manager to conduct QC Review on completion. Council to do final inspection of structures on completion.	Paul Martin (Also Darren Martin and Matt White – Private Certifier)



**Form 16—Inspection
Certificate/Aspect Certificate/QBCC
Licensee Aspect Certificate**

Version 5 – July 2017

NOTE: This form is to be used for the purposes of section 10(c) and 239 of the *Building Act 1975* and/or sections 32, 35B, 43, 44 and 47 of the *Building Regulation 2006*.

1. Indicate the type of certificate

The stages of assessable building work are listed in section 24 of the *Building Regulation 2006* or as conditioned by the building certifier.

An aspect of building work is part of a stage (e.g. waterproofing).

☐ **Inspection Certificate** for

☒ **Stage of building work** (for single detached class 1a or class 10 building or structure)

(indicate the stage) **Place and Finish Concrete Slab and Piers**

☐ **Aspect of building work**

(indicate the aspect) _____

☒ **QBCC Licensee Aspect Certificate**

Scope of the work

Scope of the work covered by the licence class under the *Queensland Building and Construction Commission Regulation 2003* for the aspect being certified, e.g. scope of work for a waterproofing licence is "installing waterproofing materials or systems for preventing moisture penetration". An aspect being certified may include "wet area sealing to showers".

Install Formwork, Reinforcement and Concrete

Any incidental work of another class

2. Property description

The description must identify all land the subject of the application.

The lot and plan details (e.g. SP/RP) are shown on title documents or a rates notice.

If the plan is not registered by title, provide previous lot and plan details.

Street address (include no., street, suburb/locality and postcode)

123 Fake Street Fake Town.

Postcode 4208

Lot and plan details (attach list if necessary)

Lot 384 RP 224341

In which local government area is the land situated?

Gold Coast City Council

3. Building/structure description

Building/structure description

Proposed Skillion Awning (12.1m x 6m x 3.9m)

Class of building/structure

10a

LOCAL GOVERNMENT USE ONLY

DATE RECEIVED

REFERENCE NUMBER/S

4. Description of component/s certified Clearly describe the extent of work covered by this certificate, e.g. all structural aspects of the steel roof beams.	Set out of Shed from Boundaries Prepare subgrade and Dig Piers to required depth and size Setup Formwork Install Reinforcement as per engineering Place and Finish Concrete as per engineering																																													
5. Basis of certification Detail the basis for giving the certificate and the extent to which tests, specifications, rules, standards, codes of practice and other publications, were relied upon.	AS 3600; AS2870; AS1170.0; AS 1170.1; AS4671; AS1304; AS 3798																																													
6. Reference documentation Clearly identify any relevant documentation, e.g. numbered structural engineering plans.	Structural Engineering Drawings GAF 11-11; GAF-11-6; RHM Drawings 01- Site Plan; 02 Elevations;																																													
7. Building certifier reference number and development approval number	<table border="1"> <tr> <td>Building certifier reference number</td> <td>Development approval number</td> </tr> <tr> <td>BA2502</td> <td></td> </tr> </table>	Building certifier reference number	Development approval number	BA2502																																										
Building certifier reference number	Development approval number																																													
BA2502																																														
8. Building certifier, competent person or QBCC licensee details A competent person must be assessed as competent before carrying out the inspection. The builder for the work cannot give a stage certificate of inspection. A competent person is assessed by the building certifier for the work as competent to practice in an aspect of the building and specification design, because of the individual's skill, experience and qualifications. The competent person must be registered or licensed under a law applying in the State to practice the aspect. If no relevant law requires the individual to be licensed or registered, the certifier must assess the individual as having appropriate experience, qualifications or skills to be able to give the help. If the chief executive issues any guidelines for assessing a competent person, the building certifier must use the guidelines when assessing the person.	<table border="1"> <tr> <td colspan="3">Name (in full)</td> </tr> <tr> <td colspan="3">Colin Adamson</td> </tr> <tr> <td colspan="2">Company name if applicable</td> <td>Contact person</td> </tr> <tr> <td colspan="2">Adamson Concreting Pty Ltd</td> <td>Colin Adamson</td> </tr> <tr> <td>Phone no. (business hours)</td> <td>Mobile no.</td> <td>Fax no.</td> </tr> <tr> <td>0401 278 429</td> <td>0401 278 429</td> <td></td> </tr> <tr> <td colspan="3">Email address</td> </tr> <tr> <td colspan="3">adamsonconcreting@bigpond.com</td> </tr> <tr> <td colspan="3">Postal address</td> </tr> <tr> <td colspan="3">8 Camberwell CI</td> </tr> <tr> <td colspan="2">Gleneagle</td> <td>Postcode4285</td> </tr> <tr> <td colspan="2">Licence class</td> <td>Licence number</td> </tr> <tr> <td colspan="2">Concreting</td> <td>15113652</td> </tr> <tr> <td colspan="3">Date approval to inspect received from building certifier</td> </tr> <tr> <td colspan="3"></td> </tr> </table>	Name (in full)			Colin Adamson			Company name if applicable		Contact person	Adamson Concreting Pty Ltd		Colin Adamson	Phone no. (business hours)	Mobile no.	Fax no.	0401 278 429	0401 278 429		Email address			adamsonconcreting@bigpond.com			Postal address			8 Camberwell CI			Gleneagle		Postcode 4285	Licence class		Licence number	Concreting		15113652	Date approval to inspect received from building certifier					
Name (in full)																																														
Colin Adamson																																														
Company name if applicable		Contact person																																												
Adamson Concreting Pty Ltd		Colin Adamson																																												
Phone no. (business hours)	Mobile no.	Fax no.																																												
0401 278 429	0401 278 429																																													
Email address																																														
adamsonconcreting@bigpond.com																																														
Postal address																																														
8 Camberwell CI																																														
Gleneagle		Postcode 4285																																												
Licence class		Licence number																																												
Concreting		15113652																																												
Date approval to inspect received from building certifier																																														
9. Signature of building certifier, competent person or QBCC licensee Note: A building certifier must sign this form for temporary swimming pool fencing under section 4 of Schedule 1 of QDC MP 3.4.	<table border="1"> <tr> <td>Signature</td> <td>Date</td> </tr> <tr> <td></td> <td></td> </tr> </table>	Signature	Date																																											
Signature	Date																																													



RHM Building Innovations
 117 Mt Lindesay Hwy Gleneagle
 Ph: 1300 858 746
 ABN: 76 147 079 598
 QBCC: 1200878

INSTALLERS CHECKLIST

CUSTOMER: _____ DATE: _____

SITE ADDRESS: _____ JOB NO: _____

		COMPLETED	CHECKED
<u>Pre-Start:</u>	• Council Decision Notice has been read • Confirm 'RHM Building Site' sign is displayed at front of property		
<u>Frame:</u>	• Ridge of shed is straight & level • Rafters and Columns are plumb • All bolts, nuts and dynabolts are installed correctly & are tight • Knee bracing, Fly bracing and brace strapping all installed as per engineering • If carport, posts are to be plumb		
<u>Roller doors:</u>	• Doors are perfectly level • Guide rails & mullions are plumb • Door tension is correct – door should stay closed when unlocked, but should creep up with minimal upward assistance • Doors should open/close without 'coning' or binding on guide rails • Locking bar should be easy to apply and lock the door • If controller door, ensure weight is installed to door curtain, limits set correctly & remotes encoded as per manufacturers instructions		
<u>Walls:</u>	• Wall sheets are plumb, corners flashed neatly – screwed off as per manufacturers recommendations • Door openings flashed • Head flashing to all openings • Correct fall to gutters • Downpipes plumb and secured neatly • Joins sealed • Personal access door – minimal clearance • Lock neatly installed and operates properly and easily		
<u>Roof:</u>	• Ridge cap straight and neatly scribed to roof sheet profile • Roof sheets screwed to manufacturers recommendation (every rib – trimdek; standard pattern – custom orb)		

	Barges square & plumb – perpendicular cut at ridge		
		COMPLETED	CHECKED
	Barge finished neatly and screwed to gutter end cap – gutter plumb		
	All swarf removed – blown, broomed or hosed (this is a necessity)		
<u>Window:</u>	Square & plumb		
(If fitted)	Flashings to top and sides neatly fixed and finished		
<u>Clean up:</u>	All personal rubbish removed from site		
	All building material in a neat pile (or removed if included in contract)		
	Shed cleaned out – blown or broomed		
	All trimming, rivet nails, screws, bolts etc and any other scraps picked up and added to rubbish pile		
	Any obvious dirt (mud) on roof, wall sheets, or frame must be removed		
	Suppliers stickers removed ie. Bluescope, etc		
	RHM Services identification placed on shed		

INSTALLERS COMMENTS:



RHM Building Innovations
 117 Mt Lindesay Hwy Gleneagle
 Ph: 1300 858 746
 ABN: 76 147 079 598
 QBCC: 1200878

Quality Audit Template

Project Name: Mike Ennis #2654		
Prepared by: Lauren Symonds		
Date: 07/04/2020		
Project Administration: Lauren Symonds		
Project Phase: Phase 3	Overall Project Status: 95 % Completed	
Audit Date: 02/04/2020	Audit Number: 2	
Goal(s) of This Specific Audit: - The completion status of each of the 4 structures		
Audit of Management of Project:		
1. Structure 1 - 12.1 x 6 x 3.9 Attached enclosed Awning	Assessment: All structural plans provided in accordance with Council Build Approval	Comment:
2. Structure 2 – 8 x 4.35 x 3.3 Attached Insulated Skillion Awning	Assessment: All structural plans provided in accordance with Council Build Approval	Comment: Reverse pitch on building plan was not adhered to by installation team.
3. Structure 3 – 6 x 6 x 2.4 Gable carport	Assessment: All structural plans provided in accordance with Council Build Approval	Comment:
4. Structure 4 – 6.4 x 3 x 2.97 Freestanding Skillion Patio	Assessment: All structural plans provided in accordance with Council Build Approval	Comment:
Overall Assessment of Management of Project: All information required for the installation team to install the structures was provided, and legible.		
Recommended Action(s)/Lessons Learned Regarding Management of the Project:		
1. For the installers to make note of any unusual designs in RHM structures, these items are to be highlighted on the installers packs documents to bring their attention to them.		



RHM Building Innovations
 117 Mt Lindesay Hwy Gleneagle
 Ph: 1300 858 746
 ABN: 76 147 079 598
 QBCC: 1200878

Audit of the Product of the Project:		
1. Structure 1 - 12.1 x 6 x 3.9 Attached enclosed Awning	Assessment: Installers have completed framework. Still flashings and chain-drive to be completed	Comment: Chain drive for the roller door was requested by the client. To be determined of cost to client and stock availability.
2. Structure 2 – 8 x 4.35 x 3.3 Attached Insulated Skillion Awning	Assessment: Installers have completed to RHM Standards	Comment: Damaged post to be collected by supplier. Reverse pitch was not done. Client happy with result.
3. Structure 3 – 6 x 6 x 2.4 Gable carport	Assessment: Installers have completed to RHM Standards	Comment: All components completed. Installers to conduct Quality checklist procedure.
4. Structure 4 – 6.4 x 3 x 2.97 Freestanding Skillion Patio	Assessment: Installers have completed to RHM Standards	Comment: All components completed. Installers to conduct Quality checklist procedure.
Overall Assessment about the Product of the Project: All structures have reached practical completion and is usable by client. Small finish off for aesthetic appearances are required for Structure 1, and the inclusion of the chain drive for the roller door. Installers can conduct the Quality installation checklist and to submit to Project Administration.		
Recommended Action(s)/Lessons Learned Regarding the Product of the Project: 1. Installers need to fully read the Scope of Works. Structure 2's reverse pitch was not installed according to original plans due to installers not reading provided plans for the structure. 2. Construction manager to do a review of the deliverable work with the installers team so they are aware of any custom work required.		
Additional Audit Comments: Overall the quality of structures has met the clients expectations and above, and has aesthetically complimented the clients property and has added value – which was the desired goal.		
Have you attached additional material(s)?		yes ☐ no ☒
Name(s) of attachment(s):		
Audit Report Submitted To: Grace Martin - Director		Date: 07/04/2020



RHM Building Innovations

117 Mt Lindesay Hwy Gleneagle

Ph: 1300 858 746

ABN: 76 147 079 598

Scope Management Lessons Learned	
Date: 31/03/2020	
Client:	Mike Ennis #2654
Lesson Learned Number	1
What was the action undertaken?	Concreter engaged to do earthworks to prepare build area for concrete slabs. When earthworks began the concreter discovered there was rock underneath the soil, in the location where the structure's footings were required to go as per engineering.
What was the result?	A change in design of the structures footings to meet engineering requirements. Also needed to negotiate the additional cost to have a rock breaker. Additional hours were required to complete the earthworks.
What might have been the preferred result?	No rock beneath the soil
What is the specific Lesson learned?	An additional condition at quotation stage to advise client that should there be additional work required due to unexpected earthworks issues (i.e Rock in location of where footings are going, as there is no control over what we can't see)
How could one identify a similar situation in the future?	If building within the area where rock was found below ground, it can be expected that rock is likely to be underground in the same area, if the ground is at the same level. I.e Undertaking earthworks at one house, then neighbour wants to build a carport, it is likely that their site will potentially have rock under the soil.
What Behaviour is recommended for the future?	A condition on the quotation provided to the customer regarding the concreting / earthworks that the quote excludes an allowance for any additional earthwork requirements i.e rock breaker.
Where and how can this knowledge be used later in this current project?	The structures that also required earthworks is to be expected that rock breaking is required to complete the earthworks.
Where and how can this knowledge be used in future for project?	Awareness that this may be an additional requirement on any project and must be considered when quoting or planning, to allow for extra time.
Who should be informed about this lesson learned?	Project Administration, Salesman and Director.
How should this lesson learned be disseminated?	Tip sheets, email and website