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| **Assessment 2 of 2** |
| To be administered by the Trainer/Assessor after the completion of all formal information presentation |
|  **Course and Code:** | **BSB41115 Certificate IV in International Trade** |
|  **Unit/s of Competency:** | **BSBADM409 Coordinate Business Resources** |
|  **\*Student Name:** | **Ilia Pavlov** |
|  **Assessment Type:** | **Case Study, Assignment, Role-play, Report** |
| **\*Student No:** | A001358 |  | **Your Submission date will be what is shown in ACCIT Moodle after it is submitted for grading. (Not the draft submission date).** |
| **\*Assessor Name:** |  |

\*These fields are required to be filled

***All questions must be answered. To answer the questions, use this document.***

**Assessment 2 – BSBADM409 Coordinate Business Resources**

Please complete this assessment and submit for marking. This forms part of your assessment. This forms part of your assessment for BSBADM409 Coordinate Business Resources.

**The following documents are related to this document.**

* BSBADM409 Unit of Competency
* BSBADM409 Learner Guide

**Word count**

In this assessment some of the questions include a word count. This is a guideline only, but your answers should not vary substantially (i.e. +/- 10%) from the word count provided. Microsoft Word includes a word count tool.

**Reasonable Adjustment**

Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) cannot be altered in any way. That is, the standards expected are the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised. Please consult your trainer or the Director of Studies if you have any questions or special needs.

**Instructions to the Student**

Please read all the information given to you before you start this assessment. If you do not understand some or all the questions, please discuss them with your trainer/ assessor. Answer all questions in your own words. The questions are designed to assess your understanding of the unit as well as your underpinning knowledge. Please follow the below mentioned instructions before starting the assessment.

* This is not a group assessment. Submit the assessment individually.
* Submitted documents must have the following criteria. Font must be Times New Roman, Font Size needs to be 12, line spacing must be Single line.

**Assessment Requirements**

Students must answer all questions and demonstrate all required skills to a satisfactory standard. If you do not answer some questions, and are therefore deemed to be *Not Yet Satisfactory*, your trainer/ assessor may ask you supplementary questions to determine your competence. Should you still be deemed *Not Yet Satisfactory,* you will have the opportunity to undertake a supplementary assessment or appeal the result.

This assessment is intended to be equitable, fair and just. If you feel that the college should change any aspect of this assessment to be fair, equitable or just, immediately contact your assessor who will attempt to make alterative arrangements.

**Submission details**

* When you are ready to submit your assessments, upload the files in ACCIT Moodle, either by dragging and dropping your assessment into the space provided or browsing the files on your computer.
* Upload this assessment online in ACCIT Moodle once you have completed your assessment with all required evidence attached.
* It is important that you keep a copy of all electronic assessments submitted to ACCIT Moodle.

**Note:** Please submit all assessment components in one file, or with as few attachments and separate documents as possible; i.e. do not include templates or emails in separate documents – place them all in the one document.

**Performance objective**

The students need to understand how to determine resource requirements, acquire and allocate resources, monitor and report on resource allocation and usage.

**Assessment description**

This assessment provides a case study on how to coordinate business resources.

To complete this assessment successfully read the case study provided and answer the questions in as much detail as possible.

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| **CASE STUDY** TruEco is setting up a back-end office in India to provide customer service support. This way TruEco is taking advantage of the globalization trend attempting to lower costs while trying to maintain and subsequently increase the quality of the service in question. To this effect, TruEco has come up with a well-structured operational plan. Firstly, they must decide on the choice of a suitable area where their offices can be set up and the recruitment of employees can begin. Since this is the first time TruEco is engaging in this sort of operational configuration, the company’s management initially planned to have one office manager and two customer care executives on premises. Secondly, they have decided amongst themselves that they wish to provide a healthy work environment to their employees with every amenity that they might require. A part of this strategy will include equipping the offices with ergonomic furniture. This is done to make the staff more productive and help them achieve their goals of maximum customer satisfaction, immediate problem resolution and cultivation of interpersonal relationships by upholding the levels of the workplace and everyday life satisfaction. Further on, the management wants the staff to use VoIP phones when communicating with the customers. This is done as an additional contribution to the strategy of reducing operational costs. To be able to achieve this goal, an internet connection plan and a reliable network infrastructure will have to be evaluated, chosen and set up. The infrastructure will include basic equipment of high-quality routers, switches, a modem and quality fibre optical cabling coming to the office. Additionally, the management wants to provide staff with individual mobile phones to streamline the contact between the employees and the management. Following the performance standard, the offices will have to be equipped with computers capable of handling high CPU usage and performance.The whole budget for this venture has been estimated at AUD $ 3,500.00Now TruEco has also come up with a standard procedure for acquiring resources which any manager can follow if the need arises. (Refer to Appendix 1)After the above steps have been finalized, the office manager needs to fill out an order and purchase form and then send it, along with their proposal upwards through the hierarchy chain. (Refer to Appendix 2) |

**Question 1**

|  |  |
| --- | --- |
| **Objectives** | * **Determine resource requirements in accordance with business and operational plans and organisational requirements**
* **Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements**
* **Ensure resource expenditure is realistic and makes efficient use of available budget resources**
* **Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology**
* **Acquire physical resources and services in accordance with organisational requirements**
* **Check resources to ensure quality and quantity are in line with service agreements**
* **Allocate resources promptly to enable achievement of workgroup objectives**
* **Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills**
* **Identify improvements in resource planning through consultation and feedback, and implement in accordance with organisational requirements**
* **Identifies and interprets information from organisational plans, policies and procedures**
* **Develops a range of documents using structure and vocabulary appropriate to audience, context and purpose**
* **Participates effectively in spoken interactions using active listening and questioning to confirm and clarify understanding**
* **Interprets and comprehends a range of mathematical information that is embedded in familiar texts**
* **Calculates and compares numeric data to track expenditure**
* **Recognises and responds to explicit and implicit organisational procedures and protocols and legislative/regulatory requirements**
* **Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role**
* **Cooperates with others as part of familiar routine activities playing an active role in facilitating group interaction**
* **Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints**
* **Recognises and takes responsibility for addressing predictable problems in familiar work contexts**
* **Utilises a range of features within digital applications to access, store and share information**
* **Reflects on the ways in which variables impact on decision outcomes to identify improvement opportunities**
 |
| 1. Refer to the operational plan from the case study above specific to organisational requirements that are set for TruEco India project. Have a read through this document and develop a list of any resource requirements that you have identified. You are to list the identified resources in the resource table provided in the answer section.
2. Consult relevant individuals and workgroups (your trainer) for the identification of resource requirements in addition to those identified in response to the previous question. Use active listening and questioning techniques to confirm and clarify understanding as required. Then present documentation on the identified resource requirements in the required format, style and structure using relevant business equipment and technology, all of which will be confirmed by the trainer.
3. Perform appropriate resource alternatives research and calculations to ensure that expenditure associated with the resource requirements identified during the previous two questions are realistic, makes efficient use of available budget and satisfy the operational requirements. You are to provide at least two alternatives for each identified resource. Provide details of any changes that could be made for financial improvement.

(*Within 100 – 150 words*)*\*Since the company now acts internationally, and since it is crucial that the service is available at all times and at a reasonable quality of High-Speed Internet connection, the management has decided to go with an Australian Internet Service Provider for their reputation of reliability. All other equipment will need to be researched and acquired locally using local currency (INR). The final amount will then be converted into Australian dollar (AUD), added to the amount of Internet Service cost, and presented together as the choice proposition.*1. Follow relevant procedures and act in accordance with organisational requirements specific to the acquirement of at least three physical resources that were identified during the previous activities. Then provide a written report on the allocation of resources consulting with individuals and teams (your trainer) using appropriate interpersonal skills.

*(within 150 – 200 words)*1. Engage in consultation and obtain feedback from relevant individuals and teams (your trainer) specific to improvements in resource planning. Take a record of any relevant information that is provided and detail the steps that you would take for successful implementation of the improvements.

*\*All the above activities will need to be observed and a signed record of this observation, completed by the assessor, will need to be marked and signed off at the bottom of this assessment task. The observation checklist will detail what was done, when it was done, the completed actions and the overall outcome of the tasks.* |
| 1.

|  |
| --- |
| **Identified Resources Table** |
| **Human Resources** | Shift in charge Call centre agentsHuman Resource Manager QA Team |
| **Physical Resources** | CSRSoftwareAutomated Answering Machine |
| **Financial Resources** | Asset and Equity Financing muscle |

 |
| 1. When one talks about the resources that are needed at the customer service agent, there are three broader categories, the human resource needs, the financial needs and the physical assets that are needed during the course of the business process.
 |
| 1. An insufficient business plan, along with incorrect allocation of sources and an inadequate business plan is usually responsible for need for financial improvement with regard to a business enterprise. Thus, weak business planning and an inadequate operational planning are two areas that should be kept at bay in order to allocate resources economically and efficiently. These measurements could lead to success in business.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Item and Description** | **Cost** | **Quantity** | **Total Cost** |
| 1. | Business Registration | 25,000 | 1 | 25,000 |
|  |  |  |  |
|  |  |  |  |
|  |  |
| 2. | Obtaining the DOT OSP registration | 15,000 | 1 | 15,000 |
|  |  |  |  |
|  |  |  |  |
|  |  |
| 3. | intellectual property rights registrations | 15,000 | 1 | 15,000 |
|  |  |  |  |
|  |  |  |  |
|  |  |
| 4. | External Process | 5,000 | 2 | 10,000 |
|  |  |  |  |
|  |  |  |  |
|  |  |
| 5. | Internal Process | 4,500 | 2 | 9,000 |
|  |  |  |  |
|  |  |  |  |
|  |
| 6. | CSR Software | 12,500 | 1 | 12,500 |
|  |  |  |  |
|  |  |  |  |
|  |
| 7. | Furnitures | 7,500 | 10 | 75,000 |
|  |  |  |  |
|  |  |  |  |
|  |
| 8. | Human Resource | 30,000 | 10 | 300,000 |
|   |  |  |  |
|   |  |  |  |
|  |
| 9. | Vending Machine | 1,000 | 1 | 1,000 |
|   |  |  |  |
|   |  |  |  |
|  |
| 10. | Workstation | 7,500 | 10 | 75,000 |
|   |  |  |  |
|   |  |  |  |
|  |

 |
| 1. The most important thing that is needed to be taken care off when one talks about the way allocation of the resources is supposed to be carried out is that first an ERP module or the part of it has to be provided to the agent. At the same time, there is a need to make sure that budget desk is setup to ensure that the clear visibility is there in terms of how consideration of all the cost elements is supposed to be carried out at the given point of time.
 |
| 1. At the moment, the business is in the initiation stage and there is no relevant record for the transactions of the business. Once the protocols of the information are being setup, the relevant details can be obtained.
 |

**Question 2**

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| --- | --- |
| **Objectives** | * **Present recommendations on resource requirements in the required format, style and structure using relevant business equipment and technology**
* **Acquire physical resources and services in accordance with organisational requirements**
* **Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans**
* **Describe the functions of business equipment used in an organisation and identify common faults**
* **Identify organisational policies, plans and procedures in relation to business resource acquisition and monitoring**
 |
| 1. Describe the functions and any common faults associated with the following items of business equipment:
* VoIP soft phones
* Soft phone answering machine feature
* Computer
* Internet connection
* Network equipment
1. Outline the procedure that you are expected to follow for the acquisition of physical resources. Refer to the procedural steps in Appendix 2.

*(Within 40 – 60 words for per identified step)*1. Specify five processes that should be followed to make optimum use of business resources.

*(within 60-80 words)*1. Detail three possible ways of monitoring the use of resources.

*(Within 40 – 60 words for per identified item)* |
|

|  |  |  |
| --- | --- | --- |
| **Item** | **Functions**  | **Faults**  |
| VoIP soft phones |  Software used to make free calls | Lag in the call duration and call time |
| Soft phone answering machine feature | Self generated and auto response machine | At times, the machine does not provide the required response and lead time is on the higher side |
| Computer  | Allowing basic functional interface to the user | As thin clients are being used, the computing at times is slow |
| Internet connection | Allowing connectivity to the users | Low signals during some hours |
| Network equipment | Network connectivity to the users | Not any visible issue |

 |
| 1. The effort is going to be made to make sure that the acquisition of the resources is being done in the manner that centralized procurement department is going to be setup and requests would be processed through it.

Image result for acquisition of physical resources |
| * Setting up the request
* Availability of the budget
* Determination of the scope
* Approval
* Procurement
 |
| 1. Again an ERP is going to be an integral part of the way this whole process is going to be managed at the first place. Effort is going to be made to ensure that the asset register and balance sheet is going to be used to have a perspective in this regard.
 |

**Question 3**

|  |  |
| --- | --- |
| **Objectives** | * **Determine resource requirements in accordance with business and operational plans and organisational requirements**
* **Provide opportunities to individuals and workgroups to contribute to the identification of resource requirements**
* **Ensure resource expenditure is realistic and makes efficient use of available budget resources**
* **Acquire physical resources and services in accordance with organisational requirements**
* **Allocate resources promptly to enable achievement of workgroup objectives**
* **Ensure consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate interpersonal skills**
* **Develop and implement methods of monitoring resource use to enable timely and accurate reporting against business and operational plans**
* **Maintain records concerning equipment and resource purchases in accordance with organisational requirements**
* **Monitor resource usage**
* **Maintain records of resource requirements and usage**
* **Calculate costs and expenditures in relation to use and maintenance of business resources**
* **Acquire and allocate physical resources and services to team members**
* **Consult and communicate with individuals and teams about acquiring and using resources**
* **Monitor, review and report on resource use acquisition, allocation, use and procedures**
* **Follow organisational policies and procedures in relation to business resource acquisition and monitoring**
 |
| 1. Choose the best resource combination from the identified alternatives in Question 1
	* The student is to determine the need for physical and human resources within a department or area where the organisation acts in consultation with individuals and teams (your trainer).
	* The students will need to calculate the costs and expenditures in relation to the use and maintenance of these resources. They will arrange the acquisition and allocation of those resources that are considered cost-effective and essential to the organisation.
	* Do a role-play with the trainer and then prepare a report in the answer section below.
	* *(Within 150 – 200 words)*
	* The students also need to ensure that the usage of these resources is monitored and recorded in accordance with organisational expectations, create and file reports regarding the acquisition, allocation, and usage of the resources using the form in Appendix 3.
	* To successfully complete all components of this task, the student will have to use the Purchase Request Form found in Appendix 1.

\**This activity will need to be observed and a signed record of this observation, completed by the assessor, will need to be marked and signed off at the bottom of this assessment task. The observation checklist will detail what was done, when it was done, the completed actions and the overall outcome of the tasks.* |
| A) TruEco is planning to set up a backend customer support program and has a fix budget. Thus, it is essential to ensure that its budgetary needs are being met in an adequate manner which also efficiently delivering on its needs. So far, the company has decided on the very best location to set up their offices in and in the first phase of recruitment, they plan on hiring an office manager and a couple of customer care executives. The initial plan included equipping the staff with all of their needs. However, the company should also have an alternative in place to ensure that an alternative is in place to ensure that the system can be maintained in case anything goes wrong. Mentioned here is an alternative list of expenditures the company may expect.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Item** | **Cost** | **Quantity** | **Total Price** |
| 1 | Business Registration | 25,000 | 1 |  25,000  |
| 2 | Workstation | 7,500 | 10 |  75,000  |
| 3 | Human Resource | 30,000 | 10 |  300,000  |
| 4 | Furnitures | 7,500 | 10 |  75,000  |
| 5 | CSR Software | 12,500 | 1 |  12,500  |

|  |  |
| --- | --- |
| **Total Expenditure** | 487,5000 |

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**Appendix 1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Purchase Request Form** |
| Address: | Company: |
| Requested by:  |
| Date: |
| Purchase order No.: |
| Vendor Information: |
| Item | Quantity | Description | Fund | Unit Price | TOTAL |
| Business Registration | 1 | Government related charges | 25,000 | 25,000 |  25,000  |
| Workstation | 10 | Office amenity | 7,500 | 7,500 |  75,000  |
| Human Resource | 10 |  Manpower | 30,000 | 30,000 |  300,000  |
| Furnitures | 10 |  Office amenity | 7,500 | 7,500 |  75,000  |
| CSR Software | 1 |  Office amenity | 12,500 | 12,500 |  12,500  |
|   |   |   |   |   |   |
| Shipping and Handling Cost: *2000* | TOTAL: *487,5000* |
| Authorization for Purchase: TruEco | Final Approval: |
| Bill To: TruEco | Ship To: Mumbai, India |

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|  |
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| Steps in the resource acquisition process: - * Identifying the need
* Identifying requirements
* Choosing specific resources
* Specifying technical specifications (requirements)
* Researching potential suppliers
* Evaluating alternatives
* Selecting the supplier and arranging the contract
 |

**Appendix 2**

**Appendix 3**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| **Resource Monitor and record form** |
| Resource | Objective | Indicator | Date checked | Who checked | Result | Corrective action |
| Furniture | Office Amenity | Well-kept. Not broken or torn fabrics anywhere | 19/9/19 | Manager | Well Kept. | No correction needed. |
| VoIP phones | Make communication easier | Properly functioning. | 19/9/19 | Manager | Needs maintenance. | Technical issues eased. |
| Network infrastructure | Better network and internet connectivity | Properly functioning. | 19/9/19 | Manager | Properly functioning. | No correction needed. |
| Mobile phones | Improved connectivity between employees and employer | Being used for work in an optimal manner. | 19/9/19 | Manager | Needs update | Usage needs to be monitored. |
| Computers with high CPU performance | Improved work quality | Being used for work in an optimal manner. | 19/9/19 | Manager | Well maintained | No correction needed. |

\*add additional fields as necessary |

**Observation Checklists for Assessment 2: Coordinate Business Resources**

Assessment Results & Feedback

|  |  |
| --- | --- |
| Student’s name |   |
| Assessor’s name |  |
| Unit of Competence (Code and Title) | BSBADM409 Coordinate Business Resources |
| Date(s) of assessment |  |
| Assessment Tasks | Yes / No | Comments |
| **For Question 1** |
| 1. The student has demonstrated the ability to extract critical information relating to need and resource identification
 | Yes [ ]  | No [ ]  |  |
| 1. The student has successfully communicated her/his ideas and concerns regarding the activity to the trainer during the role-play
 |  Yes [ ]  | No [ ]  |
| 1. The student has performed appropriate research resulting in the choice of alternatives and performed accurate calculations
 | Yes [ ]  | No [ ]  |
| 1. The student has appropriately acted in accordance with organisational standards when allocating the identified resources
 | Yes [ ]  | No [ ]  |
| 1. The student has successfully engaged in conversation and requested feedback from the trainer and concerning improvements in resource planning
 | Yes [ ]  | No [ ]  |
| **Comments** |
| **Provide your comments here:** |
| **The learner’s performance was:** | **Not yet satisfactory** [ ]  | **Satisfactory** [ ]  |

|  |  |  |
| --- | --- | --- |
| Assessment Tasks | Yes / No | Comments  |
| **For Question 3 A** |
| * The student has successfully determined the need for different types of resources
 | Yes [ ]  | No [ ]  |  |
| * The student has accurately calculated and clearly communicated the costs and expenditures in relation to the use and maintenance of identified resources
 |  Yes [ ]  | No [ ]  |
| * The student has appropriately arranged and communicated the acquisition and allocation of the resources that are considered cost-effective and essential to the organisation in front of the trainer
 | Yes [ ]  | No [ ]  |
| * The student has performed resource monitoring, recording and filing of records in a correct manner
 | Yes [ ]  | No [ ]  |
| **Comments** |
| **Provide your comments here:** |
| **The learner’s performance was:** | **Not yet satisfactory** [ ]  | **Satisfactory** [ ]  |
| **If not yet satisfactory, date for reassessment:** |  |
| **Assessor’s signature** |  |
| **If not yet satisfactory, date for reassessment:** |  |

**Marking Sheet for Assignment: Coordinate Business Resources**

|  |  |
| --- | --- |
|  Did the candidate | Competent |
|  | Yes | No |
| Answer all questions and address all the requirements specified in the Assessment Task? |[ ] [ ]

**Student Submission Checklist:**

|  |
| --- |
| Assessor name is written on the first page |[ ]
| Student name is written on the first page |[ ]
| Student number is written on the first page |[ ]
| The student submits the assessment within the due date |[ ]
| 1. The student incorporates employability skills (such as communication, team work, problem solving, initiative, technology, self-management& learning)
 |[ ]
| The student used the required style for this document  |[ ]

|  |
| --- |
| **Comments:***Comments will be provided as feedback files or in ACCIT Moodle* |
|  |
| **Result:** | [ ]  **Satisfactory** | [ ]  **Not Satisfactory** |
|  |
| The declaration below will appear when you click submit in ACCIT Moodle assessment submission link. You must check the checkbox and click submit. A draft copy will not be accepted as submission. |
| **Student Declaration:***This assignment is my own work, except where I have acknowledged the use of the works of other people. I have retained a copy for further reference.*  |
|  |
| **Assessor:***I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback* | **Date:** |  |
| **Signature:** |  |