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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Course Name:** | | **BSB50415 Diploma of Business Administration** | | | | | | |
| **Unit Name:** | | BSBWOR501 Manage personal work priorities and professional development | | | | | | |
| **Please fill in your details** | | | | | | | | |
| **Student Number** | |  | | | | | | |
| **Student Name** | |  | | | | | | |
| **Current Address** | |  | | | | | | |
| **Email** | |  | | | | | | |
| Assessor Name: | | | | | | | | |
|  | | | | | | | | |
| Result | Individual Assessments result | | Assessment 1 | S **🞎** NS **🞎** | | Final Result | | **C 🞎** |
| Assessment 2 | S **🞎** NS **🞎** | |
| Assessment 3 | S **🞎** NS **🞎** | | **NC 🞎** |
| **Assessor Signature** |  | | | Date | |  | | |
| Feedback to Student | | | | | | | | |
|  | | | | | | | | |
| **I have received the Assessment Feedback on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Date)** | | | | | | | | |
| Students Signature | |  | | | | | | |
| Assessor Signature | |  | | | Date | |  | |

# Assessment 1: Manage personal work priorities

## Performance objective

The Student will demonstrate the ability to establish personal work goals. The Student will also demonstrate the ability to set and meet work priorities.

## Assessment description

Using a position description, you will set work goals and prioritise work goals. You will then develop two work plans to achieve two work goals. You are required to keep a journal containing your reflections on and explanation of the process of managing work priorities.

## Procedure

1. Review your job description and your organisation’s business plans, business goals, policies and procedures.
2. Based on your job description (and following your organisations business plans, goals, and applicable policies and procedures), establish 4-5 personal and team goals.

In your journal, describe how your personal and team goals reflect your job description, the function of the team, and any organisational requirements.

1. Develop KPIs to measure performance related to work goals.  
    In your journal, describe:
   * How the KPIs will be used to measure goal-related performance.
   * How you will maintain performance under varying conditions and contingencies. Give specific examples.
   * How, given your own personal strengths and weaknesses, you will capitalise on or minimise the effect of these personal traits in your work plans.
2. Consider a range of activities to advance work goals. Prioritise possible activities. Choose 2 work goals to develop work plans for.  
   In your journal, describe the process you undertook to prioritise activities. Describe competing demands and how you plan to manage these to achieve goals.
3. Referring to the template provided in Appendix 1 as an example, use Microsoft Word to develop 2 work plans to achieve the 2 goals you have prioritised.   
   In your journal describe the process of developing your plans to manage work priorities. Describe how you have used the plans to manage time efficiently.
4. In your journal, describe:
   * How you will ensure you serve as a positive role model through work planning and organisation. Give examples. Describe how your work plans serve as examples to follow in your workplace.
   * How you will maintain appropriate work-life balance, manage stress and maintain health.
5. Submit your customer service plan to your assessor as per the specifications below. Ensure you keep a copy of all work submitted for your records.

## Specifications

You must provide:

* a position description
* two work plans produced using Microsoft Word
* a journal.

Your assessor will be looking for evidence of:

* use of literacy skills to interpret written job descriptions, business plans, policies and procedures, etc.
* use of organisational skills to set and achieve priorities
* application of principles and techniques of performance measurement:
  + identification of personal behaviour to assist in managing work priorities/work-life balance
  + goal setting
  + time management
* application of organisational policy, plans or procedures to setting or planning the achievement of work goals
* application of knowledge of work practices to improve personal performance.

## Appendix 1 – Work plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Work activity | Description | Goal/s | KPIs | Timeframe | Person responsible |
|  |  |  |  |  |  |
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# Marking Guide

## Assessment Task 1: Manage personal work priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **Student’s Name** |  | **Phone No.** |  |
| **Assessor’s Name** |  | **Phone No.** |  |
| **Assessment Site** |  | | |
| **Assessment Date/s** |  | **Time/s** |  |

### Outcomes

|  |  |  |
| --- | --- | --- |
| Did the Student submit: | Satisfactory | |
| Yes | No |
| A position description? |  |  |
| Two work plans produced using Microsoft Word? |  |  |
| A journal? |  |  |
| All materials within the required timeframe? |  |  |

### Performance indicators

| Did the Student: | Satisfactory | |
| --- | --- | --- |
| Yes | No |
| Serve as a positive role model in the workplace: |  |  |
| Ensure personal work goals, plans and activities reflect the organisation’s plans, and own responsibilities and accountabilities. |  |  |
| Measure and maintain personal performance in varying work conditions, work contexts and contingencies. |  |  |
| Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives. |  |  |
| Use technology efficiently and effectively to manage work priorities and commitments. |  |  |
| Maintain appropriate work–life balance, and  ensure stress is effectively managed and health is attended to. |  |  |

### Comments/feedback to participant

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
|  | |
| **Outcome:** | 🞏 Successful 🞏 Unsuccessful |
| **Assessor name:** |  |
| **Assessor signature:** |  |

# Assessment 2: Develop and maintain professional

## Performance objective

The Student will demonstrate the skills and knowledge required to develop and maintain professional competence.

## Assessment description

You will develop a professional development plan with career objectives and an action plan. To assist in the development of your plan, you are required to seek feedback on your professional competency. You are required to keep a journal containing your refection on and explanation of the process of planning professional development.

## Procedure

1. Assess your personal knowledge and skills against competency standards such as enterprise specific competencies or nationally endorsed units of competency.  
    In your journal, describe the process you undertook to assess your professional competency.
2. Seek written feedback from two people who are familiar with your work and can assess aspects of your professional competency such as employees, colleagues, clients or supervisors.

In your journal, describe the process of seeking, receiving, analysing the feedback and applying the feedback to your professional development plan.

1. Using the template provided in Appendix 1, develop a professional development plan. You should include:
   * Development opportunities such as training. Include opportunities to undertake within 1 year and within 5 years.
   * New skills you aim to acquire to achieve or maintain a competitive edge
   * Planned participation in networks or professional associations to enhance professional development
   * Timeframes in which to achieve development opportunities, new skills, participation in networks

In your journal, you should discuss:

* + The process you undertook to identify, evaluate and select the development opportunities included in your professional development plan. Discuss learning styles and application to your planning
  + New skills you plan to acquire. Explain how acquiring these skills will provide a competitive edge.
  + Examples of networking you have undertaken or are currently undertaking to enhance knowledge, skills or work relationships

1. Submit your professional development plan, feedback and journal to your assessor as per the specifications below. Ensure you keep a copy of all work submitted for your records.

## Specifications

You must provide:

* a professional development plan
* written feedback from two people in a position to assess aspects of your professional competency
* a journal.

Your assessor will be looking for evidence of:

* communication skills to receive, analyse and report on feedback
* application of principles and techniques of planning professional development
* knowledge of management development opportunities
* knowledge of types of learning styles and application to professional development planning.

## Appendix 1– Professional development plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | |  | | | |
| Date of development | |  | Date to be reviewed | |  |
| 🞏 | Discussed with mentor/colleague  Name: | | 🞏 | Discussed with manager  Name: | |

### Professional development opportunities/ training

| Timeframe | Description of opportunity/training | Skills/ competency to develop |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

### Networking activities

| Timeframe | Description of networking activities | Opportunity/professional advantage |
| --- | --- | --- |
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# Marking Guide

## Assessment Task 2: Develop and maintain professional competence

|  |  |
| --- | --- |
| **Student’s Name** |  |
| **Assessor’s Name** |  |

### Outcomes

|  |  |  |
| --- | --- | --- |
| Did the Student submit: | Satisfactory | |
| Yes | No |
| A professional development plan? |  |  |
| Written feedback from two people in a position to assess aspects of their professional competency? |  |  |
| A journal? |  |  |
| All materials within the required timeframe? |  |  |

### Performance indicators

| Did the Student: | Satisfactory | |
| --- | --- | --- |
| Yes | No |
| Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans. |  |  |
| Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence. |  |  |
| Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence. |  |  |
| Undertake participation in networks to enhance personal knowledge, skills and work relationships. |  |  |
| Identify and develop new skills to achieve and maintain a competitive edge. |  |  |

### Comments/feedback to participant

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
|  | |
| **Outcome:** | 🞏 Successful 🞏 Unsuccessful |
| **Assessor name:** |  |
| **Assessor signature:** |  |