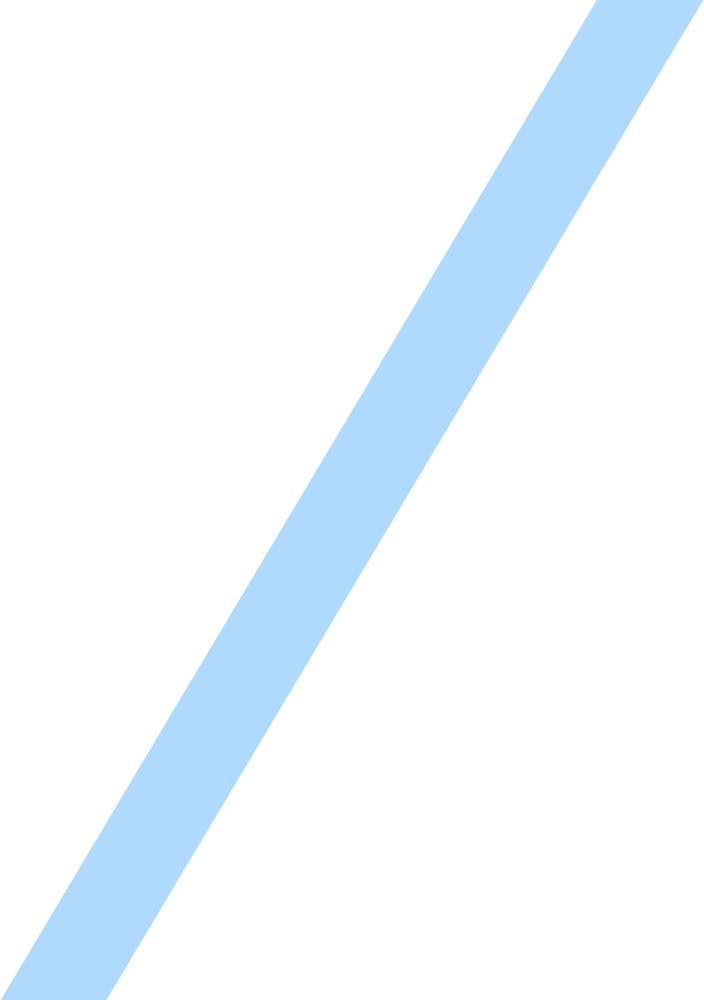
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| --- | --- |
| Assessment Report - Submission details | |
| Participant Name: | Jack McLovin |
| Topic: | [Enter topic here] Module 4 – Activity 2.1 Operation Plan |
| Unit Code & Name: | [UNIT CODE] – [Unit title] Building and Construction Cert 4 |
| Trainer/Assessor Name: | Yaser Farag |
| Submission date: | ***\_\_\_\_ / \_\_\_\_ / \_\_\_\_2/11/2023*** |
| Work submitted:   * Operational task list with responsibilities per task and roles assigned to task completion with KPI’s and other SMART goals * A budget for resources and reporting to measure worker performance and to show work is kept on track by all participating parties * Identification of how work is sourced, with business goals and objectives allocated assortedly. | |
| Declaration: | In submitting this work I declare that no part of any assessment I submit has been copied from another person’s work, except where clearly noted on documents or work submitted. I declare that no part of any assessment I submit will have been written for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action. |
| Participant Signature:  (Insert Name) | Jack Don McLovin |

## Describe your scenario

BAA Pty Ltd is a startup construction business that aims to complete 5 new single residential dwellings as well as 6 renovation projects per year, valuing approximation 3 million in sales with 90k in profit with an expenditure of 500k including capital costs (which may involve depreciation of assets). The profit is projected and aimed to grow at 5% while maintaining a 5% profit margin over 3 years of continued trading.

There is a director responsible for estimations sales and marketing, as well as production schedules, safety procedures and supervision and back up support. Meanwhile there is also a site supervisor, office manager and office administrator whom all stand between the director and the front end facing between the payment approvals and safety and quality checks, respectively with the human resources, business compliance and record keeping, compared to also reception and mail correspondence.

The company policies involve meeting compliance with regulatory standards of the relevant work types of the building code. As well as compliance with business and regulatory licensing as well as work health and safety requirements. Then there are also client expectations which have to be met and exceeded to declare value relevant enough to maintain an acceptable profit margin. Further, there is the accordance with relevant awards for employment and advertisement of positions and interviewings of potential candidacies. And on top of this there is the sub-contract labour that must be used for as much of productivity as possible in regards for purchasing labour and materials for all in as is fixed price sub contracts and leasing and hiring of equipment arrangements.

## PART A

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| Operational Task List | |  | |  |
| Item Number | | Operational Task | | **Responsible person** |
| 1 | Initial servicing Quote | | Director | |
| 2 | Quote terms and contract sub-text | | Office Manager | |
| 3 | Advertising of tender opportunities | | Office Admin | |
| 4 | Record Keeping of client and labourer contractual arrangements | | Office Admin | |
| 5 | Record keeping of regulatory compliance for business, building, and health and safety | | Office Manager | |
| 6 | Accounting for purchases and profit margins | | Office Admin | |
| 7 | Payments of employees per contract | | Office Admin / Director | |
| 8 | Quality assurance for ordering and approvals | | Site Supervisor | |
| 9 | Orders arrivals and supplier procurement agreement arrangements | | Site Supervisor | |
| 10 | Engineer’s Certification of Designs | | Director | |
| 11 | Hiring of Employees | | Director | |
| 12 | Managing Business/Office/Assets insurance coverage | | Office Manager | |
| 13 | Reception for Subs and Clients | | Office Admin | |
| 14 | Procurement of Goods for Construction Requirements | | Director/Manager/Admin | |

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| PART BThe Purpose The purpose of this operational plan is to prepare and organise the procedures involved with securing and adapting the event evolution of situational procurement alliances and regulatory arrangements that certify a procedure that constitutes a correct evaluation of advancement criterias. The company needs to be profitable and to grow, so there may need to be terms included in the quote and contract for shifting cost of goods, etc. in order to manage the operations of this business. Business Overview The business plans on completing 5 new residential and 6 reno projects each year with a profit margin of 5% and a growth of 5% by the 3rd year. We need to employ multiple staff to maintain an office outside of just needing the Director’s work, and they need to have roles assigned with tasks associated to manage safety procedures, scheduling, supervision, quality, payments, record keeping and compliance. Identification of how work would be sourced Work should be sourced by either advertising to a target market of individuals within an age range with a set of specific interests, and may need to have multiple buyers present in tandem to secure a single contract in the case of multi-room or multi-residence housing, or sourced by the network of people set up to be involved with the build process, ie. friends of friends, colleagues, associates, and community representations. Legislative requirementsBusiness operation  * 1. . Building Act 1993   2. .Building Regulations 2018   3. .OHS Act 2004   4. .OHS Regulations 2017   5. .Construction Contracts Act 2004   6. .Workplace Injury Rehab and Comp Act 2013   7. .Planning and Environment Act 1987   8. .Environment Protection Act 1970   9. .National Construction Code (NCC)   10. .Vic Building Authority Act 2002   11. .Building and Construction Industry Security of Payment Act 2002   12. .Fair Work Act 2009   13. .Australian Consumer Law   14. .Fire Safety Regulations   15. .Gas Safety Regulations   16. .Water Act 1989   17. .Heritage Regulations   18. Tax Law  Workplace safety  * 1. .OHS Act 2004   2. .OHS Regulations 2017   3. .Workplace Injury 2013  Environmental  * 1. .EPA 1970   2. .Planning and Environment 1987   3. .Australian Standards  Employment legislation  * 1. .Fair Work Act 2009   2. .Construction Contracts Act 2004   3. .National Employment Standards   4. .Modern Awards   5. Minimium Wage Order   6. Superannuation Guarantee Act 1992   7. Anti-Discriminiation and Equal Opportunity Laws  Protection of Intellectual property 1. Copyright Act 1968  2. Patents Act 1990  3. Trade Marks Act 1995  4. Designs Act 2003 Budget for personnel and physical resources  |  |  |  | | --- | --- | --- | | Operating Expenses | | cost | | 1 | Director Wages | 90k | | 2 | Supervisor Wages | 70k | | 3 | Manager Wages | 60k | | 4 | Admin Wages | 50k | | 5 | Office Supplies | 5k | | 6 | Lunch Meetings With Clients, Subs, and Team | 2k | | 7 | Rent for Office | 4k/month | | 8 | Power to Office | 2k/year | | 9 | Record Keeping Software | $500/year | | 10 | Advertising | $4k/year | | 11 | Supervisor/Director Travel | $300/week | | 12 | Director Vehicle | 50k | | 13 | Insurance on Office /contents and vehicle /contents | $300/month | | 14 | Engineer’s Certification of Plans | $10k | | 15 | Office Clean | $150/month | | 16 | Hiring | $2k | | 17 | Total Operating Expenses | $600k |  Organisational Chart The proposed organisational structure for the Operational of BAA Constructions P/L is shown below.  Insert Organisation flow chart here  1. Shareholders  2. Board of Directors  3. Managing Director  4.a Office Manager; 4.b Site Supervisor  5.a Office Admin; 5.b Sub-contractors, deliveries, visitors/inspectors |
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## Operational Plan Template

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| Operational Plan | |
| Task 1 | |
| Operational Task: | *Advertising* |
| Task description and process: | *To secure a contract for building houses and performing renovations requires a network of attention to communicate with potential clients and a targeted media campaign to persuade into buying* |
| Business Risk | *Can fail and waste money, may need to consider alternative approaches.* |
| Responsible persons: | *Office Manager* |
| Key Performance Indicators (KPIs): | *Click through rate, Views per dollar ad spend, ad design keyword effectiveness (trend analysis), ad filming time to produce (editing), $earned vs $spent.* |
| Reporting to: | *Director, Board and Shareholders* |
| Reporting periods: | *Monthly stats result of total ad-spend* |
| Business Overview | *Advertising is essential to securing a contract for the builds, no buyers, no builds.* |
| Strategic Objectives | *Be careful about public perception on potentially failed ads – cancel failures quickly.* |
| Task 2 | |
| Operational Tasks | *Hiring of employees* |
| *Task Description* | *Office Admin, Office Manager, and Site Supervisor are all jobs that need fulfilling by adequate people in order for the business to run.* |
| *Business Risk* | *Hiring bad people will waste your money, reputation, and perhaps even assets.* |
| *KPIs* | *Number of applicants per job listing. Time to interview per applicant. Time to vet post-interview stage for final applicants* |
| *Responsible Person / Reporting to* | *Director reporting to Board and Shareholders* |
| *Review Period* | *Hiring must begin before the business can operate, so the review period is immediate since hiring is finalized and the Director makes the last call.* |
| Task 3 | |
| *Operational Task* | *Engineer’s Certification of Plans* |
| *Task Description* | *Every building and construction plan needs to be signed off on by an engineer to show that the durability of the build is adequate to standard and there is no chance of failure for materials being used appropriately* |
| *Business Risk* | *Without an engineer, the builder cannot build according to the building code. Builders and engineers rely on each other to get the overall work done* |
| *KPIs* | *Pages per design plan. Size of building on top of land mass. Cost of goods required for overall build. Core materials used to hold building weight. Time to consult with engineer for completion* |
| *Responsible Person / Reporting to* | *Director* |
| *Review Period* | *The engineering certification is required before the build can start, so these plans need to be reviewed by the client and the engineer ASAP ie. as soon as they have been drawn up, or within 1 month of a quote being accepted* |
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## PART C Procedures

### Clear details on how the Operational Plan will be implemented within the organisation

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### Clear details of the consultation process to seek feedback from the employees and contractors

1. .Office Admin report daily on completed tasks and outstanding new meetings from reception, with potential feedback on task completion efforts.
2. .Office Manager report weekly to director on office tasks and achievement / shortfalls for compliance and other issues.
3. . Site Supervisor to document daily events that stand out as needing their personal input in order to minimize the reliance on supervisional authority.
4. .Plumber, to consult with design and build-state to isolate any plumbing issues before they arise.
5. .Electrician, to consult with the chippy and the builder to organize the types of fittings as requested by the client – with recommendations from sparky.
6. .Chippy – to organize 3 days in advance of needing alternatives for outdoor builds during weather.
7. .Concreter – to recommend movement of materials and other assets out of the way of their truck in order to facilitate an efficient delivery and form of concrete.
8. .Scaffolder – to consult with site supervisor when scaffolding is ready or needs assistance.
9. .Other employees – all given policies and procedures with the ability to return comment in an email form, as they have a duty of care and a responsibility to ensure they can operate with safety with our policies and procedures.
10. .Painter – to organize paint protection and paint color according to client, with feedback on choices with respect to other known issues
11. .Fitter – to fill the building with appliances according to client demands – and to give feedback on issues with moving equipment in.
12. .Plasterer – to give feedback to chippy on their alignments, and prep with painter for when ready to move on.
13. .All – able to give feedback at anytime for any reason via email or call to office admin in order to facilitate quick responses and ready record keeping.

### Responsibilities for approval of the Operational Plan

1. .Develop the plan – prepared comprehensively with timeline and activities
2. .Compliance with Building Code and Regulation
3. .Site Safety and a risk assessment onsite
4. .Environmental impact analysis
5. .Building permits and their approvals
6. .Worksafe compliance
7. .Communication and stakeholder engagement
8. Continued monitoring and reporting.